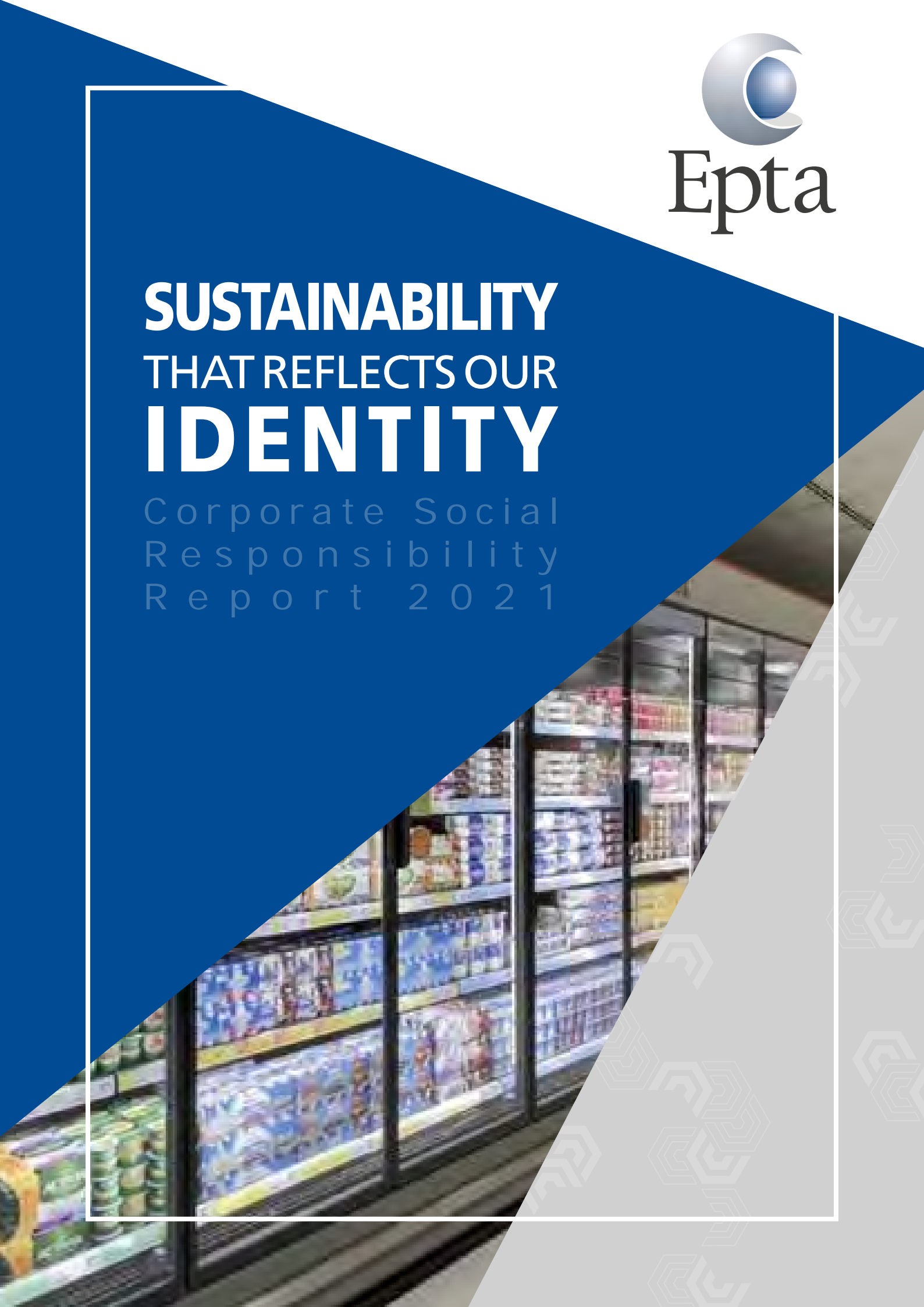




SUSTAINABILITY THAT REFLECTS OUR IDENTITY

Corporate Social
Responsibility
Report 2021

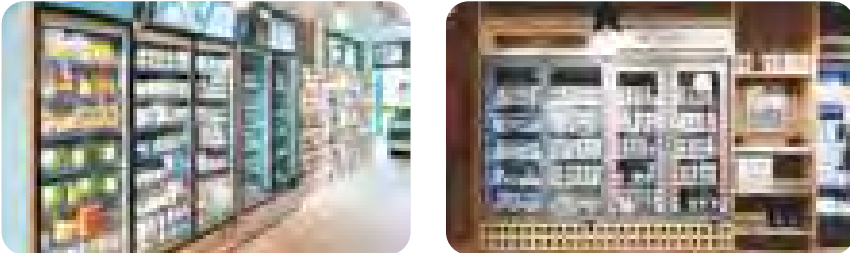


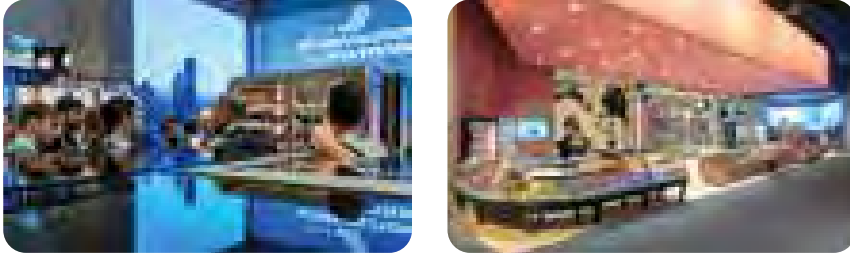
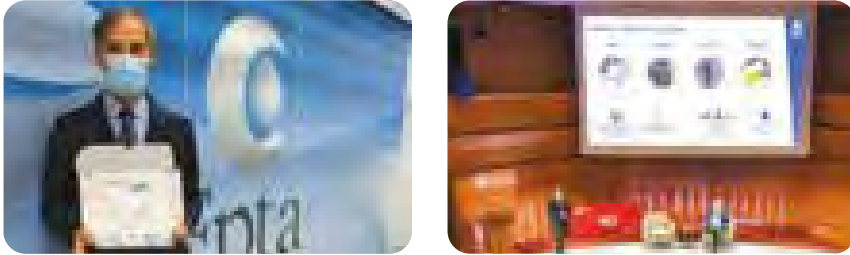
SUSTAINABILITY
THAT REFLECTS OUR
IDENTITY

February 2021



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All pictures where people do not wear face mask were taken before the health emergency

Group data are presented at page 7-8. All of the other entered data relates to 2020 year for the production plants in Limana, Casale, Solesino, Pomezia (Italy), Hendaye (France), Bradford (UK), Çorlu (Turkey), Cha-am (Thailand), Rosario (Argentina), Qingdao (China), Columbus (Georgia), and for the offices of the Headquarter in Milan (Italy), Epta International in Budapest (Hungary), Epta Deutschland in Mannheim (Germany), DAAS (Romania) that represent **more than 99% of the total production of the Group**.





Marco Nocivelli

A letter from the Chairman and Managing Director

Dear all,

It was in 2012 that we chose to make the CSR Report a pivotal expression of our Group philosophy. Today, as the Covid-19 pandemic is impacting all aspects of everyone's lives, work and habits, our focus on **ESG-D themes (Environmental, Social, Governance and Diversity)** is as strong as ever.

While we all acknowledge that 2020 was a challenging year, but we proved to be a resilient team in a resilient business – that of food preservation. It is with renovated vigor that we therefore intend to **keep our commitment to continuous improvement, for 2021 and for all the years to come.**

Looking ahead **does not mean forgetting our past:** every step made towards becoming a stronger and greater Group shall be imbued with our core values, stemming from our roots and background. This is all the more true when we look at what our people have been achieving for more than a century, through commitment to and care for our customers, our products, our communities and all of our stakeholders.

In our view, being sustainable means **give more than what we receive**, in order to build a greater presence and a more widely shared social progress, for the benefit of the world.

We are strongly committed to develop and create solutions that increasingly optimize the use of energy.

We can be proud of the continuous improvement of our products in terms of energy efficiency, as well as of our innovative services. In 2020 **we reduced our greenhouse gas emissions by 7,1% compared to 2019;** this achievement was made possible through the implementation of many new production technologies.

Thinking about the future, our main long-term goal is to lower our impact on our planet's resources: this means to create products and adopt processes that promote a circular economy; to be compliant with **the 2030 climate and energy framework set by the EU;** to plan our actions in line with the **SDGs – Sustainable Development Goals** – set by the **United Nations;** and to use the paradigm "reduce, reuse and recycle" by introducing the Life Cycle Assessment (LCA) of our activities and products.

Part of the improvement we target will come from offering to our customers a wide range of after-sales services in order to extend the lives of our products, while continuing to bring to the market the best energy-efficient and performing products.

We will also keep on investing in modern production technologies, sharing our best practices among all of our factories in the world, in order to ensure they all will lower their Carbon Footprint as much as possible.

The path we set is clear: as we did in the past, we will do our best to achieve and possibly exceed our targets.

Marco Nocivelli
Chairman and Managing Director
Knight of the Order of Merit for Labour

INTRODUCTION

2020 has been a very challenging year for everybody. The Covid-19 pandemic crisis has generated a systemic shock to the global economy, affecting all aspects of everyone's everyday life, work and habits. Epta operates in a sector, the food preservation, which is recognized to be highly resilient. The current CSR report reflects the effects of the pandemic on the Group's business and gives information about the way we were able to react.

COMPANY PROFILE

Epta a growing group year after year

1

Prestigious brands in commercial refrigeration like Costan, Bonnet Névé, Eurocryor, Misa, Iarp and Kysor Warren, **about 6.000 employees** and revenues of **928 million euros in 2020**: all of this is Epta, a Group with headquarters in Milan, operating in Retail, Food & Beverage and Ho.Re.Ca. (Hotel, Restaurant and Catering) sectors, with different production sites, both in Italy and abroad, far-reaching technical and sales forces located worldwide guaranteed by over 40 direct branches.

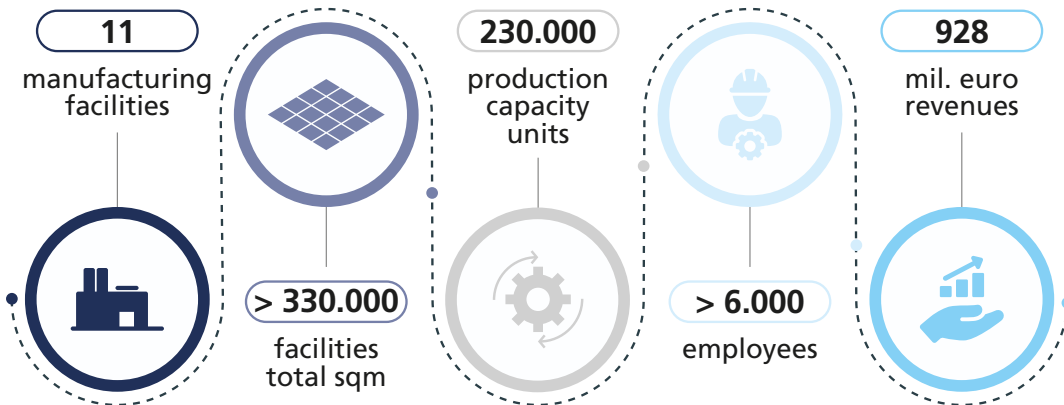
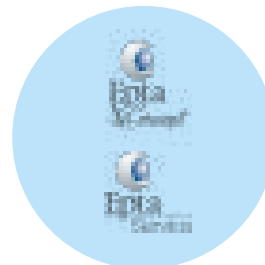


Figure 1.

SOLUTIONS FOR RETAIL SPECIALIZED BRANDS CUSTOMISED SERVICES



The brands with which Epta operates are leaders in their respective market segments or in specific product types: **Costan and Bonnet Névé**, specialized in retail solutions worldwide; **Kysor Warren**, a brand specializing in retail in the USA and Central America; **Eurocryor**, solutions dedicated to specialized points of sale (delicatessens, pastry shops ...) **Misa**, specialized in industrial and commercial cold rooms for Retail and Ho.Re.Ca and **Iarp**, specialized in plug-in solutions for F&B. Offering a complete service also means offering after-sales support (EptaService) and offering the customer turnkey products customized in design and materials (EptaConcept).

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.

A vanguard selected Management team, led by the ownership of the Group is committed to sustainability, reliability and quality of its technology and safety, competence and the development of its employees.

Think globally, act locally

11 manufacturing facilities located in **Italy, France, UK, Argentina, China, Thailand, Turkey and USA** for a total of more than **330.000 sqm**.

Epta's yearly production capacity is **230.000 units** today. The Group does business mainly in **Europe** but also in **Middle East, Africa, Asia, South America and USA**: strategic places from a financial standpoint.

The Development Plan of the Group includes dimensional growth for internal and external lines. Main pillars are the **acquisition of companies** whose business is complementary to the Group's core; the entry into new countries and the consolidation of existing partnerships. The goal is to strengthen our presence in the areas where we are already active and to explore new markets offering a wide range of advanced and sustainable solutions while better supporting our customers at a local level.

CORPORATE Social Responsibility and Sustainability

CSR POLICY STATEMENT - Epta group

Epta, multinational group specialised 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 license 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 secure 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.

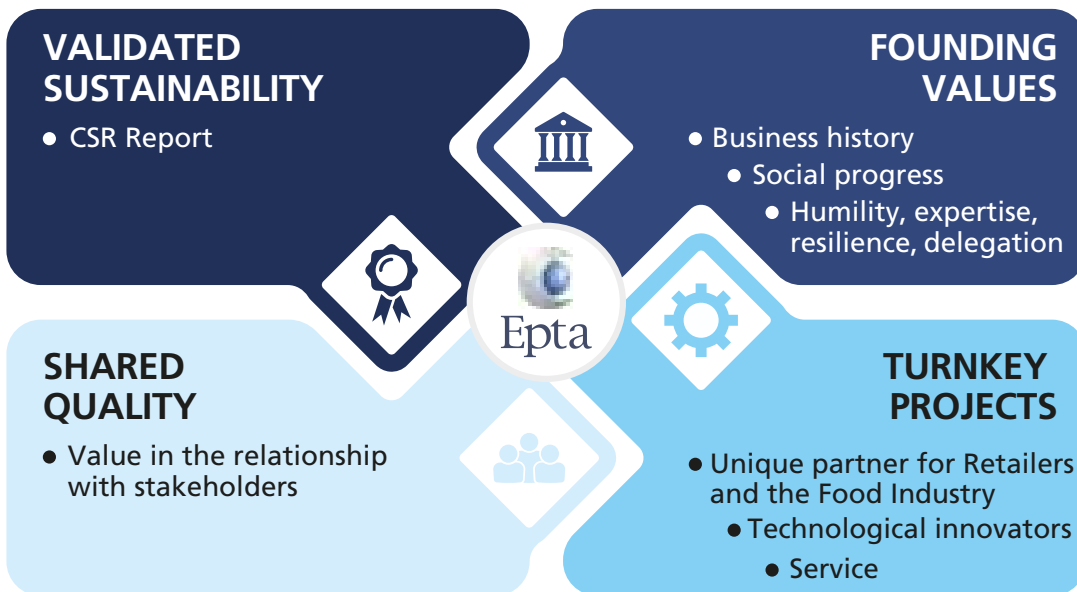
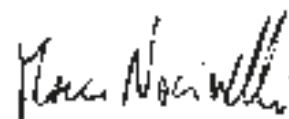


Figure 2. The Group's Assets
Great attention to resilience, humility and expertise

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.

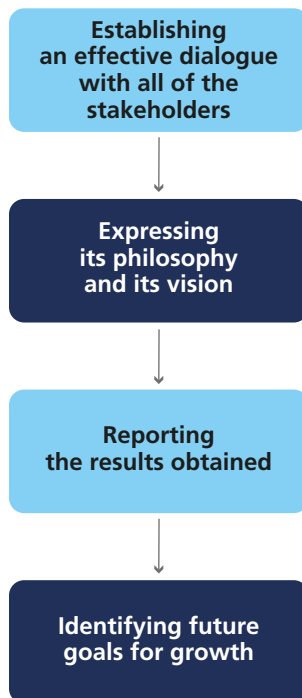
Marco Nocivelli
Chairman and Managing Director
Knight of the Order of Merit for Labour



2 TRANSPARENCY

Dialogue and objectivity Epta's idea of Social Report

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 report:



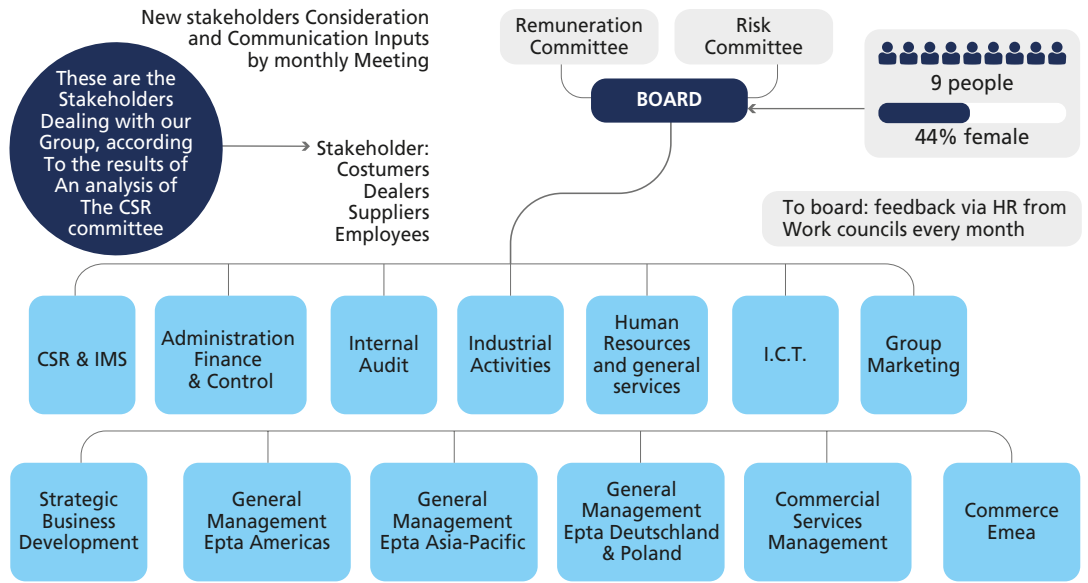
In doing so, Epta has been inspired by the GRI (Global Reporting Initiative) guidelines, a universally recognised model for reporting the financial, environmental and social performance of an organization.

