



Epta

Sustainability that reflects  
our identity

Corporate Social  
Responsibility Report 2016





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This report is published on an annual basis and data refers to the previous year.

Group data are presented at page 6. All of the other entered data relates to **2015** year for the facilities in Limana (Italy), Hendaye (France), Bradford (UK), Solesino (Italy), Çorlu (Turkey) and the Milan offices (Italy) that represent 80% of the total production of the Group

## A letter from the Chairman and Managing Director

We believe that the **CSR Report** must hold a central place in our Group philosophy. It is an important step that represents a consistent and universal expression of the principles and values that underlie our style as a company and it has to be addressed with real determination. It is thus our great pleasure to inform you that we are continuing down the path we started five years ago, by creating the 2016 edition of our CSR. This confirms our will and our focus on **SUSTAINABILITY**-oriented social progress.

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

Creating sustainable values is a concept that makes us think and dream. It makes us **THINK** because being sustainable means **TO BE ABLE TO STAND THE TEST OF TIME**. An approach reflecting the origins of the companies that have merged into our group. With almost one century of commitment, of care for the customer, the products, corporate staff and all corporate stake holders. This extensive background incorporates Epta's will to be a Group that becomes stronger and greater over time.

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

We strongly believe that committing to research and to the creation of solutions that optimise the utilisation of natural energy sources should be a founding policy for every industrial organisation. In the past three years **we have reached and even exceeded the important goals that we set for ourselves**:

**1.** we have reached **more than 50% of energy saving products** in our range.

**2. We have reduced our energy consumption in the past four years.** Measured as kilograms of oil equivalent per manufactured unit (KOE), this achievement of a 12% reduction is due to our implementation of many new production technologies, including Limana glass factory, which has allowed us to bring certain previously outsourced activities in-house.

We are still following our decision to efficiently use energy sources and our goal for **the next three years is a further 5% reduction in energy consumption**, measured against our output.

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

I wish you all a great job.



Marco Nocivelli

# COMPANY PROFILE

## Epta a growing group year after year

Prestigious brands in commercial refrigeration like Costan, Bonnet Névé, George Barker, Eurocryor, Misa, Iarp and Knudsen Køling, **4000 employees** and net sales of **767 million Euro in 2015**: 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 an efficient widespread international presence in **35 countries**, including outposts in Asia, Middle East, South America, Africa, through its own network, agents and dealers.



## A highly competitive, focused business

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

## Think globally, act locally

With **11 manufacturing facilities** located in **Italy, France, Denmark, UK, Argentina, China, Thailand and Turkey** for a total of **330.000 sqm**. With the construction of the new glassware in Limana factory, the Group is now able to self-produce part of the glasses and doors used for refrigerated cabinets.

Epta's yearly production capacity is **200,000 units** today. The Group does business mainly in **Europe** but also in **Middle East, Africa, Asia and South America**: strategic places from a financial standpoint. And Epta is always particularly sensitive to the development of local resources: in 2013 Epta has established a new company in Chile, Epta Pacifico Sur SA and opened two new offices in Saudi Arabia and Malaysia. Epta in 2014 has acquired Cold Service Group Limited, specialised in the installation and maintenance of turnkey refrigeration and air-conditioning systems in the UK. Finally, Epta announced in 2015 the acquisition of Knudsen Køling, a company specialising in the design, installation and maintenance of turnkey refrigeration in which CO<sub>2</sub> systems are 80% of the total production.



## 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 licence to operate, delivering profitable growth and retaining the trust of all of our stakeholders.

#### Our Principles

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

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

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

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

#### Our Commitments

##### **Society:**

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

##### **Safety:**

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

##### **Environment:**

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

##### **Customers and Products:**

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

##### **Suppliers and Sub-Contractors:**

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



Marco Nocivelli / Chairman and Managing Director

COMPANY

# TRANSPARENCY

## Dialogue and objectivity Epta's idea of Social Balance

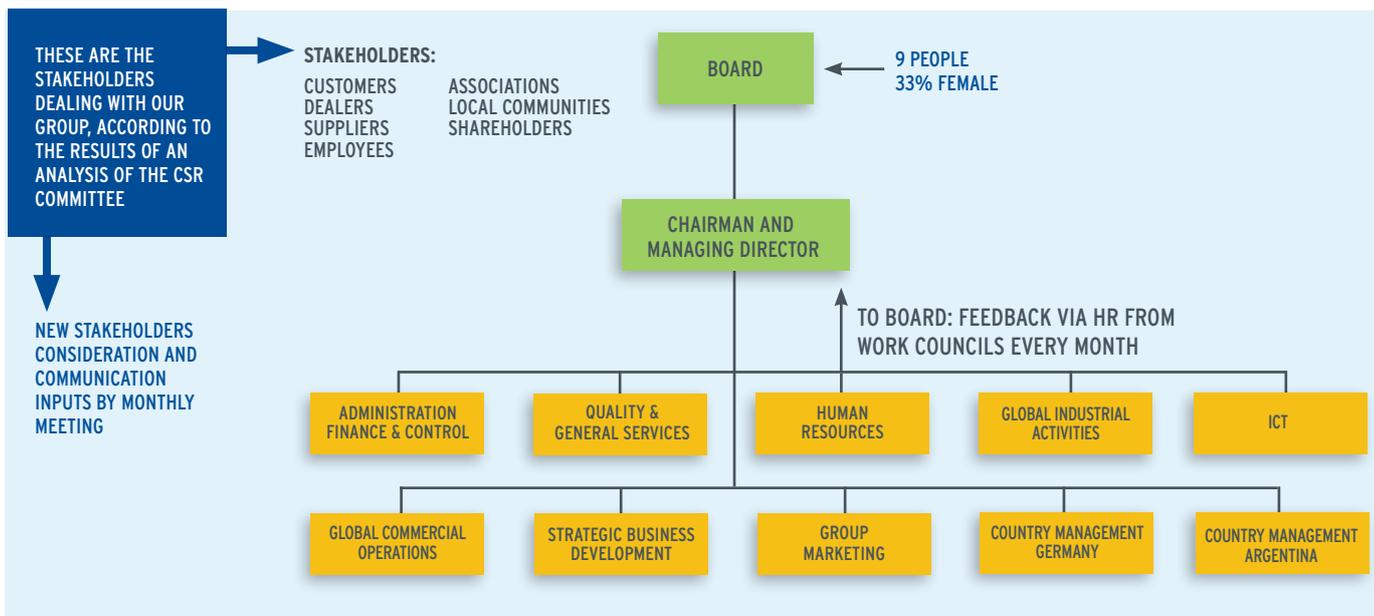
At Epta the most advanced technology comes together with concrete, efficient sustainability and constant consideration for the environment and for people. We strongly believe sustainability is not only a concept, but a set of objective substantiated data. These are the premises that have directed the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

