



Sustainability that reflects  
our identity

Corporate Social  
Responsibility Report 2017





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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 **2016** 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 201+ 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 5,7% 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



## 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 **over 800 million euros in 2016**: 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.

### MOST RELEVANT DATA

Manufacturing facilities	11
Total sqm	more than 330.000
Production capacity units	200.000
Employees	4.000
Net sales	>800 mil. euro



## Think globally, act locally

**11 manufacturing facilities** located in **Italy, France, Denmark, UK, Argentina, China, Thailand and Turkey** for a total of more than **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 PROFILE

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

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

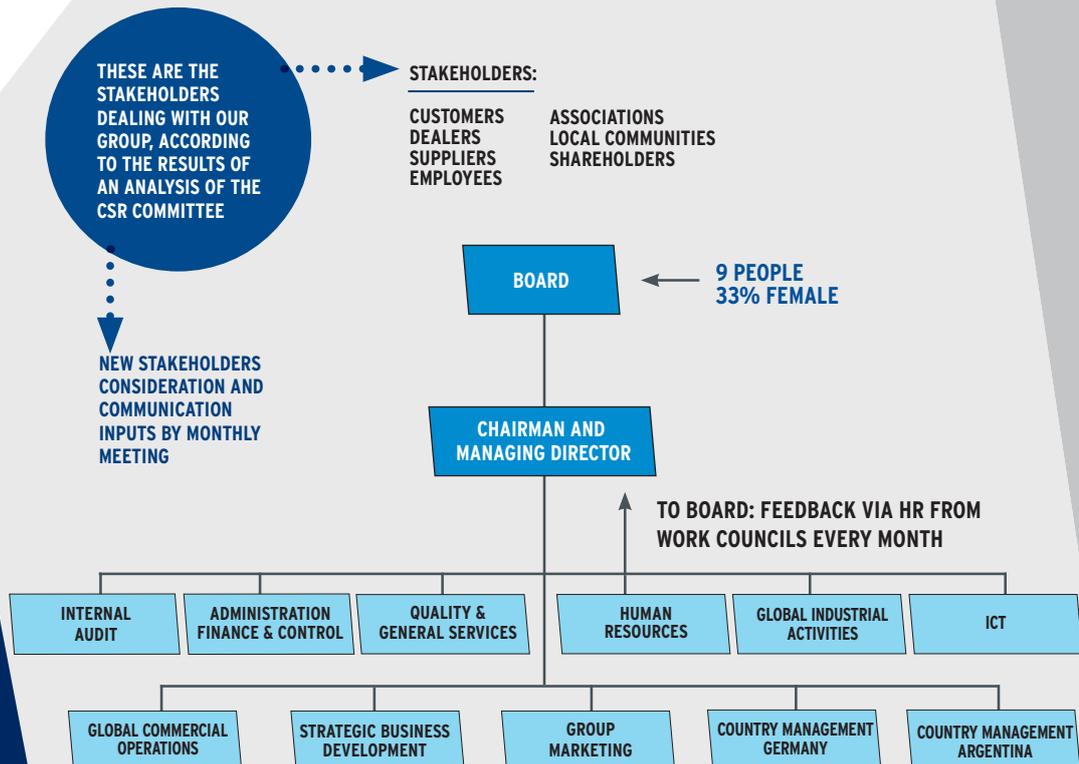
- Establishing an effective dialogue with all of the stakeholders
- Expressing its philosophy and its vision
- Reporting the results obtained
- Identifying future goals for growth

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.





TRANSPARENCY

*Epta Awards, prizes devoted to those who succeeded in best interpreting the Group's founding values*

## Flow of ideas

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

Among the various occasions for sharing, in 2016 the **first Open Day of the Limana facility in Belluno** stood out. On 14 October 2016, for the 70<sup>th</sup> anniversary of the Costan brand, the factory opened its doors to nearly 3,000 people including employees and their families for an engaging and inclusive encounter. Another important event was the **10<sup>th</sup> Epta International Leadership Meeting**. This was the annual gathering of the Epta Management Team held in Puglia in March 2016 and that saw the first edition of the **Epta Awards**, prizes devoted to those who succeeded in best interpreting the Group's founding values. This year will also see a **Road Show** during which the Epta top management will visit sites and factories of the Group, giving rise to moments of alignment and sharing of strategies at the corporate level.