This report is in accordance with the **GRI Standards Core option**. Epta requested **TÜV Austria Cert GmbH**, to undertake the group's comprehensive validation. TÜV is the Certification Body used to certify the Quality, Security and Environment Management Systems and where appropriate their Integration.

Governance, commitments and engagement

The chart below indicates the flow of communication of the Top management of Epta to the Board of Directors (incl. indication of gender breakdown). In the chart it was pointed out the presence inside the board of directors of the Remuneration and Risk Committee, which are both chaired by independent professionals. It denotes the input directly from the work-force via work councils and HR, the selection route for new potential share-holders and the listing of current stakeholders.

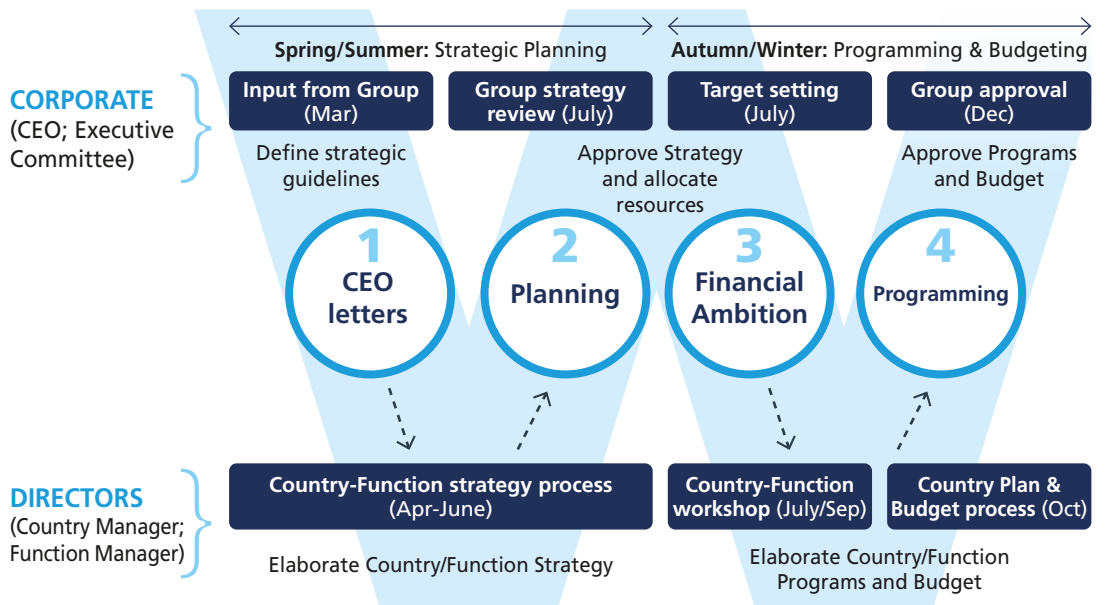
Figure 3.
Corporate organisation
Communication flows in the corporate structure



Flow of ideas

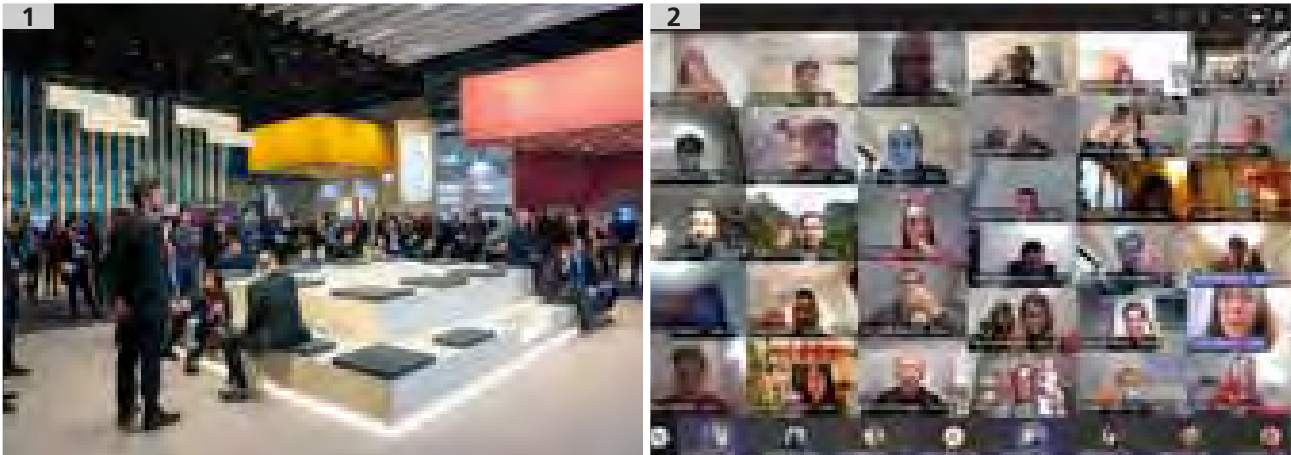
Epta is constantly dedicated to **sharing** ideas and opportunities with its stakeholders, starting from within the Group.

Figure 4.
W shape process
Planning, programming and monitor



The **Strategic Planning process** introduced in Epta starting from last year allows to orient and coordinate the entire organization towards the achievement of strategic objectives, following the defined guidelines and to involve local organizations in addition to the corporate in this activity.

The following chart represents this process, called the “W shape” because it is a cycle and level process that involves corporate and local interlocutors at multiple levels, with different time cycles: Planning, Programming, Monitoring.



The involvement of the subsidiaries in the process is very important, because it allows you to clearly communicate the guidelines and strategic objectives, receive inputs as corporate, create motivation and commitment, improve coordination and direction towards a single direction. The monitoring of strategic initiatives is also fundamental, to understand in advance if they will be achieved according to the defined economic and temporal targets.

In 2020 the most important tradefair for Epta business took place before the pandemic hit: **Euroshop**, the world's number 1 Retail trade fair, with more than 6.000 people visiting Epta stand and more than 3.000 who had a guided tour of the booth. This was the stage to present the Group's new offer of products and services for the next three years, as well as a great chance to meet customers and exchange ideas.

Right after Euroshop, the Coronavirus pandemic spread all over the world. It has generated a systemic shock to the global economy, affecting all aspects of everyone's everyday life, work and habits. Suddenly meeting people physically was not possible anymore, and for this reason we had to quickly adapt and learn new ways of sharing ideas.

The Group was already equipped with the necessary technologies and Epta people were already used to digital communication tools for an efficient management of their working activities. **All physical meetings have been automatically substituted with digital ones** in order not to affect the information sharing flow. Just as an example, all executive meetings and business reviews took place in a digital form, as well as global sales meetings and other strategic sessions.

Beyond the Covid-19 crisis, relationships and exchanges are always very active also in relation to customers: from **newsletters** which offer punctual information, events and new initiatives, digital training and video presentation, to **websites and Apps** which enable users to discover product offer of Group brands. Also, multiple **social channels** like Facebook, Twitter, LinkedIn, Instagram and YouTube, ensure daily updates.

Annual audits with suppliers and customers are provided as well: this is the occasion to receive their feedbacks and suggestions. The Group also usually gathers customer satisfaction surveys during Euroshop tradefair.

Picture 1.
Euroshop
tradefair

Picture 2.
Epta Milan
HQ digital
Christmas
meeting

Epta significant CSR aspects:

Stakeholders analysis

In 2016 we first reviewed the material aspects of our Corporate Social Responsibility Report in the light of the new GRI Standards with the aim of identifying risks, opportunities and aspects that are important for our business and for our stakeholders. In 2019 we renewed this analysis in order to update stakeholders' expectations towards different aspects of the following topics: Economic and Financial, Market, Technological, Political, Cultural and Social, Legal, Manufacturing, Environmental, Health and Safety and General Business.

WHY:

A CSR report is much more than a simple data collection: the more the aspects that it describes are relevant and significant for the company and all its stakeholders, the more reliable it is.

Our goal has always been that of understanding in detail the level of importance of each aspect investigated in the report and to verify whether it is necessary to add new ones that reflect the changes of priorities at the level of business, market conditions and global trends.

HOW:

The process that we used was largely as follows:

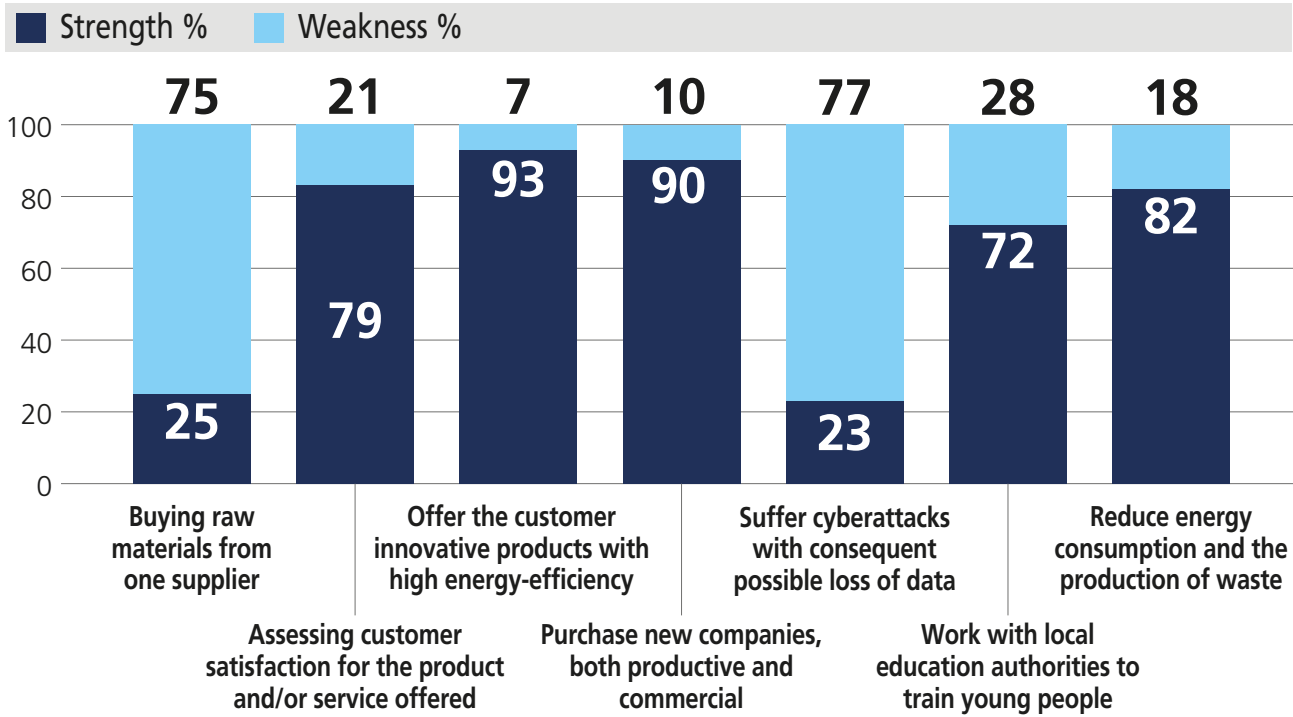
- We examined the best practices to **evaluate the aspects to be analyzed**. We got inspired also by the **SDGs** (Sustainable Development Goals) proposed by the UN, and we found a convergence between some of them, as indicated below.
- In order to investigate most important aspects for **internal people**, we prepared a **survey** assessing all these aspects and we submit it to all Epta personnel (both workers and staff, collecting a total of 1.630 answers).
- We **analyzed the results** and summarized them in the graphics below.
- In order to investigate the most important aspects for **external people**, we used the result of the SWOT analysis that we conducted in 2019, whose results are available in the next page.

SUSTAINABLE DEVELOPMENT GOALS



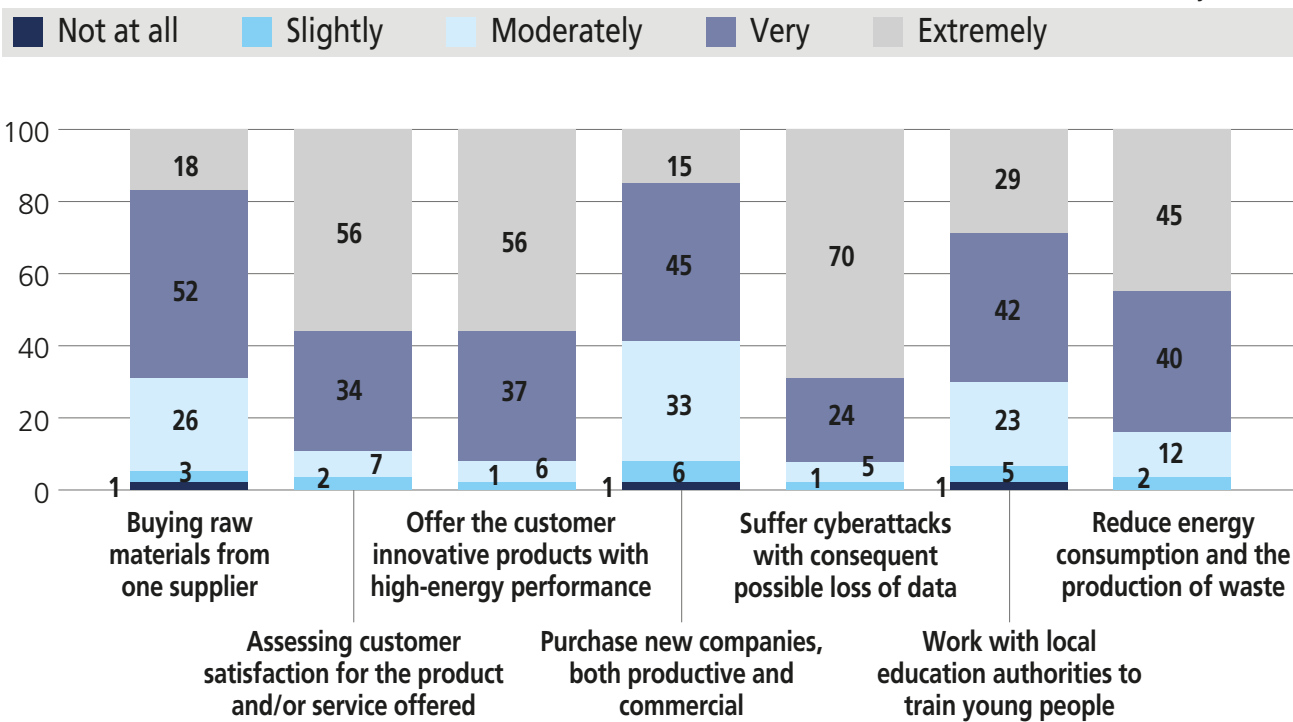
1) Do you think the following situation are strong or weak points of the company?

Figure 5.
Internal stakeholders analysis



2) How much important are they?

Figure 6.
Internal stakeholders analysis



Epta people consider that **buying raw materials from one supplier** is a very important (70%, question 2) point of weakness (75%, question one). Currently the group has different suppliers from which buying raw materials, but we are still working to enlarge our panel of vendors. Most of Epta employees agree on the fact that **assessing customer satisfaction** for products and services is a very strong (90%) point of strength (79%). EptaService created a call center dedicated to investigate customer satisfaction services offered. More than 90% of the respondent assess that offering the customers **innovative products** with high-energetic performance a very important strength. Epta products are considered today to be already among the best in the world in terms of innovation and performance (see reference from page 22).



Also **purchasing new companies** is considered a strategic issue: acquisition is one of the main pillar of the Group's development and growth, as explained at page 8 of this report.

Cyber attacks and possible loss of data is perceived as a big risk from more than 70% of the employees. This is why Epta has implemented security projects in order to prevent information leakages.

Taking care of **training young people** is considered very important too: the Group supports several projects for the education of kids and young professionals, which details can be found at page 35.

Finally, **reducing energy consumption** and waste is another very important point of strength: many activities have been put in place in order to do this, and references can be found at page 31.

3) All of the following activities are important for Epta. To improve, we would like to know what you think the Group should invest in. Put them in order of importance, from the most important (1) to the least important (7).

- a. To expand the range of products offered.
- b. To acquire new customers.
- c. To invest in technological innovation.
- d. To invest in professional development of employees
- e. To invest in the culture of safety.
- f. To increase communication within the company.
- g. To develop products that, at end of life, can be recycled to generate new components (circular economy).

Activities that are considered from most important to important are *“To acquire new customers”, “to invest in technological innovation”* and *“To Invest in professional development of employees”*.

The activity which is perceived as less important is to *“to develop products that, at end of life, can be recycled to generate new components (circular economy)”*. This result tells us about the necessity of raising awareness about the further future impact of Circular Economy on our products, which are considered today to be already among the best in the world in terms of sustainability. Also *“to expand the range of products offered”* is something considered at a second level of importance. The meaning of all this is that for Epta people our current range of products is considered satisfactory from both the sustainability and the width of the range.

“To invest in the culture of safety” and *“to increase communication within the company”* are perceived as of medium importance: we can conclude that we already have a good level of internal communication and that current activities dedicated to the culture of safety are satisfactory.

Innovation, training, safety, customer centricity, expansion and attention to the environment are the most important aspects of the internal stakeholder analysis.

If we combine them with the major aspects of importance of 2019 SWOT analysis, final result can be represented by the SDGs which we refer to alongside all report.