- Establishing an effective dialogue with all of the stakeholders
- Reporting the results obtained
- Expressing its philosophy and its vision
- Identifying future goals for growth

In doing so, Epta has been inspired by the GRI (Global Reporting Initiative) guidelines, a universally recognised model for reporting the financial, environmental and social performance of an organization. This report is in accordance with the G4 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 diagram below indicates the flow of communication of the Top management of Epta to the Board of Directors (incl. indication of Male/Female inclusion). It denotes the input directly from the workforce via work councils and HR, the selection route for new/potential shareholders and the listing of current stakeholders.



## Flow of ideas

Thanks to monthly meetings, Epta has the opportunity to gather new ideas and to discuss them with stakeholders.

The Group is used to arrange monthly audits with the labour force in order to discuss security issues. Annual audits with suppliers are provided as well: this is the occasion to receive their feedbacks and suggestions. Moreover, during trade fairs and exhibitions, Epta usually gathers satisfaction surveys. Finally, a constant dialogue within Epta different divisions is assured thanks to monthly meetings.

## Epta significant CSR Aspects

For this edition of the CSR Report, the Committee has carefully evaluated the entire list of KPIs - Key Performance Indicators - provided by GRI. By doing so, the Committee has chosen the most important and relevant KPIs for Epta group style of business and operations, also taking into consideration expectations of the stakeholders. The KPIs chosen are reported in detail at page 25 and relate to the following important categories of aspects: **Economic, Environmental, Social, Human Rights, Society and Product Responsibility.**

## Epta Ethical code

This 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.

ECONOMIC SOCIETY

ENVIRONMENTAL

PRODUCT RESPONSIBILITY

HUMAN RIGHTS

SOCIAL

## A certified reputation for a responsible future

A goal that is common to all the Group Companies is sustainable social growth and the construction of real progress. This commitment constantly aims at the highest standards of excellence and becomes tangible in Epta's certifications. As early as in 1996 Epta group was certified **ISO 9001**.

Subsequently this quality management system was extended to the other Group Companies, Epta France, Costan, Eurocryor, Epta Argentina, Epta Deutschland, Epta Iberia, Epta Istanbul, Epta Qingdao, Epta VSD Engineering, George Barker, IARP(Italy), IARP (Asia), Misa, Cold Service and Epta International.



In the following years the Group invested in refurbishing their facilities, which soon became paragon factories. This was acknowledged by the **ISO 14001** certification that Epta (Milano), Costan, Epta France, Epta Istanbul, Eurocryor, George Barker, IARP (Asia), IARP (Via Enrico Motta) and Cold Service became awarded. Starting from 2011 Epta France, George Barker, IARP (Asia) and Epta (Milano), Eurocryor, Costan, Epta Istanbul and Cold Service became **OHSAS 18001**-certified in the areas of Occupational Safety and Health. 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.

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 Costan, coldrooms are certified **ETAMARK** (European Technical Approval) and **HACCP** certification (Hazard analysis and critical control points) in Misa. Epta Deutschland, was awarded the **SCC** certification for installation and servicing activities as well as the **WEEE** certification for the disposal of electrical and electronic equipment.

### UNI EN ISO 9001:2008

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

### UNI EN ISO 14001:2004

Epta / Milano / ITA (Headquarter)  
 Costan / Limana / ITA  
 Epta France / Hendaye / FRA  
 Epta France / Chatou / FRA  
 George Barker / Bradford / GB  
 Eurocryor / Solesino / ITA  
 Epta Istanbul / Corlu / Turkey  
 IARP Srl / Casale / Italy  
 IARP Asia / Petchburi / Thailand  
 Cold Service / Ringwood / UK



### OHSAS 18001:2007

Epta / Milano / ITA (Headquarter)  
 Costan / Limana / ITA  
 Epta France / Hendaye / FRA  
 Epta France / Chatou / FRA  
 George Barker / Bradford / GB  
 Eurocryor / Solesino / ITA  
 Epta Istanbul / Corlu / Turkey  
 IARP Asia / Petchburi / Thailand  
 Cold Service / Ringwood / UK

### PAS99:2012

Epta / Milano / ITA (Headquarter)  
 Costan / Limana / ITA  
 Epta France / Hendaye / FRA  
 Epta France / Chatou / FRA  
 George Barker / Bradford / GB  
 Eurocryor / Solesino / ITA  
 Epta Istanbul / Corlu / Turkey  
 IARP Asia / Petchburi / Thailand

### Marcatura CE celle

MISA / Pomezia, Roma / ITA

### HACCP Food Safety Programme

MISA / Pomezia, Roma / ITA

### PED (Pressure Equipment Directive)

Costan / Limana / ITA



The GranVista closed vertical cabinet Costan, certified class A, offers energy saving up to 45% respect to the market average



\* With best configuration

# THE EPTA WAY UP

## Epta's vision of sustainability

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

### EXPERIENCE

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

### EFFICIENCY

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

### EXCELLENCE

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

### EVOLUTION

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

# INNOVATION

## New innovation goals for sustainable development

Yet again on the road to innovation and development, Epta's research brought about the **RevUP** technology, applied to the new vertical cabinets GranVista by Costan and SkyView by Bonnet: a unique design, maximum product visibility, unparalleled qualities, all-around merchandising. **RevUP** ensures one of the highest achievements in energy efficiency: consumption is 11% lower compared to other closed cabinets, 62% lower compared to open cabinets.

The **RevUP Family** appeared in 2015, a comprehensive range of cabinets combining high technology and style. One family of products capable of furnishing an entire point of sale. Today the range also includes GranVista/SkyView and Aeria UP vertical and semi-vertical chillers, Elephant/Ampleo UP and Cayman/Coliseum UP freezers and Rossini/Maxima Design serve-over counters. This is a really complete **REVOLUTION**.