Also in relation to **customers**, relationships and exchanges are always very active: from **bimonthly newsletters** which offer punctual information, events and new initiatives, **to websites** which enable users to get in touch with the Group directly. Also **multiple social channels** like Facebook, Twitter, LinkedIn 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. Epta also gathers satisfaction surveys during trade fairs and exhibitions.



*Epta management celebrating Epta Awards*

## Epta significant CSR aspects: Stakeholders analysis

In 2016 we reviewed the material aspects of our Corporate Social Responsibility Report in the light of the new GRI4-4 requirements with the aim of identifying risks, opportunities and aspects that are important for our business and for our stakeholders. We established a list of KPIs - **Key Performance Indicators** - that we judged, after verifications and meetings of our Milan Headquarters, to be suitable for representing our goals.

### 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. Following this check, some new aspects were added to our materiality matrix, while others were removed and three changed position.

### HOW:

The process that we used was largely as follows:

- We examined the best practices to **evaluate the material aspects**
- Through a **survey sent by email**, we questioned a sample of people involved in our business so as to define a list and establish priorities for material aspects (high, medium and low importance)
- We presented a **materiality matrix** to the CSR committee for further analysis
- This year we were unable to include outside stakeholders in our materiality process
- The judgement expressed regarding the relative importance of the material aspects referring to stakeholders is therefore based on the knowledge and expertise of our internal experts at the company. Next year we intend to involve the external stakeholders in this process more in order to make it as inclusive as possible.



## STAKEHOLDER AND MATERIALITY ASSESSMENT

### Community relevant aspects:

- C1 Charitable Giving and sponsorship
- C2 Information services provided for those in need
- C3 Investment in the Local Community
- C4 Publishing Communications in the community



### Workplace relevant aspects

- W1 Encouraging Employee Volunteering
- W2 Being in favour of Employee Diversity and inclusion
- W3 Investing in Employee training and development**
- W4 Monitoring Employee satisfaction
- W5 Mentoring Thought Leadership
- W6 Making Safety & Security of staff a primary mission**
- W7 Facilitating Assured Data Protection
- W8 Investing in Facilities Management Maintenance
- W9 Encouraging an Employee Council - Collective Bargaining
- W10 Investment in technological manufacturing advances
- W11 Investing in order to minimise manual lifting
- W12 Sponsoring Social Events management
- W13 Creating a vehicle for Succession planning
- W14 Integrating Welfare and Occupation health support into business strategy



### Environment relevant aspects

- E1 Reducing Environmental Impacts across our supply chain
- E2 Reducing Environmental Impacts of our operations
- E3 Assuring Compliance with environmental legislation - (POLICY)**
- E4 Minimising Significance - Environmental Aspects
- E5 Being Committed to preventing pollution**
- E6 Making written Commitments to use of renewable energy and materials