Epta Ethical code

The Ethical Code is a public statement by Epta S.p.A. and its subsidiary and affiliated companies. It aims to ethically guide the conduct of Epta and its representatives. The Ethical Code sets out the Company values, clearly identifying the **rights, duties and responsibilities** of each stakeholder of the company or the Group so as to maintain top-quality standards while reducing any malfunction to the greatest extent possible. The goals of this code and our company policy lead us to constantly protect and safeguard human rights, of both our workers and our stakeholders.

Serious and persistent breach of the regulations in this Code of Practice damages the relationship of trust established with the Epta group and may lead to disciplinary action and legal claims for damages. Epta Ethical code is available on “**Code of practice**” at the [LINK](#) on Epta website.

Epta is also the first Italian unlisted family company who has decided to voluntarily adhere to the **self-regulatory code promoted by Bocconi University and AIDAF** (Italian Association of Family Companies) with the aim of promoting good governance within the company. For more information it is possible to consult the self-assessment tables of the code at pag 60.

A certified reputation for a responsible future

The shared goal of all the Group’s companies is to develop in a socially responsible manner and to achieve the highest standards of excellence: this commitment becomes tangible in the numerous **certifications** obtained. As early as in 1996 Epta group was certified **ISO 9001**, a worldwide reference point for certifying the quality management system of an organisation throughout all its sectors.

Subsequently this quality management system was extended to the other Group Companies, Epta France, Epta SpA (Headquarter in Milan and local units of Limana, Solesino, Casale, Pomezia), Epta Argentina, Epta Deutschland, Epta Iberia, Epta Istanbul, Epta Qingdao, Epta VSD Engineering, Epta UK (Local units of Bradford and Ringwood), Epta Asia Pacific Thailand, Epta International and DAAS.

Quality

- | | |
|---------------------------------|-------------------------------|
| Epta SpA - Milano (Headquarter) | Epta Istanbul Iarp - Thailand |
| Epta SpA - Limana | Epta Deutschland |
| Epta SpA - Pomezia | Epta Argentina |
| Epta SpA - Casale | Epta International |
| Epta SpA - Solesino | Epta Asia Pacific |
| Epta UK | Epta Qingdao |
| Epta France | Knudsen Kolding |
| Epta Iberia | DAAS |



- Epta SpA - Limana
- Epta SpA - Pomezia
- Knudsen Køling



PED
(Pressure Equipment Directive)



Marcatura CE celle
Epta SpA (Pomezia)



ISO 45001:2018



- Health&Safety**
- Epta SpA - Milano (Headquarter)
 - Epta SpA - Limana
 - Epta SpA - Solesino
 - Epta SpA - Casale
 - Epta France
 - Epta UK
 - Epta Istanbul
 - Iarp - Thailand
 - DAAS

HACCP



Food Safety Programme
Epta SpA (Pomezia)



- Energy**
- Epta France
 - Epta SpA - Limana
 - Epta SpA - Solesino



UNI EN ISO 50001:2018



Carbon Trust Standard

- Epta SpA - Milano (Headquarter)
- Epta SpA - Limana
- Epta SpA - Pomezia
- Epta SpA - Casale
- Epta SpA - Solesino

UNI EN ISO 14001:2015



- Environment**
- Epta SpA - Milano (Headquarter)
 - Epta SpA - Limana
 - Epta SpA - Solesino
 - Epta SpA - Casale
 - Iarp - Thailand
 - Epta UK
 - Epta France
 - Epta Istanbul
 - DAAS

UNI EN ISO 9001:2015



HACCP



Food Safety Programme
Epta SpA (Pomezia)



In the following years the Group invested in refurbishing their facilities, which soon became best in class. This was acknowledged by the **ISO 14001** certification, that identifies the standard of **environmental management**: facilities certified are Epta Italia (Milan offices and local units of Limana, Solesino and Casale), Epta France, Epta Istanbul, Epta UK - (Local units of Bradford and Ringwood), Epta Asia Pacific - Thailand and DAAS.

Starting from 2011 different Epta sites became certified in the areas of Occupational Safety and Health. Until now, sites that are **ISO 45001** certified (reference on Health and Safety) are: Epta Italia (Milano, Limana, Solesino and Casale), Epta France, Epta UK (Bradford and Ringwood), Epta Istanbul, Epta Asia, DAAS.

It has also been possible for those plants certified to all 3 Management Systems to integrate them into a single system in accordance with PAS 99. In addition to this, in 2016 Epta France also obtained the **ISO 50001** certification, that specifies the requirements for establishing, implementing, maintaining and improving an energy management system. The same certification was gained in 2020 also by Epta Italia (Limana and Solesino).

The executive offices in Milan and the production sites of Epta Limana, Casale Monferrato, Solesino and Pomezia obtained for the first time compliance with the **Carbon Trust Standard (CTS)** in 2020. This is an international certification attesting, on the one hand, the company's commitment to reducing the carbon footprint, expressed in tons of CO₂ equivalent and, on the other, the definition of a strategic plan for continuous improvement of its performance for the future. During the assessment period, Epta marked the achievement of a considerable milestone in 2019 with an absolute reduction in **tCO₂e emissions of 2.1% and a relative decrease in tCO₂e / worked hours of 6.3%**, for an overall qualitative assessment score equal to 75%, which certifies the contribution of the Company to combat climate change.

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 refrigeration and air conditioning equipment. Eurovent independently checks the energy performance of the cabinets according to the international **ISO 23953-1-2** standards.

Moreover, Epta cooling packs and systems are **PED**-certified (Pressure Equipment Directive) in the local unit of Limana, coldrooms are certified **ETA MARK** (European Technical Approval) and **HACCP** certification (Hazard analysis and critical control points) in the local unit of Pomezia. Epta Deutschland, was awarded the **SCC** certification for installation and servicing activities.

3 EPTA COMMUNICATION STRATEGY

The evolution/revolution taking place in the Retail world is constantly updated. In a scenario which is changing at an ever-increasing pace, Epta, leader in the refrigeration world, in virtue of a global approach, works alongside Retailers in tackling the changes in the technological and legislative area, in addition to the challenges in proposing increasingly more attractive set-ups, merged with performance and excellent services.

To experience the store in its most evolved version, the answer is therefore **Your #Storevolution. The Epta System**, the winning combination of comprehensive solutions and advanced services, offered by specialist teams which work to leave an even more distinctive mark and transform the stores into an authentic destination for consumers.



**Your
#Storevolution:
the Epta System**
Visual concept

Thanks to brand synergy, the Group offers the widest range of systems and technologies for refrigeration in the Large-Scale Retail, Ho.Re.Ca and Food & Beverage sectors. Furthermore, thanks to the contribution of teams of professionals, it is able to work alongside the Client at every phase of the project, from the conception of appealing spaces which give dynamism and vitality to the layout of any store, up to assistance and after-sales consulting, guarantee of maximum reliability and performance. This is the communication concept that the Group launched at the end of 2019 and presented at the Euroshop World Tradefair, held in February 2020 and which will characterize the activities of the next three years.

4 INNOVATION

Innovation and its variations

Innovation is at the heart of Epta. Promoting innovative strength is a culture that involves the whole Company. Epta's innovation doesn't just stop at the product: the Group is at the forefront in the process of transforming facilities into "factories of the future", thanks to the introduction and implementation of cutting-edge machinery, robotized lines and Industry 4.0 technologies. Also, the Group is committed in offering to customers the best services and systems.

Innovation & products

The pandemic crisis generated big changes in the shopping habits due to the radical transformation of everyone's daily life and the restrictions that obliged most of us to eat meals quite exclusively at home. This reflected also in an evolution in the sociology of consumption: the explosion of the eCommerce channel, of Click & Collect and the rise of neighborhood shops, reflect both the need to reduce the number of journeys to reach the points of sale, and the desire to avoid queues caused by new store entry procedures. Epta started immediately to support the large-scale retail trade operators in this change by promoting products to answer their needs.

[The Urban Spirit: SlimFit / MultiCity family](#)

The raise of proximity stores was already a Retail trend before the spread of Covid-19. Epta was already prepared with a range specifically studied for neighborhood shops: the Costan / Bonnet Névé branded SlimFit / MultiCity range: one family of compact cabinets, able to merge the aesthetics of remote solutions with the **flexibility** of plug-in cabinets and elegantly furnish the entire self-service area of **small stores, mini markets and convenience stores**.

Picture 1.
Tango Bio

Picture 2.
Valzer Next



SlimFit/MultiCity stand out for a **range of solutions** that enables further customisation, in favour of perfect **multiplexing** of cabinets, **aligned and mixed** with one another to satisfy every need. Featuring a coordinated *look&feel* also in the aesthetics and finishes, SlimFit/MultiCity promote sustainability thanks to **LED** lighting and to operation with **natural refrigerant propane R290**.

[Transparent versatility: Stage Costan and Latitude Bonnet Névé](#)

Recent market researches tell us that time spent inside supermarket has tremendously reduced in the last year: customers go shopping and pick-up only things they need in the shortest possible time. This is why it is important for Retailers to present their products in the best way possible. The importance of merchandising solution was something that Epta was able to understand and analyze before the pandemic, and the group was able to launch new **Stage by Costan and Latitude by Bonnet Névé** range to respond to the needs of Supermarkets to enhance the products, from those with higher profitability to promotions, with passe-partout lines that are an effective pole of attraction for users.



This promotional plug-in refrigerated island is powered by propane refrigerant gas (R290) and offers **unprecedented visibility of the products on display**. **Suited to all sales surfaces**, from minimarkets to hypermarkets, it is ideal for the preservation of fresh and pre-packed products.

The **variety of configurations** (open/close, double well, self-service, semi-vertical) guarantees **maximum flexibility** in positioning the product inside the store.

[All-round innovation: your shopping where you want](#)

Online shopping has never been so important as it was in the past months. Epta's solution for Click & Collect are **#EPTABricks**, which allow customers to order their shopping online on the Retailer's website and pick it up when they want, even outside the opening hours of the shop.

They can be placed anywhere and are particularly suitable for residential districts or near points of sale. They thus make it possible to make the most of strategic areas within the city context, guaranteeing short daily journeys. They are available in the Indoor and Outdoor version and consist of controlled temperature modules: the **#EPTAdryBricks** are intended for dry products, **#EPTAfreshBricks** and **#EPTAfrozenBricks** guarantee the preservation of fresh and frozen items. They have become even more compact, thanks to the communication screen (Master) integrated inside the columns of the lockers.

#EPTAbricks



Epta offers **EptaService** after-sales assistance and telemonitoring programs for #EPTAbricks parks as well as for all its refrigerated systems and solutions. State-of-the-art services aimed at ensuring continuity of operation and timely interventions 24/7 in case of need, always operating in conditions of maximum safety.

FrescoFrigo



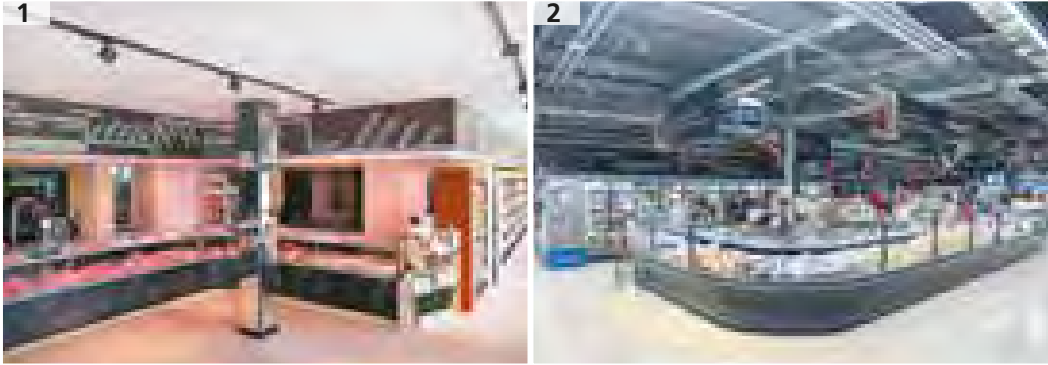
Another noteworthy concept is the one conceived by the Italian start-up **FrescoFrigo** (www.frescofrigo.it), of which The Group is business partner. They created apartment building micro-points of sale by installing **large display cases** for the 24-hour sale of fresh food. Consumers can view the products and, via an App on their smartphone, open the fridge to buy and pay, without having to leave their residential complex, for groceries ranging from ready meals to smoothies, from fruit and vegetables to cold cuts and cheeses, from basic ingredients such as eggs, milk, flour and bread to drinks. The new large smart display cabinets used by FrescoFrigo can be installed anywhere, simply by plugging them in.

[DeliRevolution: OutFit Costan and Mozaik Bonnet N  v  ](#)

Epta continues offering to its customers products designed for the **area of fresh and ultra-fresh products** which remains one of the most attractive areas of stores. In designing them, it is essential to study the perception of space and the elements able to promote interaction with consumers.

Epta has moved the boundaries of modern design with the development of the OutFit/Mozaik family of serve-over refrigerated cabinets by Costan/ Bonnet Névé.

It is a combination of original shapes, materials and textures developed to enhance the customer experience. They symbolises Epta's ability to **respond to the retailer's need for a strong identity** transforming each store into a unique space whilst **remaining within the scope of industrial solutions** designed on a large scale.



Picture 1.
Velvet Design
by Costan

Picture 2.
Velvet Studio
by Costan

Today, **OutFit/Mozaik** enriches the **Velvet/Shape** serve-over range with the horizontal and semivertical display cabinet **Silk C/Dualio C** and rear counter **Boutique/Batik with glass doors**, which can also be transformed into a **stand-alone counter**.

10 x 4 x 12 = 480
 superstructures aesthetics models modules
that can be combined for infinite exhibition possibilities

Perfect Lineup: GranFit Costan and SkyEffect Bonnet Névé

Epta continues its evolution on the road of progress with its ground-breaking **GranFit Costan** and **SkyEffect Bonnet Névé** range. An exclusive new development that has been translated into the design and realisation of a **unique family of products** - vertical and semi-vertical cabinets, both closed and open – for fresh and frozen food areas devoted to the retail universe.



Picture 1.
GranFit
By Costan

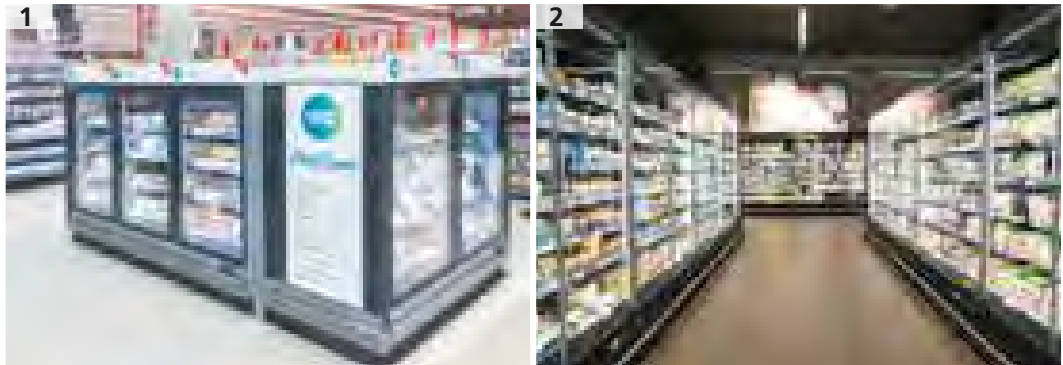
Picture 2.
SkyEffect
By Bonnet Névé

The innovative display design logic makes it possible to create a **homogenous alignment** and an **ideal integration** of the various types of products of the range, creating an elegant, **uniform style** in each area of the point of sale.

Reduced energy consumption thanks to the patented Epta Dual Airflow system, makes **GranVista Next and SkyView Plus** the first remote-controlled cabinets certified in **Class A+** of the **Eurovent-Certita Certification Programme**. The cabinet also performs a 23% reduction of Total Energy Consumption compared to a standard solution.

Picture 1.
GranSesia
by Costan

Picture 2.
SkyView Plus
by Bonnet Névé



23%
reduction of Total Energy Consumption (TEC) of GranVista Next and SkyView Plus compared to a standard solution

Also **GranSesia/SkyShine**, the **semivertical-solution** that changes the image and outlook of the **frozen area**, is **certified by Eurovent**. An orderly look & feel, maximum visibility of merchandise due to special configurations in class A+ compact design: a semi-vertical solution that strengthens the appeal of the items displayed along with those presented at other counters in the area. An intersection of innovation and functionality, always with a sharp focus on the environment.

17%
reduction of Total Energy Consumption (TEC) of GranBering/SkyLight compared to a standard solution

Another milestone in energy and efficiency optimisation of the cabinets has been achieved thanks to the new, higher-performance doors in terms of **thermal insulation**, made for the models **GranBering and SkyLight**, the **negative-temperature vertical cabinets of the Costan and Bonnet Névé brands**. GranBering and SkyLight also guarantee a reduction in TEC by 17%.

[Refrigeration opens door to Circular Economy](#)

The **Circular Economy** is an economy able to regenerate itself, which aims at reusing waste to feed the production cycles, facilitating the move from a *take-make-waste* to a *make-use-recycle* approach. The choice of recycled materials, combined with the use of renewable energy, innovative technology, and the increase in the efficiency and duration of solutions, represents the ethical sense of doing business, with the utmost respect for nature and resources.



larp launched **Vic 220 at green emotions** during Euroshop 2020 with a view to promoting the move to a circular economy. It is a chest freezer for ice cream made from recycled plastic, which uses eco-compatible refrigerant gas and a high energy-efficient refrigeration system thanks to the use of the most modern technology.

The sustainability of Vic 220 at green emotions marries aesthetics and customisation: the metal panels are formed recycled material and can be personalised with logos through digital print on sheet metal.

An example is the *3DTouch* wood effect, which ensures realistic rendering. The possibilities of customisation are almost infinite: the unique design can be perfectly adapted to every context, integrating with the style of the business activity.

Innovation for systems and services

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**.





Epta's response for natural refrigeration

Emissions of greenhouse gases at global level are set to increase in coming years, above all due to developing countries which will have access to the cold chain to transport and store food products and to conditioning systems to protect themselves from a world that is heating up. Recent studies show that to respond to the requests of the global market, **19 HVAC&R units a second** will be installed in the next 30 years. (Source: Toby Peters, Professor in Cold Economy, University of Birmingham).