Eurocryor is home to the Dynamic System, a revolutionary technology for ideal preservation of meat products that reduces weight and mass loss by 96% over 24 hours. Moreover, it reduces total energy consumption (TEC) at least by 20% compared to other cabinets, and provides additional savings in water and cleaning agents. This and other important innovative solutions, as the willing to improve energy performances of the Group factories (i.e. photovoltaic use at Limana facility), has allowed the Group to obtain Government support in terms of incentives amounting to € 965.000\*. A virtuous circle that grows stronger year after year has been established, ensuring results that are increasingly better and in greater numbers.

In accordance with the Rio Declaration of Environment and Development, Epta implements almost exclusively natural refrigerants such as propane and CO<sub>2</sub>, and operates a strict control of the F-Gas regulation. In detail, referred to the total production of 2015, 100% of remote cabinets are available with CO<sub>2</sub>, while more than 50% of plug-ins use R290 gas.

*RevUP technology improves Energy efficiency of*

**11%**  
*compared to another closed cabinet and*

**62%**  
*compared to an open one*

*Dynamic system technology reduces total energy consumption (TEC) by*

**20%**  
*compared to a standard solution*

\*No government present in the shareholding structure



**THE NEW COMPLETE REVUP FAMILY**  
*revolutionize the shopping experience*

# ENVIRONMENT

## The beneficial impact of eco-friendly logics

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

## Innovation in refrigeration

Other goals in terms of sustainability consist, first and foremost, in an ability to use the most environmentally friendly and innovative technologies while adapting them to the various specific plant and climate conditions. A bright example aims at integrating refrigeration, air-conditioning and heating systems. This is the case of **EPTAClima**, an adaptive system to manage food refrigeration and air conditioning demands in stores. A system that ensures an intelligent integration of these two circuits by re-using the unexploited heat generated, for the store's heating needs, with no waste of energy. Lastly a system sets itself aside for using such a natural element as water in a closed circuit: **EPTABlue Waterloo**, converts any cabinet from remote-cooled to plug-in, thanks to a plug&play connection to a closed water circuit. This solution offers several advantages, including a reduction in energy consumption, a TEWI decrease and a higher refrigeration efficiency in the store.

In the name of leading innovation, a new installation was set up in Caleta Olivia, Argentina, with Costan's contribution. This is the first supermarket with transcritical CO<sub>2</sub> refrigeration in South America. A sustainable ecostore with a low environmental impact featuring Eco2Small CO<sub>2</sub> equipment, a medium and low temperature direct refrigeration pack.

The properties of R744 gas (CO<sub>2</sub>) provide numerous advantages in terms of carbon footprint reduction and plant efficiency. This natural fluid has a GWP (Global Warming Potential) equal to 1, i.e. the lowest value among the refrigerants available on the market.

*EPTABLUE  
Improved refrigeration efficiency  
up to*

**20%**

*Better total environmental  
warming impact (TEWI)  
up to*

**-43%**

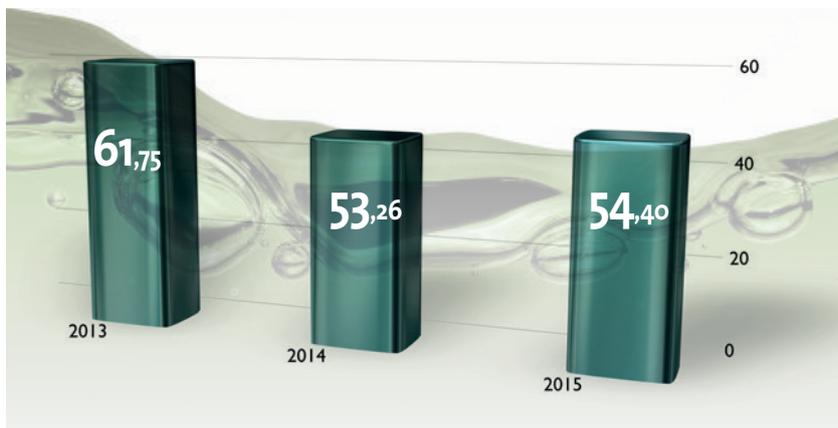
*Reduced refrigerant charge  
up to*

**-75%**



## Energy conservation made real

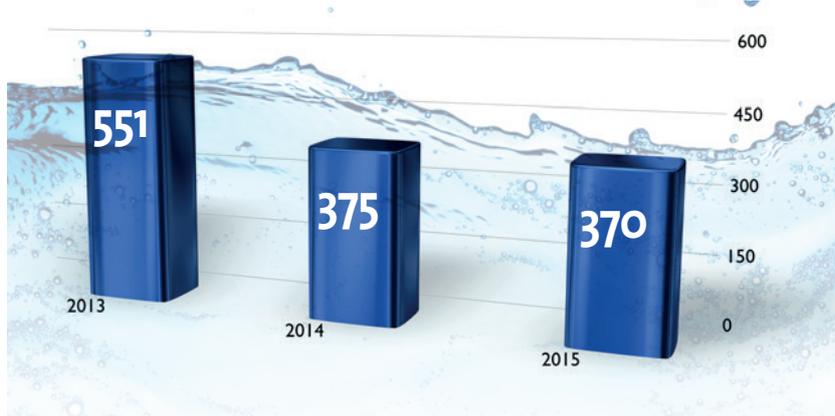
Epta is constantly seeking solutions to improve energy efficiency at the Group's plants. Opting for energy self-production, like photovoltaic and co-generation systems and implementing advanced technology on manufacturing processes has resulted in improved general performance levels: the **KOE** - kilogram of oil equivalent per manufactured unit - has dropped from 61,75 in 2013, to 54,40 in 2015, with a reduction exceeding 12 percentage points. The slight increase in KOE as compared to 2014 can be explained by the opening of the Limana glass factory, and the subsequent in-sourcing of some activities that had previously been outsourced.



**-12%**

KOE (Kilogram Oil Equivalent per manufactured unit)

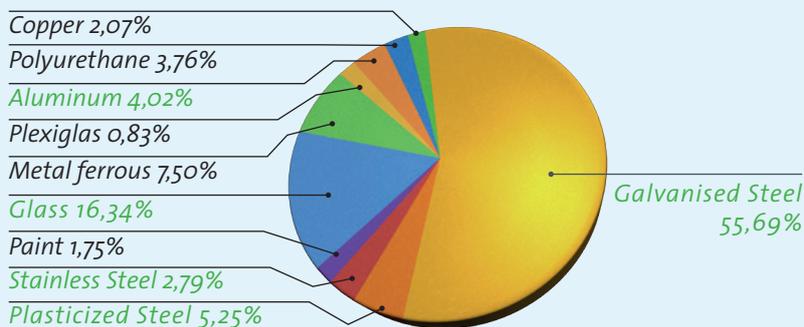
The Group's effort also resulted in a reduction of **water consumption**, applied both to production and to water use across the facility. The improvement is even more evident here: water consumption per produced unit for the entire Group dropped from 551 litres in 2013 to 370 litres in 2015, with a decrease of over 32 percent.



**-32%**

water consumption

### The materials highlighted in green are recyclable



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

The packaging used (carton, plastic film and wood) are completely recyclable (33 Kg per cabinet build)

# HUMAN RESOURCES

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

Epta's vocation is to give value to the experience of the human resources, in respect of the interpersonal differences, building cooperation and networks between individuals. In doing this Epta is 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.

# 90%

*of total employees covered by collective bargaining agreements*

TYPE	Total	Male (%)	Female (%)
Managers	162	92%	8%
White collars	591	71%	29%
Blue collars	1315	88%	12%
CONTRACT	Total	Male (%)	Female (%)
Permanent	1915	83%	17%
Temporary	67	81%	19%
Interim	224	84%	16%
REGION	Total	Male (%)	Female (%)
Same factory's province	1691	85%	15%
Other province	257	81%	19%
Other State	120	76%	24%

The Group has decided to hire most of its Installation and After Sales department workers from external companies: the global numbers of sub-contractors is about 190.

## 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 11, several of our plants and Head Office (Milano) have been granted certification of conformity with the prestigious OHSAS 18001, 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 2015 is equal to 3,29. Also the Lost Day Rate for 2015 is improving and equal to 92,24.

## Training for improvement.

Spotlighting and supporting human potential in a continuous growth process.

To reach this objective Epta constantly invests in the **training and developing** of its human resources: in 2015 it provided its employees with 19.248 hours of training. Since 2009, the Group has trained the personnel of all departments, proving **classroom lessons** of a commercial nature or certification, safety/ecosustainability and much more.



# 19.248

hours of employee training

The choice was then made to share the excellent Epta **experience** in the realization of systems with **natural CO<sub>2</sub> refrigerant**, opening a **Training Centre in the UK** which, to date, has involved more than **600** internal and external professionals and which offers a specialised refresher course on these advanced technologies. This structure has obtained the "City and Guilds" certification which attests to the value of the Epta experience, a further confirmation of its high quality standards.



## more than 600

professionals trained  
at the CO<sub>2</sub> Training Centre  
Epta in the UK  
compared to 250 at  
the end of 2013

## 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.



*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  
POPAl Italia  
ASSOFOODTEC

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



# CUSTOMER CARE

## Care and dedication

Epta's attention is always geared to meeting the customers' needs. Therefore, with the customary consideration it puts into its assistance processes, Epta has called upon its interlocutors to actively contribute to improving the services offered. A **questionnaire on Customer Satisfaction** in the areas of product, personnel and delivery was given out in 2015 to 320 installation sites. A general evaluation that varies from good to very good is an additional positive confirmation of Epta's commitment.



*The results are positive: the level of customer satisfaction is always equal or higher to 60%*

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

The survey was carried out through a web based platform, and the customer surveyed came from France (27%), Italy (23%), UK (18%), Spain (17%), Germany (12%) and others (33%).

# 227

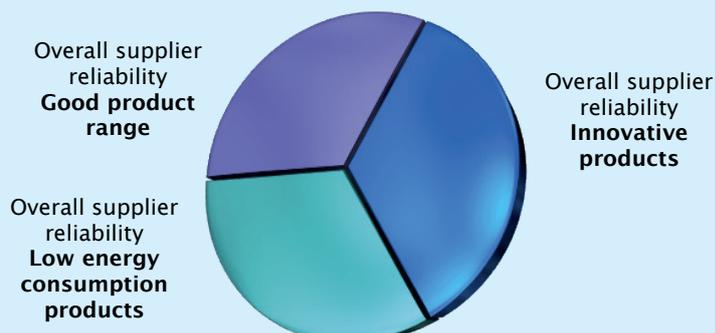
survey completed in 2015 out of

# 320

questionnaires given out in 2015

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

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



Reliability

Respect for the Environment

Good Performance

Innovation

# COMMUNICATION

## Ethics and sustainability. Values to be lived and shared.

Once again Epta is promoting ethics and sustainability, giving open projects a new breath of ideas; initiatives that demonstrate constant renewal year after year; ideas the Group shares with all the brands and companies via communications. Undoubtedly, 2015 was characterized by participation in events at the heart of the **Universal Exposition Milan Expo**, where Epta launched **#FoodValue** - in sync with the Expo's theme "Feeding the Planet, Energy for Life" - i.e. **how to best preserve and promote the value of food**. The campaign was strongly supported through the use of Social Media. That field of communications is where Epta knows how to set itself apart. The Group's Facebook page already has over **1,000 followers** and Twitter, LinkedIn and their personal YouTube channel are also very active.



*Epta's partner Federazione Anima will be present at Expo 2015 in the Italian Pavilion with the Confindustria Special Project*



*Epta is co-operating with the Expo 2015 **Thai Pavilion** in setting up the exhibit with larp cutting-edge technological solutions.*

*Epta is co-operating with **Granarolo** to communicate the Milk Experience in the company's booth at Expo 2015, in accordance with the principles of sustainability, innovation and quality.*

*Expo 2015: in the heart of Biodiversity Park, Costan and NaturaSi are promoting the Organic Food Store, where the shopping experience becomes reality enabling the visitor to embrace the values of a sustainable future by choosing food according to ethical rules and supporting the protection of local specialties.*



The Group's best communications strategy was enacted at the center of the trade show **Host 2015**, where Epta set up its stand as **Food Cities**, the perfect capitals of presentation, preservation and merchandising, represented by the brands **Eurocryor, Misa and Iarp**.

Following this eco-sustainable trend since 2013, Epta has also chosen to not create any paper communication materials this year, **leaning entirely on web sites and digital apps**.