Choosing **natural refrigeration** will increasingly become a must to help contribute towards lowering the *carbon footprint*. **Europe** is opening the road to technologies able to **combat climate changes** with the goal of driving the **transition to a climate-neutral economy**. To support Retailers, **Epta** has studied ideal system solutions for **every project**: technologies which look to the future, to direct the sector towards eco-friendly alternatives.

Epta's **sustainable evolution** includes the introduction of **simple and ingenious natural refrigerant innovations** on the market. The Group promotes **the adoption of natural refrigerants for all surfaces**, ranging from plug-in, integral, air-cooled, water cooled and CO₂ solutions to cover **most efficiently and optimally any store dimension in any climate condition**. 100% of Epta's brands remote cabinets are already available with CO₂ and all plug-in and integral cabinets are available with R290 or other gases with low GWP.

As a confirmation of Epta's sustainable approach, the Group has been included into the Mitigation Area of the European Union **LIFE17 Programme with its project Life-C4R – Carbon 4 Retail Refrigeration**. It is a three-year program that will end in 2021 to raise awareness among the scientific community, suppliers of components and all the players of the Retail world on the use of increasingly more efficient solutions and to show how it is possible to **completely replace** HCFC and HFC refrigerants with transcritical CO₂, **simply, efficiently and reliably anywhere in the world**. The two technologies that have been developed as part of the Life-C4R project are **FTE 2.0** and **ETE**.

The heart of the project is the **FTE system technology in its 2.0 version**, that allows to fully replace old refrigerants with CO₂, a natural, non toxic, non flammable fluid in a simple, efficient and reliable manner, in any climate situation anywhere in the world. Thanks to its revolutionary characteristics the system has received a **special endorsement from BITZER**, the well-known world producer of compressors which honours the system for its special performances.

The certificate confirms that Epta FTE system is a major step in the right direction towards the **environmentally friendly use of refrigerants** in commercial refrigeration, combined with energy efficiency in high ambient temperature regions.

ETE Extreme Temperature Efficiency is a new technology by Epta which can be also **combined with FTE** to guarantee operation of the transcritical CO₂ system at any latitude **at any temperature, even higher than 40°C**, also on non booster installations, and in industrial refrigeration applications. The technology works without the support of synthetic, flammable refrigerants, or the use of water: the system uses the same CO₂ of the transcritical system as its work fluid.

-10%
average energy saving compared to a traditional CO₂ plant



LIFE C4R project funded by EU

LIFE C4R is the **Epta project co-financed by the EU** created to accelerate the dissemination and implementation of **very high efficiency CO₂ refrigeration systems**. The Life-C4R project has received funding from the European Union under grant agreement n° LIFE 17 CCM/IT/000120.



C4R is part of the **European LIFE Program**, which foresees numerous projects in the areas of Mitigation, Adaptation and Governance&Information, to **combat climate change**, which today is one of the major global challenges, for the widespread impacts on human and natural systems. EU targets for reducing greenhouse gas emissions up to 80% within 2050 and tracks the progress towards the long-term goal through a robust transparency and accountability system, particularly **assessing the potential impacts of new policies**. Epta FTE system applied to commercial refrigeration has been **identified by the EU as worth of special consideration** for its potential to both **improve energy efficiency and cut greenhouse emissions**.



The LIFE C4R project is a 3-year (2018-2021) international marketing project that, thanks to Epta FTE Full Transcritical Efficiency system, will substantially contribute to **replacing HCFC and HFC greenhouse refrigerants with CO₂ in commercial refrigeration**, in a very simple, efficient and reliable way in any country, with any external temperature, allowing 10% energy and 20% installation and maintenance savings. The strategic action plan includes:

- Industrial development of FTE based on tests and results in laboratory
- 3 pilot prototypes will be installed and tested at end users' premises in Italy
- 4 replication prototypes (Romania, Spain) to validate the performances under other climate conditions
- A **full Life Cycle Analysis** will be performed according to the standards of LCCP to evaluate the project's carbon footprint and environmental performances
- A **dissemination activity** to specific international organisations (stakeholders, academia, policy makers and general public).

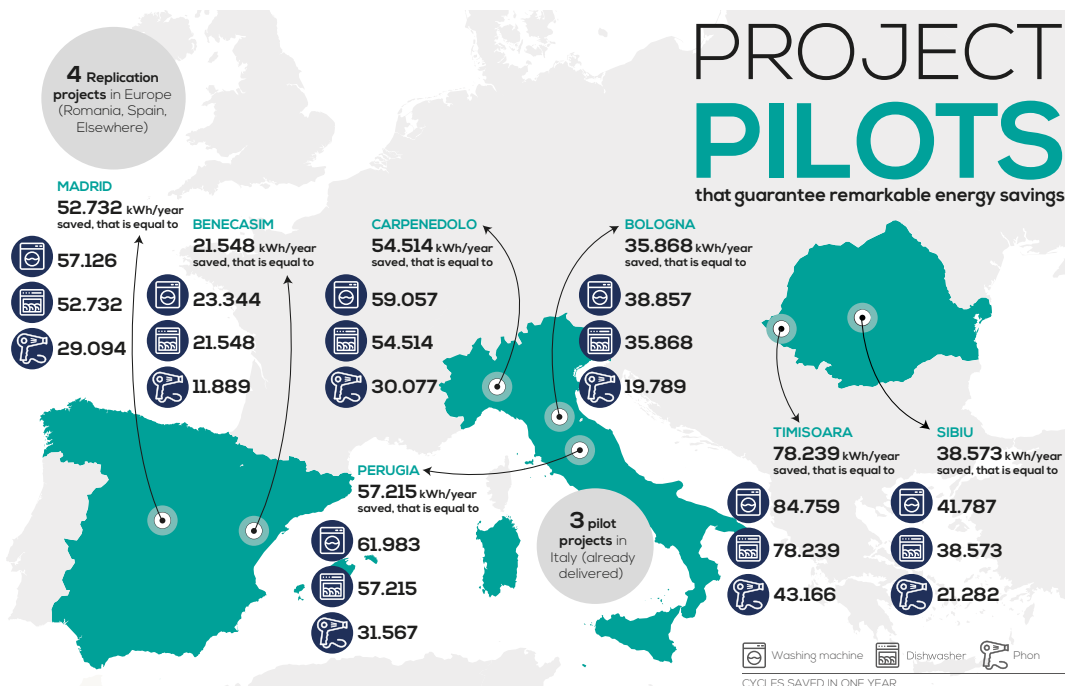
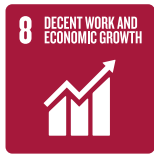


Figure 8.
Pilot project installation

Innovation & process



The 4.0 vision

For Epta, innovation hinges on increasingly advanced development, a process that capitalizes on past successes but makes room for solutions that effectively represent sustainable progress. So for Epta, **the adoption of Industry 4.0** means looking to the future, using strategies that actively interpret change to create constant improvement. Yet this vision is not realized solely through product innovation, but rather through innovation of the entire production process and method of managing factories and procedures.



1,5 million of units produced in Limana Factory from 1972 to 2018

The process that took the Group to the installation of the first industrial robot started in Limana plant in 2000, and led us to install the best technologies. Today there are more than 14 robotized production lines. A virtuous example is the Limana plant: thanks to all technologies installed, and the committed effort of employees and collaborators, in 2018 has it been possible to exceed the goal of **a million and a half units produced** since the Lima-na location opened in 1972.

Innovation also means expansion. During 2019, the Thailand plant of Cha-am was expanded with new warehouses for further 8.000 m² surface. New technologies have been installed to create new production lines: a new painting plant, polyurethane injection systems, assembly lines.

In 2020, a new automatic glass warehouse was built in Limana factory (Italy). Thanks to a vertical storage system it is now possible to take advantage of the entire vertical height of the plant, ensuring at the same time the maximum security for workers. In Hendaye factory (France), the old painting line was completely substituted with a new innovative one that guarantees better efficiency and savings in terms of energy consumptions equal to 35 thousand euros per year. Qingdao plant (China) was doubled in space in order to build a new production line dedicated to the power packs.

Painting Line - Hendaye



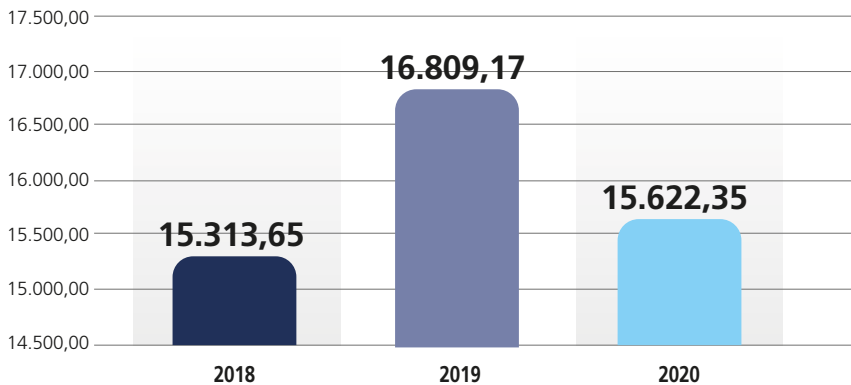
5 ENVIRONMENT

Greenhouse gas emissions

Epta is constantly seeking solutions to improve energy efficiency at the Group's plants.

Despite the introduction of new technologies that require high energy consumption, the company is particularly sensitive to the issue and chooses machines and systems that guarantee the performance required by the market but in line with the ethical principles of eco compatibility. Since last year the Group has been equipped with the necessary technology to detect the **emissions of greenhouse gases**. After an increase in 2019 caused by the inclusion in the CSR scope of Kysor Warren (US) plant, now we register a **decrease in emissions of 7,1%**. The reduction in ghg emission gathered in 2020 is equal to the emissions generated by 582 cars, 5 airplane flights from Rome to New York and 93 train journeys from Milan to Paris*.

**Figures are calculated considering the following consumptions*
 - Car: Volkswagen Golf 2.0 TDI that generates emissions of 102 CO₂ g/Km with an average annual mileage of 20.000 km
 - Airplane: Boeing 747 400p Air France that generates emissions of 80 CO₂ g/Km pass, considering a 6.900km flight from Rome to NY.
 - Train: Thello with 10 coaches (70 p. each) that generates emissions of 28 CO₂ g/Km pass, considering a 650km journey from Milan to Paris.



Water consumption

Water consumption measured in cubic meters **decreased of 7,30%** compared to 2019, thanks to a careful management of the resources. The increase registered from 2018 to 2019 was caused by extraordinary maintenance operations to some plants and machineries and to the inclusion of Kysor Warren (US) in the measures.

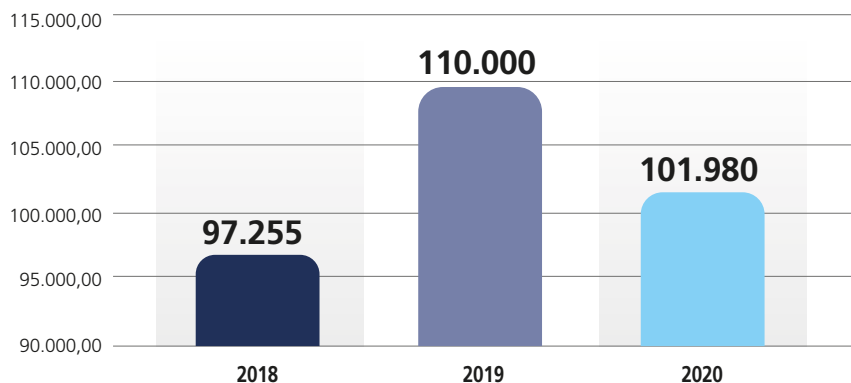


Figure 9. Greenhouse Gas (ghg) Emission

ton. Co2

The conversion factors used to calculate the ghg emissions come from:
 - "Greenhouse gas reporting: conversion factors 2020" by the UK Government, for gas and burning oil
 - "Greenhouse gas emission intensity of electricity generation" issued by the European Environment Agency, for electricity

Figure 10. Water consumption (m³)

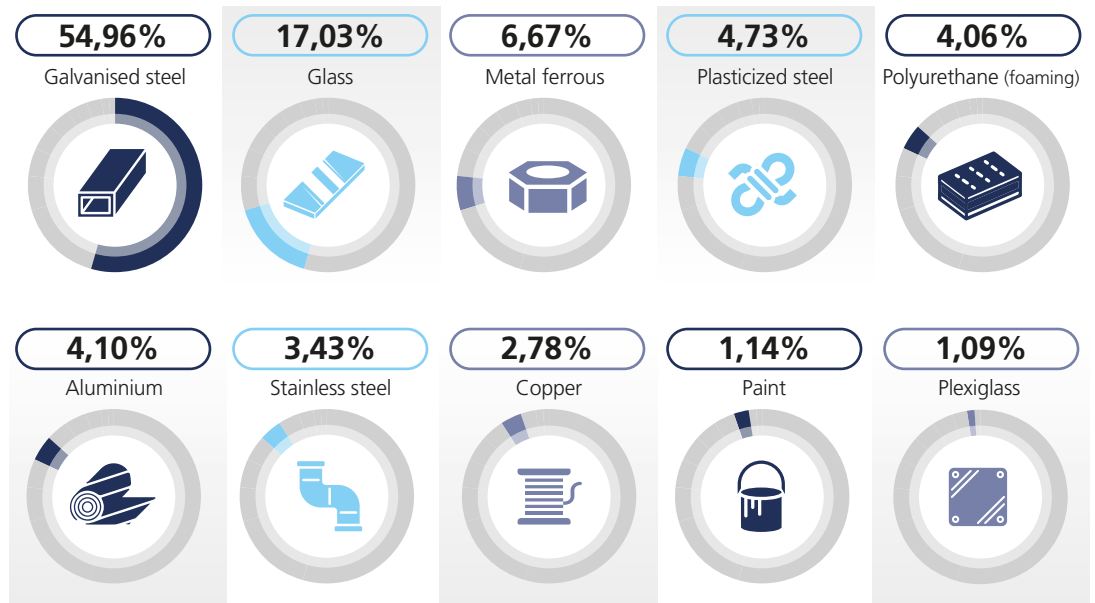
Material used

The majority of materials most used in the production of the cabinets is also recyclable: steel, glass and aluminium. The packaging used (carton, plastic film and wood) are completely recyclable.

There have not been significant changes in the usage of materials compared to 2019: we just register an increase of about 1% of glass due to the requirement to have closed cabinets to reduce energy consumption.

Figure 11. Material used by source

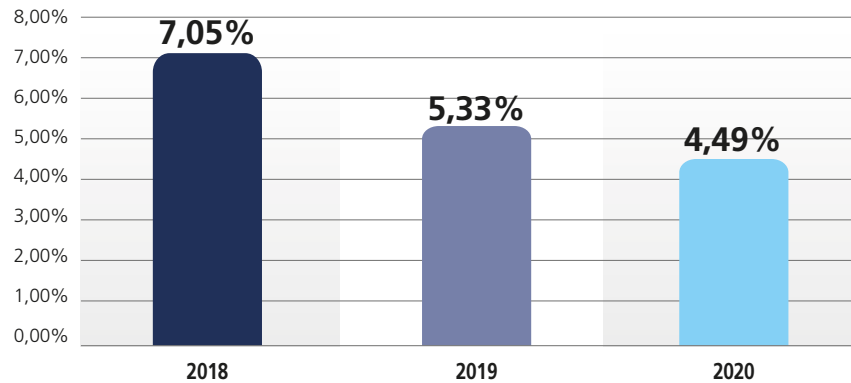
This data refer to the facilities in Limana, Solesino, Hendaye (France), Bradford (UK), Çorlu (Turkey), Cham (Thailand), Argentina, Qingdao (China), Columbus (USA).



Waste material

Epta productive cycle implies large amounts of waste material. In order to face this problem, the Group started to recycle material used, in a very efficient way: considering 100 Kg of waste produced, only 4,83 Kg are disposed of, while the rest is completely recycled. Figures do not include Kysor Warren due to different waste management regulations.

95,17%
Waste recycled (percentage)



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.

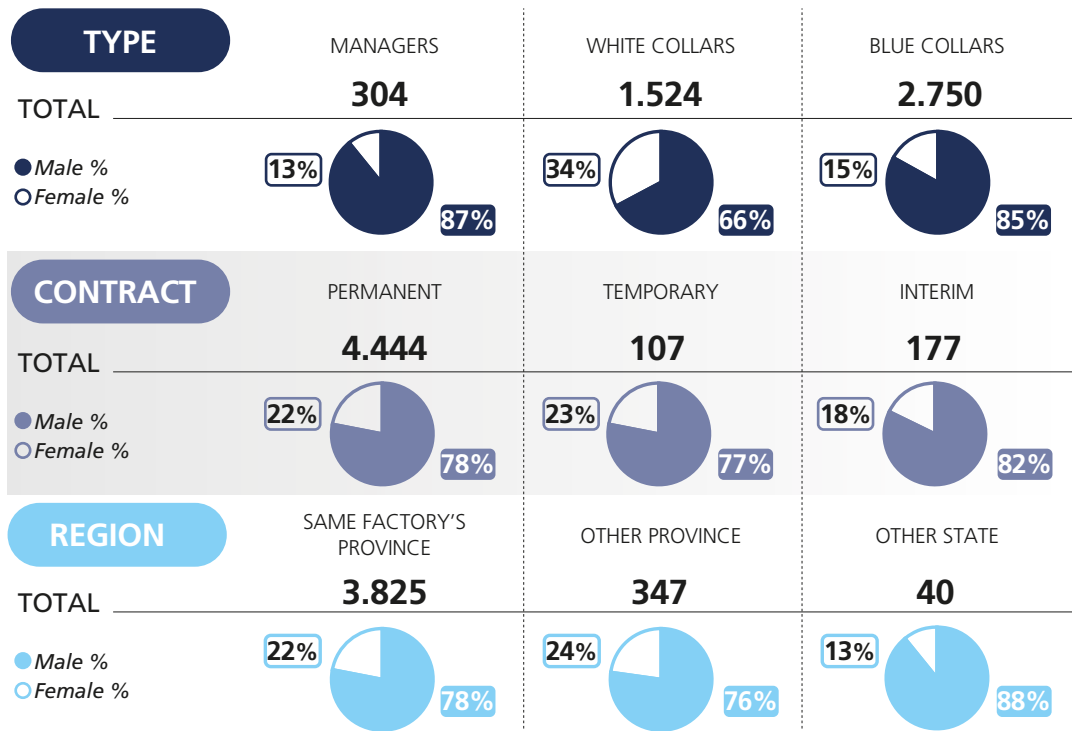
In 2020 the **Leadership Model of Epta** has been shared with all levels of the company: it is a document aimed at highlighting the values, skills and behaviors of which Top Management is ambassador and sponsor. It is a single reference point for all employees in which the skills, attitudes and values converge and help each of us to develop our talents to the maximum and increase the value of our experience, contributing individually to the result of the group. All Epta employees can access this document, which is available in 7 languages.