Again in 2015 Epta, with its brands Costan, Eurocryor and Misa, is sponsor of one of the most successful TV program in Italy. Epta has been confirmed as Official Supplier for MasterChef Italia 2015

Epta decided to collaborate with two important entities to solidify social responsibility: **UNICEF's** campaign against malnutrition and infant mortality around the world, and **FAI**, Fondo Ambiente Italiano (Italian Environment Fund), as a Corporate Golden Donor to help safeguard Italy's heritage. Thanks to its supporters, the foundation has protected and managed 50 historic, artistic and environmental cultural heritage sites, for 40 years. Its strategy is to join with those companies that actively facilitate a more beautiful and visible Italy.

*The brands Costan, Misa and Eurocryor are still among the qualified sponsors of Masterchef Italia.*

 **Corporate Golden Donor FAI**  
NOI SOSTENIAMO IL FAI - FONDO AMBIENTE ITALIANO

Follow us     by Epta

# AWARDS

## A commitment that pays

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

Epta's innovative strength also won several editions of the **Cooling Industry Awards**, in 2006, 2007, 2009 and again in 2014 with an innovative system, in the category "Convenience Retail Project of the Year".

Again in 2014, Epta was awarded this distinguished prize for the second year in a row. The lead role this year goes to Impact, a refrigerated display solution created by Eurocryor with Epta Concept's support: this equipment perfectly meets all **5 "E" parameters: économie, esthétique, ergonomie, éthique et émotion.**

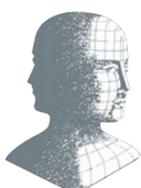
Epta achieves also the **silver medal in the 2014 ECOCARE**, an event promoted by the German magazine "Lebensmittel Praxis" to award the best sustainability concepts offered by retailers, food producers and suppliers of the supermarket business.

Among others, Epta with its brand Bonnet Névé, was awarded a recognition that underlines the value of creativity while reaffirming consistency with Epta's environmentally sustainable objectives. Again in 2015 Epta was awarded the prestigious **Janus de l'Industrie**, eco-design mention, for SkyView Bonnet Névé, a solution combining top notch technological developments in a cabinet with an innovative design that promises to improve the day-to-day and the shopping experience for consumers.

In 2015, Epta was awarded **special mention** for Bonnet Névé's **RevUP Family**, and Costan for the prestigious **German Design Award 2016**, which emphasizes the cold elegance of these products. In the same year, Epta also won the **first edition of the Eco Conception Aquitania**. The most innovative French designs able to blend style, functionality, ergonomics and durability won the award.

As well, Marco Nocivelli, Epta's CEO, won the **VI edition of the "Di Padre in Figlio - Il Gusto di fare Impresa"** award in the "Internationalization" category. This prestigious award is dedicated to a businessman who has overcome the challenge of passing from one generation to the next, and he has valued the work of his father, Luigi Nocivelli.

Finally, Epta has joined the ranks of the limited number of organizations that have achieved **Elite Certifications** awarded to companies that report positive results in terms of growth, turnover, margin, solid market positioning and strong plans for expansion.



JANUS 2014  
DE L'INDUSTRIE

In 2013, Epta, with its brand Bonnet Névé was awarded the prestigious **Janus de l'Industrie**, eco-design mention, for SkyView. In 2014 and 2015 the award was given to Epta with Eurocryor and Epta Concept's support for the Impact cabinet.



Marco Nocivelli wins the VI edition of "Di Padre in Figlio" award.

Epta was awarded:  
2006 – 2007  
2009 – 2014

## Cooling Industry Awards



Convenience Retail Project of the Year



GERMAN  
DESIGN  
AWARD  
SPECIAL  
2016

German Design Award 2016

# SUSTAINABILITY

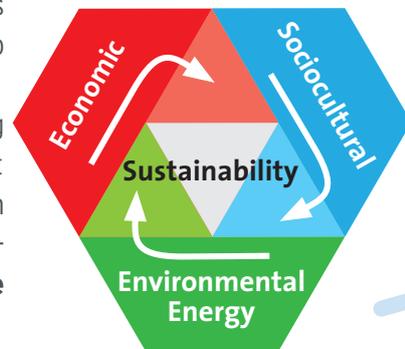
## Epta: Three Pillars of Sustainability

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 balance 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 2017 **which will again be supported by independent validation**.



## Some other pillars of Sustainability:

- 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**. To easily use the new app, all sales people are given their individual iPad.
- 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 is taking part in a number of events related to Milan Expo 2015. Its communication highlights 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 CO<sub>2</sub>.

# INDEPENDENT VALIDATION STATEMENT

## Validation Statement

TÜV AUSTRIA CERT GMBH conducted an independent validation of the information contained in this Corporate Social Responsibility Report 2016. We were responsible for auditing and validating the information given in this report. Criteria of validation audit have been the GRI Sustainability Reporting Guideline G4 (in accordance: core). The reporting period considering data and GRI performance indicators was January 1<sup>st</sup>, 2015 to December 31<sup>st</sup>, 2015. Whenever it is appropriate, the development of KPI's of the previous years is reported.

The number of represented production sites remained 5, covering 80% of the production of the Epta group (Limana (ITA), Hendaye (FRA), Bradford (GB), Solesino (Italy) and Corlu (Turkey)).

The audit process of TÜV AUSTRIA CERT GMBH is compliant with ISO 19011:2011. Our audit techniques provide reasonable assurance, that the CSR report does not contain misstatements. TÜV AUSTRIA CERT GMBH also uses samples for validating the information of this CSR Report 2016, which have been drawn in the numerous audits for certification and surveillance of EPTA's ISO 9001, ISO 14001, OHSAS 18001 and BS PAS 99 Management Systems. Epta France started in 2016 with ISO 50001 certification, which also contributes to address material aspects mentioned in this CSR Report 2016. This fact enlarges the number of samples and raises the assurance of the quantitative and qualitative information contained in this report. We provide EPTA with audit report's detailing our samples and findings concerning the Integrated Management System according to ISO 9001, ISO 14001 and OHSAS 18001, the Energy Management System according to ISO 50001 and the CSR Report 2016 according to GRI G4 (in accordance: core).

### Conclusion:

Based on our final validation audit in the EPTA Group headquarter in Milan on May 24<sup>th</sup> and 25<sup>st</sup> 2016 and the addressed recommendations raised in this final validation audit EPTA's CSR Report 2016 complies with the GRI-G4 (in accordance: core) requirements. EPTA's established documentation (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 group.