Epta is also committed every day to **offer safety, training and growth opportunities** to everyone who works within the Group: **90% of total employees are covered by collective bargaining agreements.**

The Group continues hiring most of its installation and **After Sales department** workers from external companies: we take seriously our obligations in regard to the use of subcontractors, their qualification, competence and performance as required by Management System Standards for the Control of externally provided processes, products and services.



Figure 12.



During the lockdown generated by the Covid-19 pandemic, Epta factories have been closed for a very limited time to allow the re-organization of the workstations (both for staff and workers) in compliance with the legislative provisions issued by the single countries. All staff employees started immediately to work in remote mode without particular difficulties, thanks to the fact that smart working project had already been introduced in different countries (Smart w-in project for Italy and similar smart working mode for France, UK and Germany).

3 GOOD HEALTH AND WELL-BEING



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, referring to page 19, several of our plants and Head Office (Milano) have been granted certification of compliance with the prestigious **ISO 45001**, an internationally recognised standard that envisions the continuous improvement of accident prevention standards by setting yearly objectives.

In order to reduce the injury frequency index Epta is constantly active to find new solutions, testing technologies and offering innovative education program. An important example is “**Epta for safety**” aimed to promote a culture founded on safety. The final result is an important and high reduction of the **injury frequency index** (total nr. of injuries/total worked hours X 200.000) that for 2020 is equal to 2,31 (2019 was 2,90). Also the **Lost Day Rate** for 2020 is improving and equal to 39,60, with a reduction of nearly 12% compared to last year.

When the pandemic spread in March 2020, a **specific committee** for the management of the organizational aspects related to the **health emergency** was created to daily assess the epidemiological trend and, in return, take the appropriate decisions to mitigate the difficulties with the dissemination of guidelines and good practices then applied both in the production sites and in the offices. The evolution in the international scenario (where Epta is present directly and indirectly) as well as the evaluation of both the market demands and the actions taken by the competition were all taken into account.

Working
during health
emergency



Training for improvement

Spotlighting and supporting human potential in a continuous growth process

Pursuing a strategy aimed at guaranteeing the Group's success is a constant commitment for Epta, which sees the leadership of its team as the most important competitive lever. In fact, **people** represent the **pillars on which to build our future history**. The various training programs offered to employees are based on this.

The Group carries on since 2009 classroom lessons of a commercial nature or certification, safety/eco-sustainability and much more, providing in **2020 39.953 hours of training**.

We registered a decrease by 8,5% of training hours due to Covid-19 restrictions on front lessons.



EPTAcademy is the Group's training program designed and implemented in conjunction with the top-flight SDA Bocconi, School of Management. Two education modules, the **Epta Leadership Program**, dedicated to senior management ("**Future Leaders**"), and the **Epta Pipeline Program**, aimed at mid-level management ("**Talent Pipeline**") involved around 100 people among the Epta personnel from 2016 to 2018.



In 2019, Epta launched **#24EPTAtraining**, 24 hours training course dedicated to all Epta Italy employees. The offer includes 11 modules, dedicated to deepening technical, linguistic, IT, ergonomic and soft-skills of the trained people, and involved more than 1.000 people, including 775 at the Epta factory in Limana. The # 24EPTAtraining project was also confirmed in 2020; Epta has invested in distance learning, involving all people accessible from PCs (around 800 people).



EPTAcademy





During 2018, the Group developed the idea to offer its employees specific training courses by business area with a project called **School of..**the first one is the **School of Operation**, a cycle of lessons specific for Operation Department employees, with the aim of strengthening their knowledge about the matter. In 2019, 6 modules were fully designed, 5 modules are work-in-progress, 70 people attended the lessons. In 2020 the Epta School of Sales was also launched, and 4 different modules were provided, 3 of which man-aged with internal teaching.

In Italy, a new Hub in collaboration with Luiss Business School Belluno was created in order to enhance local talents and professional figures. It is a centre for training and developing skills of middle management.

Another initiative is the one developed in partnership with **ESTIA**, the **Insti-tute of Advanced Industrial Technologies** situated in Bidart. It was designed to be one of the technological pillars of the region’s activity, as well as a door open to tomorrow’s economic and technological Europe. The aim of Epta France project is to develop a **25-day training cycle** on an alternating basis for Epta France, Iarp France and Epta Iberia managers, so that they can be prepared to support Epta in its future goals.



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 **940 internal and exter-nal professionals** and which offers a specialised refresher course on these ad-vanced technologies. This structure has obtained the “City and Guilds” cer-tification which attests to the value of the Epta experience, a further confir-mation of its high quality standards.



Epta’s initiatives on local communities...

Epta’s value on education is strengthened by some other initiatives carried out by the local unit of Limana. Being a well-known and entrenched industry in the territory makes it possible and necessary to carry on activities in order to help the new generations to find employment.

For example, the Limana factory **collaborated with “Centro Consorzi di Belluno” in 2016 and joined the Belluno FabLab**, network for companies and professionals in the support of enterprise projects in a variety of fields. In 2018 and 2019, this partnership was renewed with two new projects involving young students: **Epta Digital Factory** and **Epta Makers Garden**.

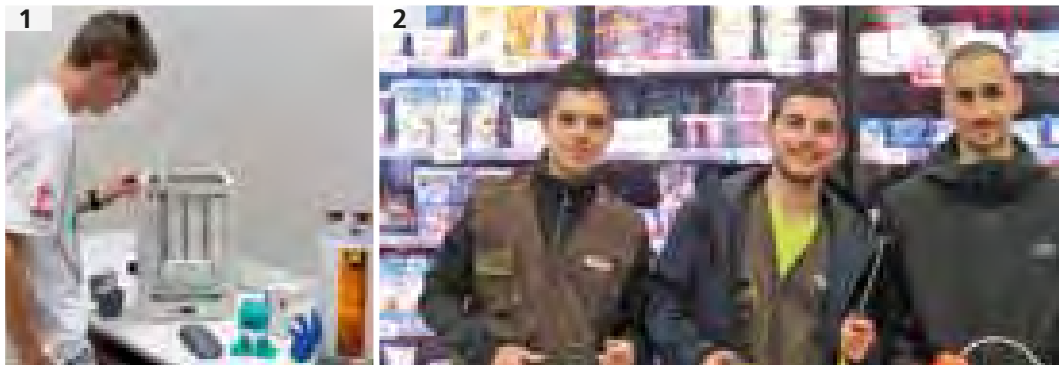


Epta Makers Garden is based on the theme of digital culture in lower secondary schools. Epta Digital Factory, on the other hand, is a tender open to young workers and students for projects intended for the digital world. The best ideas will be developed inside FabLab and presented at **Maker Faire di Roma 2020**, an event which celebrates the “DIY” culture in the technological sector.


Thanks to this initiative, dialogue and discussions about the evolution of refrigeration techniques between students and teachers of high schools and technicians of the Limana factory have been deeply encouraged.



Picture 1.
Inauguration of Epta Digital Factory and Epta Makers Garden projects



Epta, also joined the **EducaRSI project**, whose aim is to introduce high school students to the topic of Corporate Social Responsibility, where managers of the factory held lessons about the relationships between Epta, its workers, the local community and territory.



Picture 2.
Students from the Training Center for Refrigeration Experts

Other initiatives carried out by Epta in Limana are **internships at the Universities of Venice, Ferrara and Padova** where students gain experience in the Limana and Solesino factories as well as retraining projects for people over 50 in disadvantaged social situations.

... and on next generation technicians

Epta firmly believes in training, in terms of the process of individual and professional development. For this reason, from February 2019 the group is technical partner of the **Training Center for Refrigeration Experts**, the first school laboratory for refrigeration in Italy based near Milan. Named after Luigi Novivelli, it is the only professional school in Italy to train future refrigeration technicians according to UNI EN 13313 and the first school in Europe in which an entire small store has been set up equipped with innovative transcritical CO₂ technology, made available by Epta.

Another similar initiative is the **Cantau – EptaSchool 4.0**: Epta France and the multifunctional high school of Cantau, together with SEPCO Association of installers-refrigeration technicians of Bayonne and DANFOSS, inaugurated a centre of excellence for training technicians for commercial refrigeration.



6

COMMUNITY



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 Italy, Epta is member of **ANIMA Confindustria Meccanica Varia**, the industrial category organization that represents the mechanical engineering companies and starting from March 2019, Marco Nocivelli is president of the association. Being an active member enables the group to share and exchange experiences with similar companies, but it also means having the possibility to submit requests and demands to important institutions.

In addition to manufacturing associations, performance standardisation and product safety associations, the Group has ties with “**Orgalim**”, 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. For example, Epta collaborated with Eurovent Association and had an active role in the workgroup that has drafted the “**Guide to the Interpretation of the Ecodesign and Energy Labelling Regulations**”. This document provides a set of rules and instructions that fill the gap between the obligations and the requirements of the regulations that will be enforced starting 1st March 2021. Other examples of Epta’s activity are the contributions to update the technical standard EN/ISO 23953-1 and 23953-2 with CEN and ISO association, and the support to update the technical standard IEC 60335-2-89.

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 more than

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



Retail Institute Italy



ASSOFOODTEC

7 CUSTOMER CARE

Care and dedication

During Euroshop, a customer satisfaction survey was submitted to visitors and customers for a total of 1.315 people. Topics assessed were different, and overall results are visible in the chart below. 66,5% of customers evaluate the reliability level of the group from excellent to very good, with no one rating our level as poor. 82,2% of customers rate the service of Epta from excellent to good, but we have to register that nearly 17,8% of the visitors were unsatisfied with it. Satisfaction level is excellent if we look at the range width and at the aesthetics, while improvement actions can be taken for new concepts (8,25% think that new concept are poor). Results regarding technology are good (more than 71% rate it from excellent to very good).

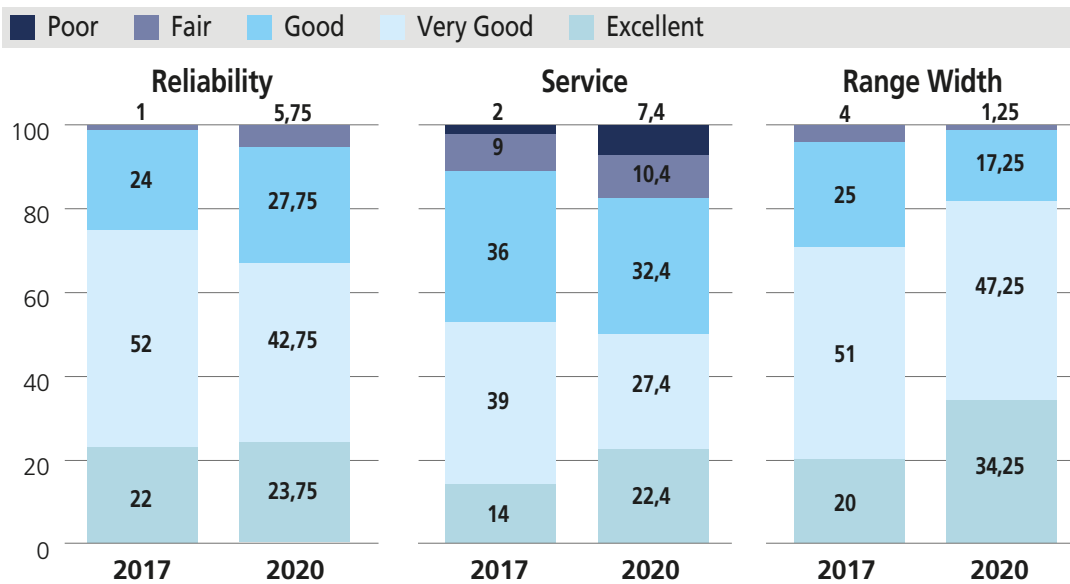
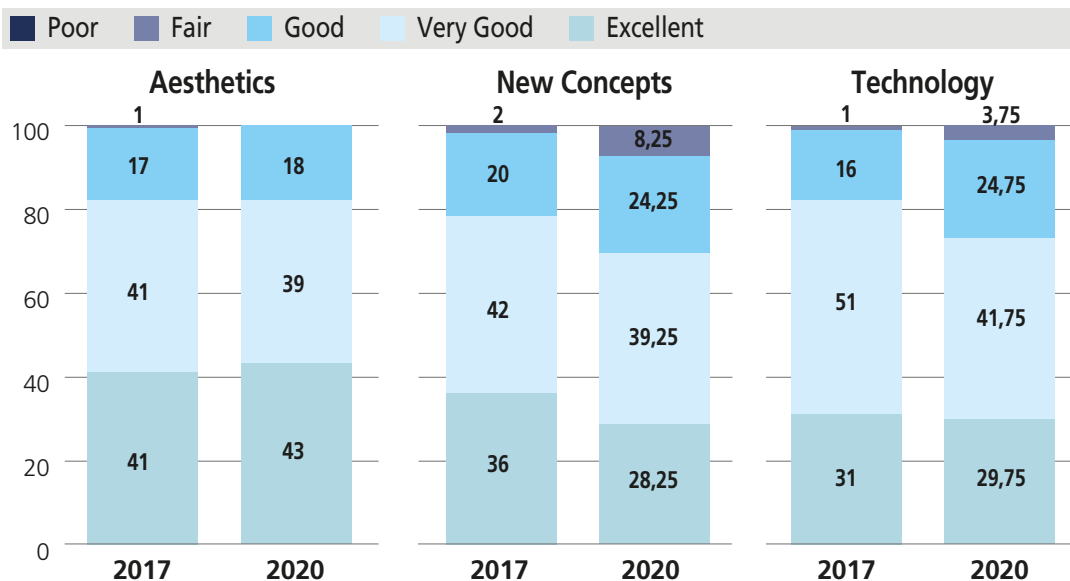


Figure 13. Euroshop surveys (comparison between 2017 and 2020 results)



8 COMMUNICATION EXPERIENCE

Tradefairs and events were strongly affected by the current health emergency. Starting from March 2020, the most important exhibitions and congresses were cancelled or postponed to a later date. The group was extremely lucky to have the possibility to successfully participate and conclude the first and last exhibition of 2020, that was also the most important tradefair for Epta's business. Euroshop took place from 16th to 20th February 2020: the emergency started showing its serious consequences in Italy from the 21st February and, some weeks later, in Germany too. After that, all events were cancelled, postponed or transformed into digital ones.

Epta's events in 2020: a phygital mix

Euroshop 2020 is the world's leading Retail fair which was held in Düsseldorf from **16th to 20th February 2020**. Epta was exhibitor with a **1.700 sqm booth**, and here presented the new product ranges, technologies and solutions of all its commercial brands.

This was possible thanks to the concept *Your #Storevolution: the Epta System*, as it effectively reflects the experience acquired by Epta and its brands over time: a know-how that today allows you to develop new, reliable, advanced systems and to redefine the presentation methods to make the shopping experience always renewed and in step with the evolution of the world of Retail. The booth was organized in different areas to present the solutions to the different storevolution that Retailers experience. This has been made in order to facilitate visitors during their stand tour and to better present and describe all different solutions.

Area 1, The Urban Spirit: SlimFit Costan & Kysor Warren and MultiCity Bonnet Névé ranges: self-contained cabinets for proximity retail stores

Area 2, DeliRevolution: OutFit and Mozaik ranges for the fresh and super fresh areas



Area 3, Transparent versatility: Stage/Latitude plug-in ranges of passe-partout cabinets

Area 4, Simply Ingenious: CO2 systems and solutions





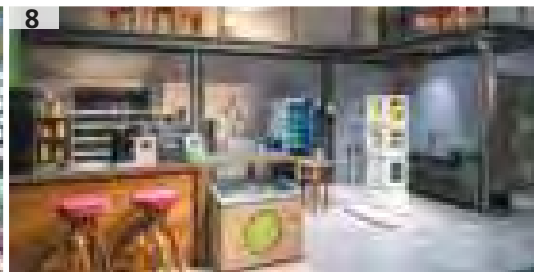
Area 5, HD District: Solutions for new Hard Discount

Area 6, Perfect Lineup: GranFit and SkyEffect ranges from Costan and Bonnet Névé for fresh and frozen pre-packaged items



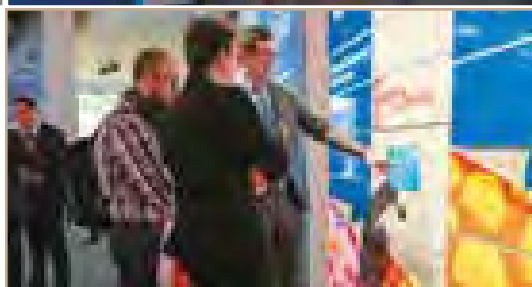
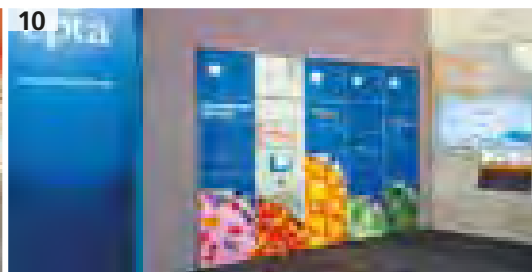
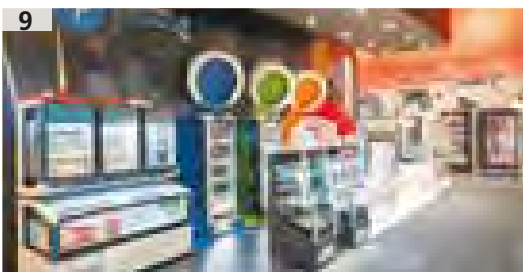
Area 7, Dedicated to your excellence: Area dedicated to the presentation of the new brand identity of Eurocryor

Area 8, Circular Bar&Grocerant: Presentation of the Circular Bar&Grocerant concept with Pollenzo University



Area 9, Food&Beverage Space: Iarp Cool Emotions Range

Area 10, Omnichannel Universe: #EPTABricks



Epta Innovillage: A route to discover original and creative projects, developed by companies and start-ups hosted by Epta.
EptaService solutions



Epta Conference Arena: a 100 sqm meeting point dedicated to the exchange of information and ideas and to the dissemination of Life-C4R project. During 5 exhibition days, 31 speeches of 7 different topics, 6 special guests, more than 10 Epta speakers took place here.