Vienna, July, 4<sup>th</sup> 2016

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



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# MATERIAL ASPECTS

G4 Ref	Title of Aspect	Considered to be Material to the Organization & Stakeholders	Aspect Boundary	Page
G4-EC1	Economic performance	Yes	Inside the organization	Page 30
G4-EC4	Financial assistance	Yes	Inside the organization	Page 31
G4-EC6	Market presence	Yes	Inside the organization	Page 16
G4-EN1	Materials used	Yes	Inside the organization	Page 15/31
G4-EN2	Percentage of materials used that are recycled input materials	Yes	Inside the organization	Page 15/31
G4-EN3	Energy consumption within the organization	Yes	Inside the organization	Page 31
G4-EN5	Energy intensity	Yes	Inside the organization	Page 15
G4-EN6	Reduction of energy consumption	Yes	Inside the organization	Page 31
G4-EN7	Reductions in energy requirements of products and services	Yes	Inside the organization	Page 13
G4-EN8	Total water withdrawal by source	Yes	Inside the organization	Page 32
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Yes	Inside the organization	Page 31
G4-EN31	Total environmental protection expenditures and investments by type	Yes	Inside the organization	Page 32
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	Yes	Inside the organization	Page 32
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	Yes	Inside the organization	Page 16
G4-LA9	Average hours of training per year per employee by gender, and by employee category	Yes	Inside the organization	Page 34
G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Yes	Inside the organization	Page 9
G4-EC7	Indirect Economic Impacts	Yes	Inside the organization / Outside the organization	Page 31
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce"	Yes	Inside the organization / Outside the organization	Page 31
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	Yes	Inside the organization / Outside the organization	Page 32
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour	Yes	Inside the organization / Outside the organization	Page 9
G4-HR10	percentage of new suppliers that were screened using human rights criteria	Yes	Inside the organization / Outside the organization	Page 9
G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements	Yes	Inside the organization / Outside the organization	Page 34

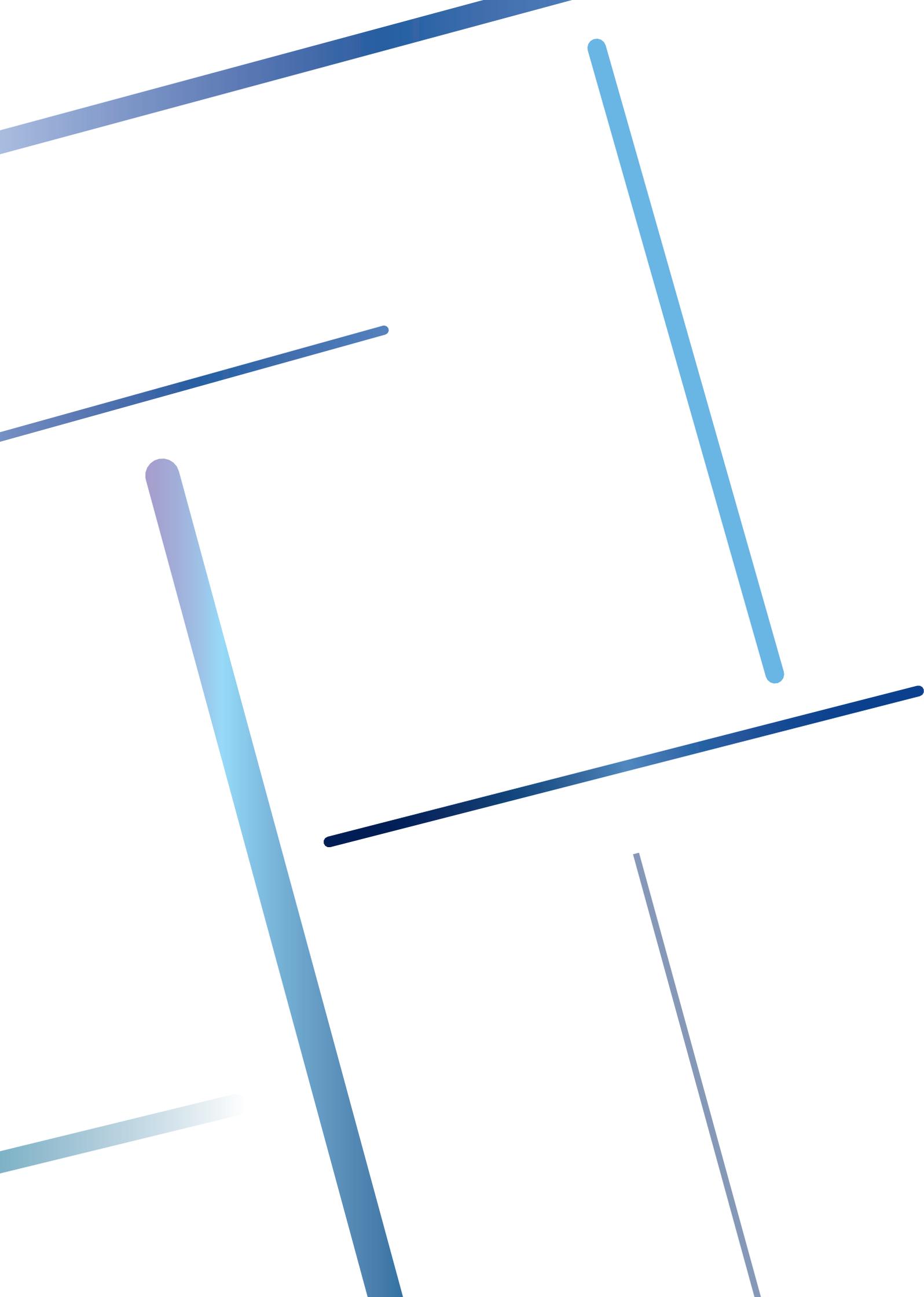




Epta

Appendix

Corporate Social  
Responsibility Report 2016



# G4 Guidelines

## G4 GENERAL STANDARD 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
G4-1	Statement from the most senior decision-maker of the organization	Page 5

### 2. Organizational Profile

Profile Disclosure	Disclosure	Location of disclosure
G4-3	Name of the organization	Page 6
G4-4	Primary brands, products, and services.	Page 6
G4-5	Location of the organization's headquarters.	Page 6
G4-6	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 6
G4-7	Nature of ownership and legal form	Page 6
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries)	Page 6
G4-9	Scale of the organization	Page 6
G4-10	Total number of employees by employment contract and gender. Total number of permanent employees by employment type and gender. Total workforce by employees and supervised workers and by gender. Total workforce by region and gender. Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors. Significant variations in employment numbers	Page 16
G4-11	Percentage of total employees covered by collective bargaining agreements.	Page 16
G4-12	Describe the organization's supply chain.	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
G4-13	Significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain	Page 6
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	Page 13
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	Page 21, 23
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization	Page 18