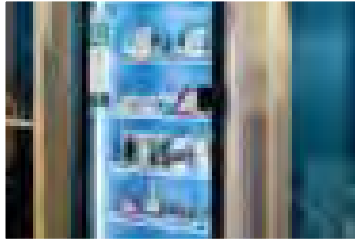
A world of successful collaboration

Trade fairs are ideal occasions for implementing collaborations with high quality partners who share Epta's values and vision, especially in terms of innovation and sustainability.

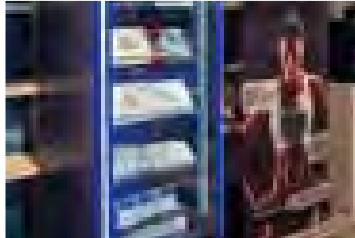


During **EuroShop**, Epta collaborated with different partners and companies. With the goal of offering new business inspiration to its Clients, the Group designed an area called **EptaInnoVillage** inside its stand where new ideas reside.

A route to discover original and creative projects, developed by companies and start-ups projected into the future that can increase the success in the sector, with creative and tangible solutions.

**FRESCO FRIGO:**

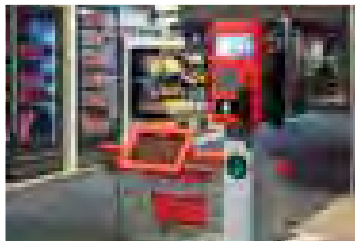
the automatic sale of fresh foods available 24/7, anywhere and with smart payments.
<https://www.frescofrigo.it/>

**FEATFOOD:**

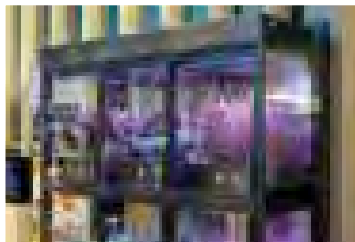
healthy and balanced meals, tailor made for every food plan
<https://featfood.it/>

**PROCUSINI:**

3D food design prints, for any type of commercial kitchen
<https://www.procusini.com/>

**TRACKPOINT:**

shopping and checkout thanks to Artificial Intelligence
<https://www.tracxpoint.com/>

**CULTIFUTURA:**

its products change the way people interact with and understand their food by integrating vertical farming into daily life.
<https://www.cultifutura.com/>

Another interesting collaboration inaugurated for Euroshop is the one between **Epta**, the **University of Gastronomic Sciences in Pollenzo** (www.unisg.it), the specialist **EptaConcept team** and the collaboration of numerous **virtuous companies**. This team of expert worked to illustrate how to realise a bar or **Grocerant** catering service in a store (**Grocery and Restaurant**), adopting solutions that minimise the environmental impact and promote social innovation.

The challenge met was to gather and make several solutions able to respect the principles of the **Circular Economy for Food** interact with each other. This theory is based primarily on the concepts of protecting the natural and cultural capital related to food and co-evolution of more actors that are part of the same system. Re-use, greater efficiency and duration of products, use of new technologies and materials derived from by-products, lowering consumption and the exploitation of resources are just some of the principles to follow in circular development.

EPTA
INNOVILLAGE

Epta's event in 2020: online conferences and trade fairs

While taking part in the most important fairs and exhibitions, Epta consolidates its reputation as an expert partner in natural refrigeration, also participating in the main technical conferences in the sector, which took place in a digital way in 2020.

Epta, with its project **Life-C4R – Carbon 4 Retail Refrigeration**, was Platinum Sponsor of the sixth edition of the **IIR International Conference on Sustainability and the Cold Chain 2020** that took place in a both digital and physical way in Nantes (France) from 26th to 28th August. It is a biennial event, supported by the International Institute of Refrigeration and recognised globally as **one of the most advanced events in the cold chain**.

The Group once again proved its commitment to **sustainable development** by becoming Premium Exhibitor of the **Virtual Trade Show** with its Life-C4R project. the first totally virtual fair dedicated to natural refrigerants, promoted by the **ATMOSphere**; a division of Shecco, live online from **1st to 2nd September 2020**.

The event was live for **24 hours** and travelled all “around the world” commencing in Europe and following all time zones continuing to the Middle East and Africa, followed by North, Central and South America, finally drawing to a close on 2 September in Asia Pacific. A “virtual tour” without precedents for the cold industry, achieved the ambitious goal of uniting a public of experts of global excellence, to share the **most interesting aspects** of cutting-edge technologies for **natural refrigeration**.

Life-C4R project was also the core of the fifth edition of **#Tecnofrío20**, the Congress dedicated to refrigeration technologies, promoted by the Community of Madrid, with ATECYR (Asociación Técnica Española de Climatización y Refrigeración) and the Energy Foundation. Epta Iberia was gold sponsor of the conference, which took place on-line from **30th September to 01st October** that saw a public of experts take turn in conferences and round tables in a “virtual auditorium”.

Epta's virtual booth
at the Virtual Trade
Show 2020





Epta, with its brand **Kysor Warren**, was **Platinum Sponsor** of the ninth edition of **ATMosphere America**, the online conference dedicated to natural refrigeration, which took place from **20th to 22nd October**. Two speakers from Epta had the possibility to present the Group’s projects, such as the progressive use of CO2 transcritical systems in the United States and the evolution of the **FTE Full Transcritical Efficiency** and a CO2 transcritical installation realised by Epta in Argentina and commissioned by the **United Nations Industrial Development Organisation (UNIDO)**.

Finally, from 13th to 15th October **Epta** participated in **Chillventa eSpecial**, the digital edition of the most important biennial fair dedicated to the refrigeration, air conditioning, ventilation and heat pump sectors. The three-day event was the opportunity for experts from the global HVAC&R sector to share the latest innovations on **energy efficiency, sustainability and natural refrigerants**.

The **Epta team** welcomed visitors around a virtual stand where the most recent **technologies developed by the Group** were illustrated thanks to online presentation. Presentations were held on the vast range of Misa cold rooms, of the **patented system FTE 2.0 Full Transcritical Efficiency system**, **row pre-installed inside the ECO2SMALL+ CO2 transcritical medium and low power pack** and of the **ETE Extreme Temperature Efficiency System**.

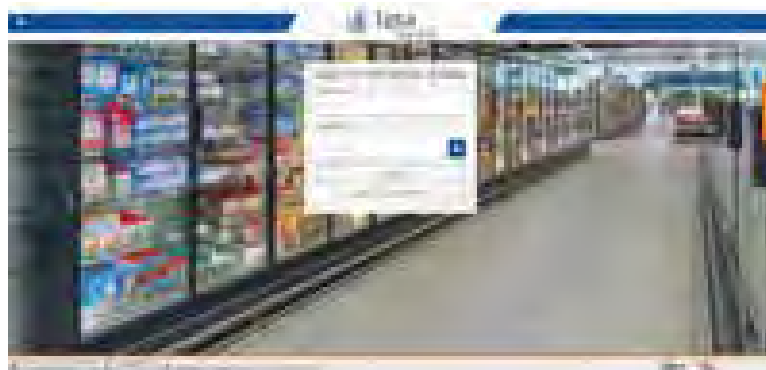
A Group in the world. And in the digital universe

The Epta Group's international presence continues to grow and spread: from this perspective, it is indispensable to have a universal and **global vision capable of embracing its identity as an umbrella for many different companies**, but it is just as necessary to take full advantage of all the diversity within a single Group.

In other words, it is fundamental to understand the identity and needs of every country where Epta has a presence. To best express the value of these differences, websites were created for several of our companies: **Epta Deutschland**, **Epta France**, **Epta Asia**, **Epta UK**.

Newborn of 2020 are the new editions of the **Costan**, **Bonnet Névé**, **Eurocryor**, **Iarp** and **Kysor Warren websites**: thanks to a new user experience and renewed graphics, they offer the end user easier and more intuitive navigation. The strength of digital communication lies in the possibility to make available almost any kind of material or information without time or place restrictions, to any kind of user: for this reason Epta, in addition to traditional websites, has developed product APPs that can be downloaded both from Epta people and external customers or personnel. This APPs contains product information, news, documents, that are available everywhere, at any time.

Also, in order to better support its customers, **EptaService** has created a new **e-commerce platform** for spare parts components. It is available on PC devices, iOS and Android, and allows users to verify, in real time, the availability of components by a **fast and simplified search and purchase the spare parts directly online**.



9

CULTURE AND ENVIRONMENT

Epta and FAI: To support the environment, to valorize culture

The Group is a **Corporate Golden Donor of FAI**, Fondo Ambiente Italiano (Italian Environment Fund), to contribute to safeguarding the country’s natural and cultural heritage. For 40 years, FAI and its supporters have been protecting 50 sites that stand out for their historical, artistic and environmental value. In 2016 Epta’s intervention took part in important conservation work for Italian cultural heritage: alongside FAI, it acted to **realize the restoration of the facades of the Abbey of San Fruttuoso in Camogli.**



Picture 1.
Abbey of San Fruttuoso, Camogli (GE)

Picture 2.
Villa dei Vescovi, Torreglia (PD)



A significant activity of artistic and architectural recovery made possible thanks to the contribution of the Nocivelli family **in memory of Luigi Nocivelli, Epta’s founder and a big friend and supporter of FAI.** The monumental complex is located Capodimonte, in a cove of the rugged coast of Monte di Portofino. It is a real jewel of ancient history that combines beautiful landscape with the architectural and historical values of the abbey. Here the work of nature blends to perfection with that of humans.

An image that well represents the memory of Luigi Nocivelli, an entrepreneur with great human qualities: his interests embraced mechanics and art, industry and agriculture, architecture and literature, and his life was marked by a constant search for harmony and beauty. Epta’s collaboration with FAI reflects his commitment to **favour and expand the energy that results from art and culture, a strategic resource for social development.**

Epta’s collaboration program provides a new contribution, in support of the 2018-2020 three year plan for **Villa dei Vescovi**, a refined early 16th century palace donated to FAI in 2005. The Villa, whose architecture takes its inspiration from classical themes, is entirely surrounded by the Colli Euganei countryside, a setting perfectly in tune with its frescoes, creating a harmonious example of the blend of art and nature. The choice of Villa dei Vescovi is based on the desire to strengthen the bond between Epta and these areas, where the Group is historically present with the production facilities of Solesino in the province of Padua and Limana in the province of Belluno.



3 GOOD HEALTH AND WELL-BEING



11 SUSTAINABLE CITIES AND COMMUNITIES



Charity initiatives against Covid-19 pandemic

The world is fighting an unprecedented health emergency against Covid-19, and everybody is trying to give their contribution in order to support hospitals and people in difficult situations.

Epta, which has been always near to its local communities, decided to participate with concrete action. The Group, represented by the Nocivelli and Triglio Godino families, chose to donate a total of **over 1 million Euro** to respond to the emergency with **targeted initiatives in Italy**. A true and proper solidarity relay, which allocated more than 50% of the amount to local communities: €200,000 have been donated to reference ULSS (Local Health and social care services) for Limana, €100,000 to reference ULSS (Local Health and social care services) for Solesino, €200,000 to the City of Casale Monfer-rato and, finally, €100,000 to the City of Pomezia.

A further contribution of €500,000 was spent on fundraising for the San Raffaele Hospital of Milan, initiated by Anima Confindustria Meccanica, chaired by Marco Nocivelli, Chairman and Managing Director of Epta. A concrete and meaningful gesture, aimed at tripling the intensive care units, equipping the hospital with an additional tensile structure that will host intensive care beds with all the assisted ventilation and monitoring systems and, in the medium-long term, to support the study of a vaccine. The San Raffaele was chosen because it is one of the most brilliant examples of international scientific research.

In addition to this, Epta Asia Pacific led by the GM Gennaro Gentile, nominated San Lazaro Hospital in Manila (Philippines) to be the beneficiary of 5,000 sets of complete PPEs amounting to Php 5.2M (100.000 USD) to be used in the fight against Covid-19.

Many other smaller initiatives have been carried on supporting the fight against Covid-19. Epta decided to support **Red Cross' International** project against the pandemic as Christmas initiative for 2020. The traditional Christmas dinner in Limana (Italy) was substituted with an initiative to support the **prevention of breast cancer**: all female employees from 34 to 49 had the chance to benefit from free clinical and diagnostic tests for the early diagnosis of breast cancer.



Picture 1.

Epta's donation to San Lazaro Hospital in Manila

Picture 2.

Marco Nocivelli meets the CEO of San Raffaele Hospital in Italy

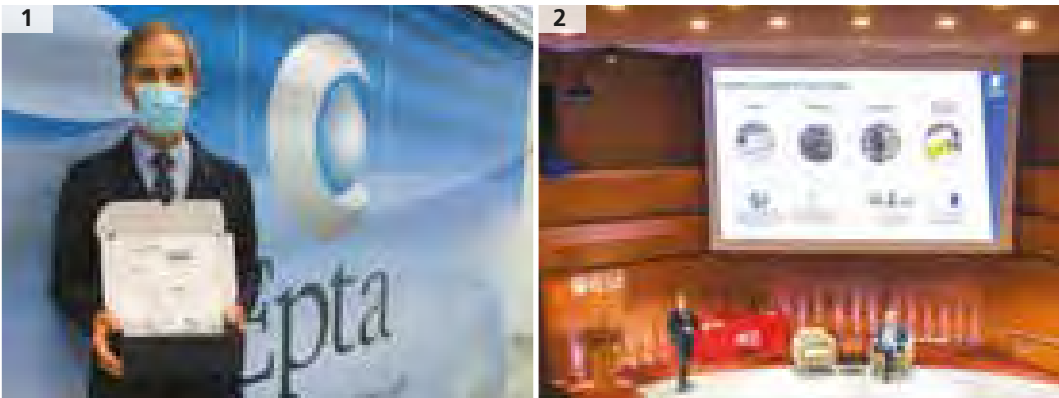


10 AWARDS

A commitment that pays

Epta holds solid values which have enabled the group to win major awards. In 2020 the Group was nominated again among the winners of **Deloitte Best Managed Companies Award** thanks to its outstanding financial and leadership performance in its sector. Last year the Group received the **Industrial Excellence Award (IEA) 2019** as Italian winner thanks to the Business Unit of Limana, being finalist of the Europe- an edition as well. IEA is an initiative that, since 1995, has been a benchmark for the Management of Quality and for the competitiveness of European businesses operating in the industrial and service sectors. Another recent award is the **“Future-proof employer”** 2019: an official study by Focus Money, Germany Test and the Institute for Management and Economic Research rated Epta Deutschland as one of the 676 future-proof companies in Germany.

Epta products were also awarded for their excellence in design: OutFit/Mozaik Family was winner of the **ADI Design Index 2020** and of the **German Design Award 2020** in the Excellent Product Design category. The same award was also received in 2016 by the RevUP Family of Costan and Bonnet Névé. Glee IoT by Iarp received in **2019** the **Smart Label award**, given by Host Fiera Milano and POLI.design to celebrate the most innovative products and companies in Ho.Re.Ca and Retail sectors.



Picture 1.
 Marco Nocivelli receives the Deloitte Best Managed Company award inside Epta offices in compliance with Covid-19 safety protocol

Picture 2.
 IEA – Industrial Excellence Award

Business Excellence Awards:



2020, 2019

Epta is one of the Best Managed Companies in Italy as a result of analysis carried out by Deloitte, taking in consideration critical success factors: corporate strategy, distinctive skills, commitment towards people, management control and performance measurement, Corporate Social Responsibility and innovation.



2019

Marco Nocivelli, President and CEO of the Epta Group receives the Award of "Grandi Guglie della Grande Milano" from the Centro Studi Grande Milano. The award is given to the personalities who, in different sectors, have distinguished themselves for their commitment in promoting the economic, scientific, social and cultural fabric of the Milanese.



2019

Since 1995 it has been a benchmark for the Management of Quality and for the competitiveness of European businesses operating in the industrial and service sectors. Epta is awarded thanks to the initiatives of its Business Unit of Limana.



2019

An official study by Focus Money, Germany Test and the Institute for Management and Economic Research rated Epta Deutschland as one of the 676 future-proof companies in Germany.



2018

Epta is Overall Winner at the Best Performance Awards, an annual award promoted by SDA Bocconi, J.P. Morgan Private Bank, PwC, Thomson Reuters and Gruppo 24 ORE for companies that set themselves apart for excellence in sustainable development.



2018

Epta is awarded in the Corporate category of the contest established to give visibility to SMEs and Large Companies that are already on route to become 4.0-ready.

2018

Massimo Albertario, CFO of Epta, received an award for the role performed as business supporter, as well as CFO, participating first-hand in the Executive Committee

CFO
AWARD

2018

Thanks to the work of Epta UK, the Epta group is among the winners of the UK-Italy Business Boost Awards, established by the Consulate British General of Milan and the Department for International Trade (DIT). The prize is given to the exceptional Italian business activities who have chosen the UK as their strategic base for their international development and celebrates success of British companies established in Italy



2017

CEO of Epta awarded in Family Business category for the determination and ambition with which he leads the family group every day.



2016

A prestigious award given to the 21 best Italian businesses that increase their value by investing in innovation.



2016

For its Costan brand's considerable export drive, contribution to development of the international market from the Veneto Regional Authority.



2010 The art of Mechanics Made in Italy

2013 Mechanics for recovery

2016 Competitive in Italy and in the world



2015

Certification created by the Italian Stock Exchange acknowledging Italy's best companies.



2015

The Managing Director of Epta received an award for successfully tackling the challenge of the generational hand-over.



Environmental Awards



2018

Epta FTE System awarded with first prize in the Refrigeration & Air Conditioning Innovation category by the German Federal Minister for the Environment, Nature Conservation and Nuclear Safety, Svenja Schulze.



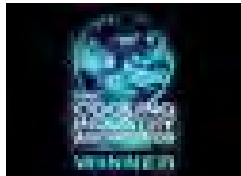
2018

Epta FTE System wins in the category Energie/Environment, proving the interest of the Group for a responsible innovation and growth.



2018

Epta is awarded to the most deserving Italian companies in the green economy field.



2017 - 2016 - 2014 - 2009 - 2007 - 2006

Companies that distinguish themselves in the marketplace owing to policies that respect the environment and are sustainable.



LEGAMBIENTE

2016

Best practices for Renewable Energies and sustainable mobility.



2015

One of the most innovative solutions designed and produced in France.



2014

Award-winning sustainability of the system used in the Limana production site.



2011

Environmental compensation project to offset the carbon footprint of emissions created for the ES2011 stand.

Design Awards

2020, 2018

Velvet and Shape from Costan and Bonnet Névé and Restauration in-retail corner, by Epta and Electrolux Professional, has been included in the prestigious ADI Design Index 2020 and 2018, the yearbook published by ADI that collects the best of Italian design.



2020 - 2015

Outfit/Mozaik Family and RevUP Family received an award for its originality and sophisticated aesthetics in the German and international scene.



2017 - 2018

Epta is awarded in 2018 in the Store section for the Benet Smart project. In 2017 the Group is the winner of Shop-in-Shop category with the Restauration in-re-tail corner by Epta and Electrolux Professional.



2017

Restauration in-retail corner by Epta and Electrolux Professional awarded in the Food Service Equipment category.



2016

#EPTABricks received an award for offering an innovative solution.



2016 - 2015 - 2014

RevUP Family • Impact • #EPTABricks has won awards owing to its innovative aesthetics and real benefits for the user.



11

SUSTAINABILITY

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 report and have made it an integral part of everything we do.

Epta strongly believes in a concrete social progress, and it is deeply engaged with environmental protection. In order to be effective, all of our efforts must integrate the three pillars, or dimensions, of **sustainability - environmental/energy, socio-cultural, and economic**.

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.

As far as tomorrow is concerned, we look forward to the challenges in supporting our commitment to sustainability and dedicate the organisation to demonstrating the results of our work in 2020 **which will again be supported by independent validation**.

Figure 14.
Sustainability dimensions
From economical to sociocultural side



Sustainable initiatives

Figure 15.
Epta's other
sustainable
initiatives



Since **2007** Epta gadgets are made with **recyclable materials**.

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.

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**.

Since **2012** Epta uses only electronic Christmas cards. In 2012 and 2013, in sending out digital Holiday Greetings, Epta supported **Medicins sans Frontiers** and their work for Philippines. In 2014 Epta sent its support to UNICEF – sided with astronaut **Samantha Cristoforetti** – and in 2015 again supported **UNICEF** and its campaign against child malnutrition and infant mortality in the world.



In **2015** Epta took part in a number of events related to Milan Expo 2015. Its communication highlighted the Group's will to spread the food preservation value for the sake of all humanity: "**The Epta Way Up! Preserving Food Value**".

In **2015** Epta stands with **FAI - Fondo Ambiente Italiano** (Italian Environment Fund) – becoming Corporate Golden Donor.



In Hendaye factory, a **100% electric car entirely customized in Epta livery was made** available to all employees for any professional displacement, ensuring zero emissions, noise, g/km of CO2.



Epta France organized a **blood donation** day in late December 2016, in order to raise awareness of the need for safe blood both for planned treatments and urgent interventions. 50 employees were able to donate blood.

In **2017** we celebrated Christmas and the New Year by making our greeting cards in support of Dynamo Camp, a non-profit association that is part of the **SeriousFun Children's Network**.



As Christmas gift for **2018**, Epta created a **business forest** to support the planting of **woods in the Veneto region** of Northern Italy, which was struck by a violent storm in last November with **100,000 hectares damaged**. This was made possible thanks to Treadom, an Italian platform set up to finance small-scale agro forestry systems.

Electric and hybrid cars are currently being integrated in the fleet car of Epta Milan +Headquarters and Limana Plant, as well as **charging station** reserved to the re-charge of **employees' electric cars**.



In **2019**, in Epta Headquarter, traditional light bulbs were substituted with **LED lighting** and **plastic cups** were substituted with compostable ones.

For its **2020** wishes cards, Epta supported **Save the Children** and its charity project to sustain the development of health centers dedicated to the care of children and places to protect families fleeing from war zones.



In **2020** the group completed a **new painting line** in Hendaye factory (France)

In **2020** the group launched Epta Security Program, an internal training aimed at making all colleagues in the Group aware of the importance of a **correct use of IT resources**, dealing with the various aspects of security at 360 °



In 2020 a new photovoltaic plant was installed in Solesino and Casale Monferrato plants (Italy).



In 2020 was launched the **Smart W-in project**, that allow Epta Italy employees to work from another location different from the offices, was extended to all Epta Italy employees for 2 days per week.



Ongoing projects

2021

- Replacement of lighting lamps in Limana factory (Italy) with a **LED model**
- Installation of a new **punching plant** in Chorlu (Turkey)
- Industrialization of **GranBering Cabinet** in Columbus (USA)
- Introduction of a new **process for sheet metal and cable** in Cha-Am plant (Thailand)
- Installation of a **new robotic folding machinery** in Rosario (Argentina)
- Installation of a **centralized propane gas charge system** in Hendaye (France)
- Introduction of the **AGV technology** in Hendaye (France)
- Improving the **photovoltaic system** in Limana (Italy)
- Improving of activities and projects related to the **Corporate Social Responsibility**

2030

Climate & energy framework from the EU

Validation Statement

TUV AUSTRIA CERT GMBH conducted an independent validation of the information contained in this Corporate Social Responsibility Report 2021. We were responsible for auditing and validating the information given in this report. Criteria of the validation audit have been the GRI Standards Core Option. The reporting period considering data and GRI performance indicators is January 1st, 2020 to December 31st, 2020. Whenever it is appropriate, the development of KPI's of the previous two years are reported in this report as well.

The number of represented production sites increased to 11, covering 99% of the total production of the Epta group (Limana, Casale, Solesino, Pomezia (all Italy), Hendaye (France), Bradford (UK), and Corlu (Turkey), Cha-am (Thailand), Rosario (Argentina), Qingdao (China), Columbus (USA)). The headquarter in Milan as the managing unit for the whole group also is represented in this report, as well as the sales and service organisations Epta Germany (Germany), Epta International (Hungary) and DAAS (Romania).

The audit process of TUV AUSTRIA CERT GMBH is compliant with ISO 19011:2011. Our audit techniques provide reasonable assurance, that this CSR Report does not contain incorrect information. TUV AUSTRIA CERT GMBH also uses samples for validating the information of this CSR Report, which have been drawn in the numerous audits for certification and surveillance of Epta's ISO 9001, ISO 14001 and ISO 45001 group management system. The transition from OHSAS 18001 to ISO 45001 has been completed in all health and safety certified organisations of the Epta Group in 2020. Besides Epta France in Epta S.p.A local units Limana and Solesino ISO 50001 certified Energy Management Systems have also been successfully implemented. These additional Energy Management Systems also contribute to address a significant material aspect treated in this CSR Report. DAAS Romania as well became a member of the Epta group certification for ISO 9001, ISO 14001 and ISO 45001. All these facts enlarge the number of samples and increases the assurance of the quantitative and qualitative information contained in this report. TUV AUSTRIA CERT GMBH provides the Epta Group with audit reports detailing our samples and findings concerning the management system according to ISO 9001, ISO 14001, ISO 45001 and ISO 50001 and the CSR Report 2021 according to GRI Standards Core Option.

Conclusion:

Based on our final validation audit of this CSR Report 2021 in the Epta Group headquarter in Milan via video conference (due to Covid-19 travelling restrictions and energy saving) on February 10th, 2021 and the addressed recommendations raised in this final validation audit, Epta's CSR Report 2021 complies with the GRI Standards Core Option requirements. Epta's established documented information (policies, organisational charts, objectives and targets, directives, work instructions, database, data collection sheets, internal and external communication, internal audits, corrective and preventive action, etc.) is supporting the sustainability development process of the whole Epta group.

Vienna, March, 4th 2021

Dipl. Ing. Werner Gargitter External Lead Auditor
ISO 9001, ISO 14001, ISO 45001, ISO 50001
Environmental Auditor according to EMAS
TUV AUSTRIA CERT GMBH



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CERT GMBH

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Business Assurance

TÜV ®



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Vienna / FN 288474 b





APPENDIX

SUSTAINABILITY
THAT REFLECTS OUR
IDENTITY

2 0 2 1

Self-regulatory code

Board of directors	Position	Chairman Chief Executive Officer	Deputy Chairman Director	Director	Director	Director	Director	Director	Director	Director
	Members	Nocivelli Marco	Triglio Godino Piero	Nocivelli Alessandro	Nocivelli Mariaserena	Nocivelli Enrico	Mira D'Ercole Marina	Wenzel Hans Udo	Triglio Godino Daria	Patrizia Gianguialano
	Date of birth	1966	1945	1972	1970	1964	1956	1951	1976	1959
	First appointment date*	27/06/2007	03/05/2013	23/12/2003	23/12/2003	23/12/2003	05/05/2016	05/05/2016	31/01/2014	28/03/2019
	In office from to	28/03/2019 - 2021 statement approval	28/03/2019 - 2021 statement approval	28/03/2019 - 2021 statement approval	28/03/2019 - 2021 statement approval	28/03/2019 - 2021 statement approval	28/03/2019 - 2021 statement approval	28/03/2019 - 2021 statement approval	28/03/2019 - 2021 statement approval	28/03/2019 - 2021 statement approval
	Relative (yes/no)	Yes	Yes	Yes	Yes	Yes	No	No	Yes	No
	Executive	X	X							
	Non executive			X	X	X	X	X	X	X
	Independent						X	X		X
	N. other important positions**	1						7		5
	Participation in meetings(*)	11/11	11/11	11/11	11/11	11/11	11/11	11/11	11/11	9/11
Control and Risk Committee	Participation (*)			13/13			13/13			13/13
	Position (**)									Chairman
Remuneration committee	(*)				3/3			3/3	3/3	
	(**)							Chairman		

DIRECTORS WHO LEFT OFFICE DURING FINANCIAL YEAR 2020: None
The Board of Directors was renewed on 28/03/2019 upon approval of the 2018 Financial Statements

Number of meetings held in the financial year, BoD: 11
10 Control and Risk Committee: 13

Remuneration Committee: 3

* The first appointment date of each director is intended to mean the date in which he/she was appointed for the first time (ever) to the BoD of the issuer.

** This column indicates the number of positions of director or auditor held by the individual in other listed or unlisted companies, Italian and international, in financial, banking, insurance, or other large companies. If multiple positions are present, they should be presented in full in the qualitative comment.

(*) This column indicates the participation of the directors in the meetings of the BoD and of the Committees (indicate the number of meetings which he/she participated in against the overall number of meetings in which he/could have participated; e.g. 6/8; 8/8 etc.). Where it is deemed inappropriate to indicate this data, the information can be omitted.

(**) This column indicates the position of the director within the Committee: "C": Chairman; "M": member.

Board of Statutory Auditors	Position	Chairman	Acting auditor	Substitute auditor	Acting auditor	Substitute auditor
	Members	Carabellese Adriana	Regalia Federico	Baudo Antonella	Zingarini Nicola	Ponziano Luigi Natale
	Year of birth	1950	1956	1974	1968	
	First appointment date*	23/12/2003	23/12/2003		28/03/2019	
	In office from to	28/03/2019 - 2021 statement approval	28/03/2019 - 2021 statement approval	28/03/2019 - 2021 statement approval	05/05/2016 - 28/03/2019 statement approval	28/03/2019 - 2021 statement approval
	Independent	Yes	Yes		Yes	
	Participation in meetings **	7/7	7/7		6/7	
	N. other positions***	16	12			

AUDITORS WHO LEFT OFFICE DURING THE FINANCIAL YEAR OF REFERENCE:
Giovanni Zingarini.

Number of meetings held during the financial year of reference:
7 Assessment of compliance with independence requirements according to Standard 1.4 of the Standards of Behaviour adopted by the National Council of Chartered Accountants and Public Accountants and in particular the incidence on the total revenues for the services carried out within the Group to which the Company belongs.








* The first appointment date of each auditor is intended to mean the date in which he/she was appointed for the first time (ever) to the board of statutory auditors of the company.

** This column indicates the participation of the auditors in the meetings of the Board of Statutory Auditors (indicate the number of meetings which he/she participated in against the overall number of the meetings in which he/she could have participated; e.g. 6/8; 8/8 etc.). Where it is deemed inappropriate to indicate this data, the information can be omitted.

*** This column shows the number of positions of director or auditor held by the individual.

Self-assessment of adherence to Code recommendations		Level of implementation
1	Do you think that the Shareholders' Meeting properly carries out its role in guaranteeing full information to all members, relatives and non-relatives, involved or not in the management, and is it therefore organised in a way to allow full functionality?	
2	Is the Company managed by a Board of Directors (BoD)?	
3	Does the BoD effectively carry out its roles, and is it active in the management of the Company? (in answering question 3, make reference to the roles which a BoD should play in small and medium-sized companies: a) identify constituent elements of the medium-long term strategy; b) assessment of the adequacy of the organisational, administrative and accounting structure; c) resolution on the significant transactions of the Company; d) preparation and organisation of the succession process of key management figures)	
4	Does the BoD meet at least every 3 months?	
5	In order to dedicate the utmost attention to the functioning of the BoD, is it envisaged that the Chairman has limited managerial power and that a BoD Secretary exists to support BoD activities?	
6	On the BoD, is there at least one director who is not a member of the proprietor family/ies, better if independent?	
7	If the Company is managed by two (or more) Chief executive officers are the reasons for this explained well?	not applicable
8	Does the BoD discuss the risk assessment of the Company at least once a year?	
9	Do procedures exist for managing operations with related parties, in particular with relatives?	
10	Is a periodic review process of the Articles of Association envisaged, with a view to ensuring stability in the control and cohesion of the ownership structure?	
11	Is the choice of Auditors inspired by criteria of independence and, consequently, periodic rotation (e.g. every 9 years) of the same?	
12	Are the financial statements reviewed by an auditing firm?	
13	Is a formalised succession plan envisaged for the top-level positions of the Company?	

Part reserved for larger companies (>€100 million turnover)

Self-assessment of adherence to Code recommendations		Level of implementation
14	Besides what is stated in point 3, is the BoD also active in playing more articulated roles such as the review of strategic plans and the internal management of documents and information erga omnes, with a particular focus on confidential information – possibly adopting a self-assessment process of its efficacy at least every three years?	
15	Is the figure of the Chairman of the BoD separate from the figure of the Chief executive officer?	
16	Are remuneration systems envisaged, articulated into fixed and variable component for the Chief executive officer (CEO) and for one or more managers who report directly to the CEO?	
17	Are induction sessions envisaged for the Directors, above all if newly appointed, and/or at least one annual meeting of the BoD envisaged dedicated to the discussion of the strategy of the Company?	
18	Is there at least one Committee within the BoD, dedicated to specific matters of corporate governance (e.g. Remuneration, Control and Risks, Appointments)?	
19	In identifying the key management figures, are applications made by relatives and non-relatives considered, especially for the positions of CEO and for those that report directly to the CEO?	
20	Within the scope of the internal control systems, is an internal audit function and an organisational system and relevant Supervisory Body (SP) pursuant to Legislative Decree 231/2001 envisaged?	

In indicating (last column) the level of implementation of the specific recommendation of the Code, it is advisable to adopt a symbol to mark the level of effectiveness in the different areas. The symbols indicate the following: empty circle “undeveloped area”, quarter covered circle “area to develop”, half covered circle “area under development” three quarter covered circle “well developed area”, and full covered circle “fully developed area”. If the theme is not applicable to the specific situation of the business, we suggest indicating “not relevant” in the related area.