### 3. Identified Material Aspects & Boundaries

Profile Disclosure	Disclosure	Location of disclosure
G4-17	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.	Epta Legal Entities: Costan S.p.A., Italy - EuroCryor S.r.l., Italy - Misa S.r.l., Italy Iarp S.r.l., Italy - 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 George Barker & Co (Leeds) Ltd, UK - Epta Service UK Ltd., UK - Cold Service Ltd, UK Epta Denmark, Denmark - Knudsen Kolling, Denmark - Epta Suomi OY, Finland Epta Norway AS, Norway - Epta International Kft, Hungary - Epta Istanbul S.I., Turkey Epta Istanbul Pazarlama, Turkey Epta Technical Services UAE LLC, United Arab Emirates Epta Technical Services Ryhadh Llc, United Arab Emirates Epta (Qingdao) Retail Equipment Co. Ltd, China VSD Engineering Enterprise Pte Ltd., Singapore - Epta Sea Pte Ltd., Singapore Epta Refrigeration Snd Bhd, Malaysia - Iarp Asia Co., Ltd, Thailandia Iarp Services Co., Ltd, Thailandia - Epta Argentina S.A., Argentina Epta Chile S.A., Chile - Epta Pacifico Sur S.A., Chile - Epta Peru S.A., Peru  All of the other entered data relates to 2015 year for the facilities in Limana (Italy), Hendaye (France), Bradford (UK), Solesino (Italy), Çorlu (Turkey) and the Milan offices (Italy) that represent 80% of the total production of the Group.

G4-18	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 7, 8, 14
G4-19	List all the material Aspects identified in the process for defining report content.	Page 25-27
G4-20	For each material Aspect, report the Aspect Boundary within the organization.	Page 25-27
G4-21	For each material Aspect, report the Aspect Boundary outside the organization.	Page 25-27
G4-22	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
G4-23	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
G4-24	List of stakeholder groups engaged by the organization.	Page 8
G4-25	Basis for identification and selection of stakeholders with whom to engage.	Page 8
G4-26	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 8
G4-27	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 8

### Report Profile

Profile Disclosure	Disclosure	Location of disclosure
G4-28	Reporting period	Page 4
G4-29	Date of most recent previous report (if any).	2015
G4-30	Reporting cycle	Page 4
G4-31	Contact point for questions regarding the report or its contents.	Page 36
G4-32	Report the 'in accordance' option the organization has chosen.	Page 8
G4-33	Report the organization's policy and current practice with regard to seeking external assurance for the report. Report the relationship between the organization and the assurance providers. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.	Page 8

### Governance

G4-34	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 8
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### Ethics and Integrity

G4-56	Process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	Page 8
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### 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
<b>Economic performance</b>		
G4-EC1	Report the direct economic value generated and distributed (EVG&D) on an accruals basis including <ul style="list-style-type: none"> <li>• Revenues</li> <li>• Operating costs</li> <li>• Employee wages and benefits</li> <li>• Payments to providers of capital</li> <li>• Payments to government (by country)</li> <li>• Community investments</li> <li>• Economic value retained</li> </ul>	Revenue: 6.048.783,97 Euro Operating costs: 4.170.211,49 Euro Employee wages and benefits: 103.504 Euro Retained earnings: 1.149.784 Euro Payments to providers of capital: 3.000 Euro Payments to government: 8.981 Euro

G4-EC4	Report the total monetary value of financial assistance received by the organization from governments during the reporting period	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: 965.000 Euro										
<b>Market presence</b>												
G4-EC6	Percentage of senior management at significant locations of operation that are hired from the local community.	Page 16										
<b>Indirect economic impacts</b>												
G4-EC7	Development and impact of infrastructure investments and services supported	About 10 Million Euro										
<b>Procurement Practices</b>												
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	Not significant. This data is not available.										
<b>Category: Environmental</b>												
<b>Indicator</b>	<b>Disclosure</b>	<b>Location of disclosure</b>										
<b>Materials</b>												
G4-EN1	Materials used by weight or volume	<p style="text-align: center;">MATERIALS USED BY WEIGHT (KILOS)</p> <table border="0" style="width: 100%;"> <tr> <td>Stainless Steel: 911.450,80</td> <td>Galvanised Steel: 18.204.908,00</td> </tr> <tr> <td>Plasticized Steel: 1.717.156,04</td> <td>Polyurethane (foaming): 1.230.618,41</td> </tr> <tr> <td>Glass: 5.341.391,00</td> <td>Metal - ferrous: 2.450.888,00</td> </tr> <tr> <td>Copper: 677.201,97</td> <td>Aluminium: 1.313.691,40</td> </tr> <tr> <td>Plexiglass: 272.251,00</td> <td>Paint: 571.973,51</td> </tr> </table>	Stainless Steel: 911.450,80	Galvanised Steel: 18.204.908,00	Plasticized Steel: 1.717.156,04	Polyurethane (foaming): 1.230.618,41	Glass: 5.341.391,00	Metal - ferrous: 2.450.888,00	Copper: 677.201,97	Aluminium: 1.313.691,40	Plexiglass: 272.251,00	Paint: 571.973,51
Stainless Steel: 911.450,80	Galvanised Steel: 18.204.908,00											
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Glass: 5.341.391,00	Metal - ferrous: 2.450.888,00											
Copper: 677.201,97	Aluminium: 1.313.691,40											
Plexiglass: 272.251,00	Paint: 571.973,51											
G4-EN2	Percentage of materials used that are recycled input materials	<p style="text-align: center;">Alluminium: 4,02 % Steel: 63,73 % Glass: 16,34 %</p>										
<b>Energy</b>												
G4-EN3	Energy consumption within the organization	<p style="text-align: center;">Energy consumption within the organization</p> <p style="text-align: center;">Gas m<sup>3</sup>: 2.866.317,00 Water m<sup>3</sup>: 34.516,00 Electricity: 50.052.118.284,00 Kjoules.</p>										
G4-EN5	Energy intensity	Page 15										
G4-EN6	Reduction of energy consumption	Reduction of energy consumption thanks to fotovoltaic cogenerator: 52.676.313.120,00 Kjoules/Year										
G4-EN7	Reductions in energy requirements of products and services	Page 13										
G4-EN8	Total water withdrawal by source	Total water withdrawal by source: 34.516,00 m <sup>3</sup>										
<b>Biodiversity - considered Not Significant</b>												
<b>Emissions</b>												
G4-EN15 (Direct)	Direct greenhouse gas (ghg) emissions	The organization is not provided with technologies suited for the collection of greenhouse gas (GHG) emissions										
G4-EN17	Other indirect greenhouse gas (ghg) emissions	The organization is not provided with technologies suited for the collection of greenhouse gas (GHG) emissions										
G4-EN19	Reduction of greenhouse gas (ghg) emissions	The organization is not provided with technologies suited for the collection of greenhouse gas (GHG) emissions										
<b>Effluent &amp; Waste</b>												
G4-EN22	Total water discharge by quality and destination	The organization does not have the technologies for reporting these data										
<b>Products &amp; Services</b>												
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	Page 15										
G4-EN28	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.										
<b>Compliance</b>												
G4-EN29	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										
<b>Transport</b>												
G4-EN30	Significant environmental impacts of transporting products and other goods And materials for the organization's operations, and transporting members of the workforce	Transport of employees by shuttle bus is provided only in Çorlu factory, as it is compulsory by law. Finished products are generally moved with trucks, and the transport is arranged by who withdrew the product, so we do not have information about the environmental impact. When we have the possibility to arrange transport contracts, we require Euro 4 vehicles.										

Overall		
G4-EN31	Total environmental protection expenditures and investments by type	Total waste disposed: 466.639 Total waste recycled: 6.013.730 The ratio between waste disposed and waste used is 7,75 %
Supplier Environmental Assessment		
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	100%, as this practice is required by Group procedures
Environmental Grievance Mechanism		
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved Through formal grievance mechanisms	Not significant. In accordance with the UNI EN ISO 1401:2004, the organization is provided with a monitoring mechanism of grievance by third parties
Category: Social		
Labour practices and decent work		
Indicator	Disclosure	Location of disclosure
Employment		
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	Total number of new employee hires in 2015: 420 Rate: 11.45% Employee turnover: 19.7% Data referred to age group, gender and region are not available. For this reason this data are only partial.
Labour Management Relations		
G4-LA4	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.
Occupational Health & Safety		
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	Page 16
Training & Education		
G4-LA9	Average hours of training per year per employee by gender, and by employee category	Average hours of training per employees category: Indirects: 12; Directs: 8; Managers: 19. Average hours of training per gender: Male: 10; Female: 9
Diversity & Equal Opportunities		
G4-LA12	Composition of governance bodies and breakdown of employees per employee Category according to gender, age group, minority group membership, and other Indicators of diversity	The composition of governance bodies depends on the country, and we do not have access to this kind of data.
Equal Remuneration for Women & Men		
G4-LA13	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.
Supplier Assessment for Labour Practice		
G4-LA14	Percentage of new suppliers that were screened using labor practices 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.
G4-LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	Not significant. The company has not identified any grievance about labor practices field
Human Rights		
Indicator	Disclosure	Location of disclosure
Investment		
G4- HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Page 9
G4- HR2	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.

G4- HR3	Total number of incidents of discrimination and corrective actions taken	Not significant. The organization has not identified any incident of discrimination
G4- HR4	Operations and suppliers identified in which the right to exercise freedom of Association and collective bargaining may be violated or at significant risk, and Measures taken to support these rights	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
G4-HR5	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
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of all forms of forced or compulsory labor	Page 9
G4-HR7	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
G4-HR8	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
G4-HR9	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
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	Page 9
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	Not significant. The organization has not identified any significant actual and potential negative human rights impact in the supply chain
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	Not significant. The company has not identified any grievance about labor practice
<b>Society</b>		
<b>Indicator</b>	<b>Disclosure</b>	<b>Location of Disclosure</b>
<b>Local Communities</b>		
G4-S02	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
<b>Anti Corruption</b>		
G4-S03	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	Not significant. The Group will soon provide an internal audit function while in the meantime, with the support of an outside company were defined procedures which include the anti corruption standards
G4-S04	Communication and training on anti-corruption policies and procedures	
G4-S05	Confirmed incidents of corruption and actions taken	
<b>Public policy</b>		
G4-S06	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
<b>Anti Corruption Behaviour</b>		
G4-S07	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
<b>Compliance</b>		
G4-S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	The organization has not identified any non-compliance with laws or regulations
<b>Supplier Assessment for impacts on society</b>		
G4-S09	Percentage of new suppliers that were screened using criteria for impacts on society	The organization does not use criteria for impacts on society for new supplier screening
G4-S10	Significant actual and potential negative impacts on society in the supply chain and actions taken	The organization has not identified any significant actual and potential negative impacts on society in the supply chain
<b>Grievance mechanism for impacts on Society</b>		
G4-S11	Number of grievances about impacts on society filed, addressed, and resolved Through formal grievance mechanisms	The organization has not identified any grievances about impacts on society field

## Product Responsibility

Indicator	Disclosure	Location of Disclosure
<b>Customer health and safety</b>		
G4-PR1	Percentage of significant product and service categories for which health and Safety impacts are assessed for improvement	Page 13
<b>Product and service labelling</b>		
G4-PR3	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"> <li>1. The sourcing of components of the product or service, for all electrical components is always included in all user instructions</li> <li>2. Content, particularly with regard to substances that might produce an environmental or social impact (refrigerant gases), is always included in all installation instructions</li> <li>3. Safe use of the product or service, included in all user instructions</li> <li>4. Disposal of the product and environmental/social impacts, always included in all user instructions</li> </ol> Percentage of significant product or service categories covered by and assessed for compliance with such procedures: 100%
G4-PR5	Results of surveys measuring customer satisfaction	Page 19
<b>Marketing communications</b>		
G4-PR6	Sale of banned or disputed products	The organization does not sell banned products and has not identified questions of concerns regarding these products
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	The organization has not identified any non-compliance with regulations and voluntary codes
<b>Customer privacy</b>		
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	The organization has not identified any substantiated complaints
<b>Compliance</b>		
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	The organization has not identified any fine for non-compliance with laws or regulations, concerning the provision and use of products and services





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