GRI Standards

GRI STANDARDS DISCLOSURES

Report fully on the below selection of profile disclosures or provide a reason for omission

1. Strategy and Analysis

Profile Disclosure	Disclosure	Location of disclosure
102-14	A statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy for addressing sustainability.	Page 6

2. Organizational Profile

Profile Disclosure	Disclosure	Location of disclosure
102-1	Name of the organization	Page 7
102-2	a. A description of the organization's activities. b. Primary brands, products, and services, including an explanation of any products or services that are banned in certain markets.	Page 7
102-3	Location of the organization's headquarters.	Page 7
102-4	Number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	Page 8
102-5	Nature of ownership and legal form	Page 7
102-6	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries)	Page 7, 8
102-7	Scale of the organization	Page 8
102-8	a. Total number of employees by employment contract (permanent and temporary), by gender. b. Total number of employees by employment contract (permanent and temporary), by region. c. Total number of employees by employment type (full-time and part-time), by gender. d. Whether a significant portion of the organization's activities are performed by workers who are not employees. If applicable, a description of the nature and scale of work performed by workers who are not employees. e. Any significant variations in the numbers reported in Disclosures 102-8-a, 102-8-b, and 102-8-c (such as seasonal variations in the tourism or agricultural industries). f. An explanation of how the data have been compiled, including any assumptions made.	Page 33
102-41	Percentage of total employees covered by collective bargaining agreements.	Page 33
102-9	a. A description of the organization's supply chain, including its main elements as they relate to the organization's activities, primary brands, products, and services	The supply chain is organized as below: 1. Group Purchasing and Procurement Director 2. Local Purchasing and Procurement Manager (each European Epta Plant) 3. Global Buyer / Commodity Manager 4. Local Purchasing and Procurement Team; Industry and Spare Parts
102-10	Significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain	Page 8

102-11	Report whether and how the precautionary approach or principle is addressed by the organization.	Page 18
102-12	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	Page 47, 48, 55, 56
102-13	a. A list of the main memberships of industry or other associations, and national or international advocacy organizations.	Page 38

3. Identified Material Aspects & Boundaries

Profile Disclosure	Disclosure	Location of disclosure
102-45	List all entities included in the organization's consolidated financial statements or equivalent documents. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	<p>Epta Legal Entities: Subsidiaries Epta Iberia S.A. – Spain Epta France S.A. – France Iarp France Sas – France Epta Rack S.A. – France Epta Suisse S.A. – Suisse Epta Deutschland GmbH, Germany Epta Austria GmbH – Austria Epta International – Hungary Epta Polska sp.z.o.o. – Poland Epta George Barker & Co (Leeds) Ltd – United Kingdom Epta Service Uk Ltd. – United Kingdom Epta Cold Service Ltd – United Kingdom Epta Refrigeration Denmark Aps – Denmark Knudsen Koling – Denmark Epta Istanbul Soğutma Sistemleri San.Tic.Ltd.Şti. – Turkey Epta Istanbul Pazarlama San.Tic.Ltd.Şti – Turkey Epta Technical Services UAE LLC – United Arab Emirates Epta Technical Services Ryhadh Llc – Saudi Arabia Epta (Qingdao) Retail Equipment Co. Ltd – China Epta Asia Ltd. - Singapore Epta Australia PTY Ltd– Australia Epta Refrigeration Philippines Inc. – Philippines Iarp Asia Co., Ltd – Thailand Iarp Services Co., Ltd – Thailand Epta Refrigeration Snd Bhd – Malaysia Epta Argentina S.A. – Argentina Epta Chile S.A.– Chile Epta Perú S.A. – Peru Kysor Warren Epta US Corporation – USA Kysor Warren de Messico S. De R. L. De C.V. – Mexico Epta Costa Rica Ltda Epta Refrigeration Romania Srl DAAS Impex Srl – Romania Sofrico S.A.R.L. – New Caledonia Linus Eco sp.z.o.o. – Polonia</p> <p>Related companies Epta Suomi O.y. – Finland Epta Norway AS – Norway that represent 95 of the total production of the Group</p>
102-46	Explain the process for defining the report content and the Aspect Boundaries. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	Page 14, 17
102-47	a. A list of the material topics identified in the process for defining report content.	Page 14, 17
103-01	c. Any specific limitation regarding the topic Boundary.	Page 14, 17
103-2	<p>a. An explanation of the The management approach of the organization and its components</p> <p>b. A statement of the purpose of the management approach.</p> <p>c. A description of the following, if the management approach includes that component:</p> <ol style="list-style-type: none"> I. Policies II. Commitments III. Goals and targets IV. Responsibilities V. Resources VI. Grievance mechanisms VII. Specific actions, such as processes, projects, programs and initiatives 	Page 12, 18
102-48	Effect of any restatements of information provided in previous reports, and the reasons for such restatements.	The organization has not restated any information provided in the previous report
102-49	Significant changes from previous reporting periods in the Scope and Aspect Boundaries.	The organization has not changed the reported period in the Scope nor Aspect Boundaries

Stakeholder Engagement

Profile Disclosure	Disclosure	Location of disclosure
102-40	List of stakeholder groups engaged by the organization.	Page 14
102-42	Basis for identification and selection of stakeholders with whom to engage.	Page 14
102-43	Organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	Page 14
104-44	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	Page 14, 17

Report Profile

Profile Disclosure	Disclosure	Location of disclosure
102-50	Reporting period	Page 5
102-51	Date of most recent previous report (if any).	2020
102-52	Reporting cycle	Page 5
102-53	Contact point for questions regarding the report or its contents.	Page 76
102-54	<p>a. The claim made by the organization, if it has prepared a report in accordance with the GRI Standards, either:</p> <ol style="list-style-type: none"> I. 'This report has been prepared in accordance with the GRI Standards: Core option'; II. This report has been prepared in accordance with the GRI Standards: Comprehensive option'. 	Page 11
102-56	<p>a. A description of the organization's policy and current practice with regard to seeking external assurance for the report.</p> <p>b. If the report has been externally assured:</p> <ol style="list-style-type: none"> I. A reference to the external assurance report, statements, or opinions. If not included in the assurance report accompanying the sustainability report, a description of what has and what has not been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process; II. The relationship between the organization and the assurance provider; III. Whether and how the highest governance body or senior executives are involved in seeking external assurance for the organization's sustainability report 	Page 11

Governance

102-18	Governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	Page 12
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Ethics and Integrity

102-16	Process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	Page 12
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GRI Standards

SPECIFIC STANDARD DISCLOSURES

Report fully on 10 core or additional performance indicators - at least 1 from each dimension (economic, environmental social)

Category: Economic		
Indicator	Disclosure	Location of disclosure
ECONOMIC PERFORMANCE		
201-1	<p>Report the direct economic value generated and distributed (EVG&D) on an accruals basis including</p> <ul style="list-style-type: none"> • Revenues • Operating costs • Employee wages and benefits • Payments to providers of capital • Payments to government (by country) • Community investments • Economic value retained 	<p>Revenues: Euro € 1.018.807,74 Operating costs: Euro € 660.617,33 Employee wages and benefits: Euro € 193.364,77 Retained earnings: Euro € 97.583,11 Payments to government: Euro € 9.136,77</p>
201-4	<p>Report the total monetary value of financial assistance received by the organization from governments during the reporting period</p>	<p>Tax relief and tax credits, subsidies, investment grants, research and development grants, and other relevant types of grants, awards, royalty holidays, financial assistance from Export Credit Agencies (ECAs), Financial incentives, other financial benefits received or receivable from any government for any operation: 2.129.000 Euro</p>
MARKET PRESENCE		
201-2	<p>Percentage of senior management at significant locations of operation that are hired from the local community.</p>	<p>Page 33</p>
INDIRECT ECONOMIC IMPACTS		
203-1	<p>Development and impact of infrastructure investments and services supported</p>	<p>In 2020, a new automatic glass warehouse was built in Limana factory (Italy). Thanks to a vertical storage system it is now possible to take advantage of the entire vertical height of the plant, ensuring at the same time the maximum security for workers. In Hendaye factory (France), the old painting line was completely substituted with a new innovative one that guarantees better efficiency. Qingdao plant (China) was doubled in space in order to build a new production line dedicated to the power packs.</p>

PROCUREMENT PRACTICES

204-1	Proportion of spending on local suppliers at significant locations of operation	Not significant. This data is not available.
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Category: Environmental

Indicator	Disclosure	Location of disclosure
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MATERIALS

MATERIALS USED BY WEIGHT (KILOS)

301-1	Materials used by weight or volume	Stainless Steel: 1.378.755,38 Galvanised Steel: 22.118.738,07 Plasticized Steel: 1.905.403,34 Polyurethane (foaming): 1.632.709,00 Glass: 6.855.312,50 Metal – ferrous: 2.684.868,67 Copper: 1.120.711,60 Aluminium: 1.650.283,51 Plexiglas: 436.984,99 Paint: 458.779,44
301-2	Percentage of materials used that are recycled input materials	Aluminum: 4,10% Steel: 63,12% Glass: 17,03%

ENERGY

302-1	Energy consumption within the organization	Energy consumption within the organization Gas m3: 3.770.651,61 Water m3: 102.244,29 Electricity: 116.641.621.656,00 Kjoules
302-3	Energy intensity	Page 31
302-4	Reduction of energy consumption	Reduction of energy consumption thanks to fotovoltaic cogenerator: 13.273.545.600,00 Kjoules/Year
302-5	Reductions in energy requirements of products and services	Page 31
303-1	The reporting organization shall report the following information: a. A description of how the organization interacts with water, including how and where water is withdrawn, consumed, and discharged, and the water-related impacts caused or contributed to, or directly linked to the organization's activities, products or services by a business relationship (e.g., impacts caused by runoff). b. A description of the approach used to identify water-related impacts, including the scope of assessments, their timeframe, and any tools or methodologies used. c. A description of how water-related impacts are addressed, including how the organization works with stakeholders to steward water as a shared resource, and how it engages with suppliers or customers with significant water-related impacts. d. An explanation of the process for setting any water-related goals and targets that are part of the organization's management approach, and how they relate to public policy and the local context of each area with water stress.	Total water withdrawal by source: 101.980,29 m3

BIODIVERSITY - CONSIDERED NOT SIGNIFICANT

EMISSIONS

305-1	Direct greenhouse gas (ghg) emissions	8.520,20 ton. CO2
305-3	Other indirect greenhouse gas (ghg) emissions	9.164,19 ton. CO2
305-5	Reduction of greenhouse gas (ghg) emissions	1.501,58 ton. Co2

EFFLUENT & WASTE

306-1	Total water discharge by quality and destination	The organization does not have the technologies for reporting these data
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PRODUCTS & SERVICES

301-3	Percentage of products sold and their packaging materials that are reclaimed by Category	The organization is not responsible for packaging material disposal and it has not the possibility to collect this kind of information.
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COMPLIANCE

307-1	Monetary value of significant fines and total number of non-monetary sanctions For non-compliance with environmental laws and regulations	In those production plants where the organization has implemented and achieved certification to UNI EN ISO 14001:2004, (which includes legal compliance requirements), we have not received any significant fine or non-monetary sanction for non-compliance with environmental laws and regulation. In the other plants, implementation of this standard progresses
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SUPPLIER ENVIRONMENTAL ASSESSMENT

308-1	Percentage of new suppliers that were screened using environmental criteria	100, as this practice is required by Group procedures
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ENVIRONMENTAL GRIEVANCE MECHANISM

**Category: Social
Labour practices and decent work**

Indicator	Disclosure	Location of disclosure
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EMPLOYMENT

401-1	Total number and rates of new employee hires and employee turnover by age group, gender and region	Total number of new employee hires in 2020: 683 - Rate: 12% - Employee turnover: 23,76%. Data referred to age group, gender and region are not available. For this reason this data are only partial.
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LABOUR MANAGEMENT RELATIONS

402-1	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	Not significant. The minimum notice period regarding operational changes is regulated by law and depends on the country considered.
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OCCUPATIONAL HEALTH & SAFETY

403-2	<p>The reporting organization shall report the following information for employees and for workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <ul style="list-style-type: none"> a. A description of the processes used to identify work-related hazards and assess risks on a routine and non-routine basis, and to apply the hierarchy of controls in order to eliminate hazards and minimize risks, including: <ul style="list-style-type: none"> I. how the organization ensures the quality of these processes, including the competency of persons who carry them out; II. how the results of these processes are used to evaluate and continually improve the occupational health and safety management system. b. A description of the processes for workers to report work-related hazards and hazardous situations, and an explanation of how workers are protected against reprisals. c. A description of the policies and processes for workers to remove themselves from work situations that they believe could cause injury or ill health, and an explanation of how workers are protected against reprisals. d. A description of the processes used to investigate work-related incidents, including the processes to identify hazards and assess risks relating to the incidents, to determine corrective actions using the hierarchy of controls, and to determine improvements needed in the occupational health and safety management system. 	Page 33
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TRAINING & EDUCATION

404-1	Average hours of training per year per employee by gender, and by employee category	Average hours per employee category: indirects 7, direct 9, managers 10
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DIVERSITY & EQUAL OPPORTUNITIES

405-1	<p>a. Percentage of individuals within the organization's governance bodies in each of the following diversity categories:</p> <ol style="list-style-type: none"> I. Gender; II. Age group: under 30 years old, 30-50 years old, over 50 years old; III. Other indicators of diversity where relevant (such as minority or vulnerable groups). <p>b. Percentage of employees per employee category in each of the following diversity categories:</p> <ol style="list-style-type: none"> I. Gender; II. Age group: under 30 years old, 30-50 years old, over 50 years old; III. Other indicators of diversity where relevant (such as minority or vulnerable groups). 	<p>a. female 44%, male 56%. < 30 years old 0%, 30-50 years old 33%, >50 years old 66%</p> <p>b. female: 21%, male 79%. < 30 years old 12,37%, 30-50 years old 57,31%, >50 years old 30,32%</p>
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EQUAL REMUNERATION FOR WOMEN & MEN

405-2	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	Not significant, as currently this aspect is regulated by law.
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SUPPLIER ASSESSMENT FOR LABOUR PRACTICE

414-1	a. Percentage of new suppliers that were screened using social criteria.	The organization does not currently uses any labor practice criteria in order to screen new suppliers and it is difficult to receive this data from the supplier.
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Human Rights

Indicator Disclosure

Location of disclosure

INVESTMENT

412-3	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Page 18
412-2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	Not significant. The organization has not identified any aspect of human rights that are relevant to operations.
406-1	Total number of incidents of discrimination and corrective actions taken	Not significant. The organization has not identified any incident of discrimination
407-1	<p>a. Operations and suppliers in which workers' rights to exercise freedom of association or collective bargaining may be violated or at significant risk either in terms of:</p> <ol style="list-style-type: none"> I. type of operation (such as manufacturing plant) and supplier; II. countries or geographic areas with operations and suppliers considered at risk. <p>b. Measures taken by the organization in the reporting period intended to support rights to exercise freedom of association and collective bargaining.</p>	Not significant. The organization has not identified any operation or supplier in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk
408-1	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	Not significant. The organization has not identified any operation and supplier as having significant risk for incident of child labor
409-1	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor	Page 18
410-1	Percentage of security personnel trained in the organization's human rights Policies or procedures that are relevant to operations	The organization has not identified any human rights policy or procedure that is relevant to operations

411-1	Total number of incidents of violations involving rights of indigenous peoples and actions taken	Not significant. The organization has not identified any incident or violation involving rights of indigenous people
412-1	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	Not significant. The organization has not identified any operation that have been subject to human rights reviews or impact assessments

Society

Indicator	Disclosure	Location of disclosure
LOCAL COMMUNITIES		
413-2	Operations with significant actual and potential negative impacts on local Communities	Not significant. The company has not identified any actual and potential negative impact on local communities

ANTI CORRUPTION

205-2	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	
205-1	<ul style="list-style-type: none"> a. Total number and percentage of governance body members that the organization's anti-corruption policies and procedures have been communicated to, broken down by region. b. Total number and percentage of employees that the organization's anti-corruption policies and procedures have been communicated to, broken down by employee category and region. c. Total number and percentage of business partners that the organization's anti-corruption policies and procedures have been communicated to, broken down by type of business partner and region. Describe if the organization's anti-corruption policies and procedures have been communicated to any other persons or organizations. d. Total number and percentage of governance body members that have received training on anti-corruption, broken down by region. e. Total number and percentage of employees that have received training on anti-corruption, broken down by employee category and region. 	Not significant. The Group will soon provide an internal audit function while in the meantime, with the support of an outside company we will define procedures which include the anti corruption standards
205-3	Confirmed incidents of corruption and actions taken	

PUBLIC POLICY

415-1	Total value of political contributions by country and recipient/beneficiary	Not significant. Due to policy practice, the organization does not support any political association or party
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ANTI CORRUPTION BEHAVIOUR

206-1	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	The organization has not identified any legal action for anti-competitive behavior, anti-trust and monopoly practice
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COMPLIANCE

419-1	<p>Significant fines and non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area in terms of:</p> <ul style="list-style-type: none"> I. total monetary value of significant fines; II. total number of non-monetary sanctions; III. cases brought through dispute resolution mechanisms. <ul style="list-style-type: none"> b. If the organization has not identified any non-compliance with laws and/or regulations, a brief statement of this fact is sufficient. c. The context against which significant fines and non-monetary sanctions were incurred. 	The organization has not identified any non-compliance with laws or regulations
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SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY

414-2	<ul style="list-style-type: none"> a. Number of suppliers assessed for social impacts. b. Number of suppliers identified as having significant actual and potential negative social impacts. c. Significant actual and potential negative social impacts identified in the supply chain. d. Percentage of suppliers identified as having significant actual and potential negative social impacts with which improvements were agreed upon as a result of assessment. e. Percentage of suppliers identified as having significant actual and potential negative social impacts with which relationships were terminated as a result of assessment, and why. 	The organization has not identified any significant actual and potential negative impacts on society in the supply chain
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Product Responsibility

Indicator	Disclosure	Location of disclosure
CUSTOMER HEALTH AND SAFETY		
416-1	Percentage of significant product and service categories for which health and Safety impacts are assessed for improvement	Page 14, 17

PRODUCT AND SERVICE LABELLING

417-1	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements	<ol style="list-style-type: none"> 1. The sourcing of components of the product or service, for all electrical components is always included in all user instructions 2. Content, particularly with regard to substances that might produce an environmental or social impact (refrigerant gases), is always included in all installation instructions 3. Safe use of the product or service, included in all user instructions 4. Disposal of the product and environmental/social impacts, always included in all user instructions Percentage of significant product or service categories covered by and assessed for compliance with such procedures: 100
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MARKETING COMMUNICATIONS

417-3	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	The organization has not identified any non-compliance with regulations and voluntary codes
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CUSTOMER PRIVACY

418-1	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	The organization has not identified any substantiated complaints
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SUSTAINABILITY THAT REFLECTS OUR IDENTITY

Corporate Social
Responsibility
Report 2021



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