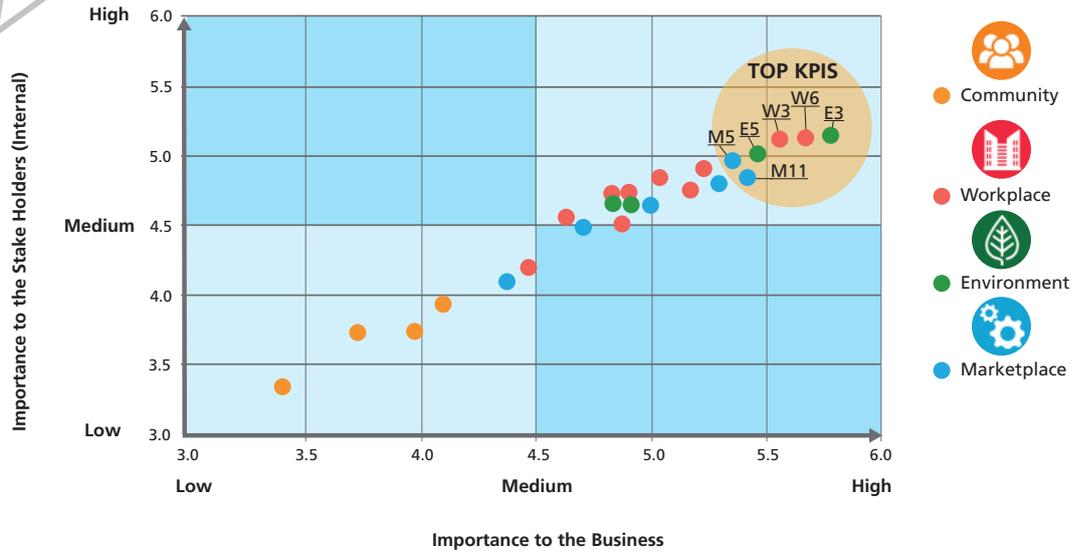


### Market Place relevant aspects

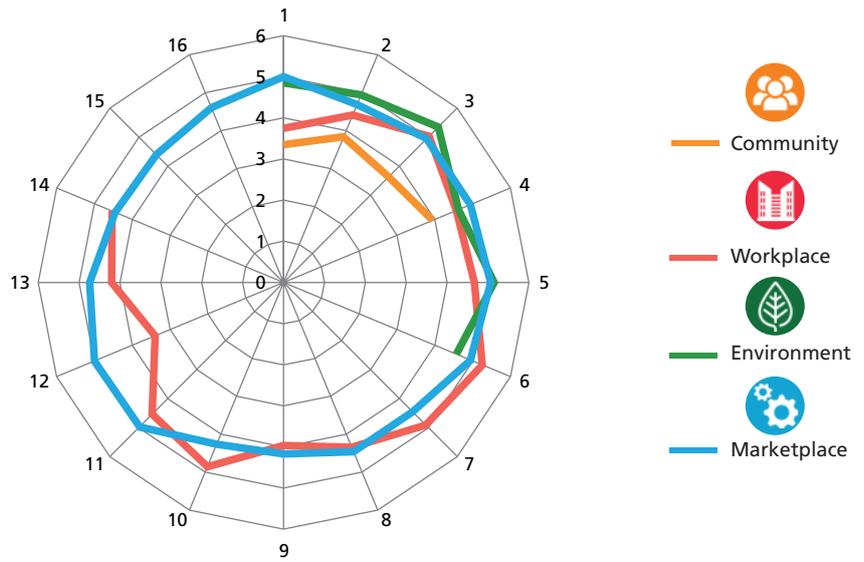
- M1 Living up to our trust, Principles and integrity of the information we provide
- M2 Guarding against Cyber Crime assuring Customer data protection & security
- M3 Business ethics on providing Products and services for a sustainable business
- M4 Business mission in respect of Ethical Business Conduct
- M5 Driving Industry Leadership**
- M6 Changing the shape of our business to lead the market in innovative
- M7 Maintaining our standards to assure Supplier adherence to our ethical code
- M8 Assuring business continuity through Risk assessment of our suppliers
- M9 Being smart in regard to Supplier diversity
- M10 Being inclusive and an influence through Membership of applicable associations
- M11 Making Product Reliability and safety a given**
- M12 Designing specifically for an ECO friendly product
- M13 Business Continuity Planning to protect our customer promise
- M14 Providing Trusted Marketing information that can easily be validated
- M15 Promoting SLA's - Service & Maintenance to guarantee our performance
- M16 Provisioning Warranty Trust that exceeds customer expectations



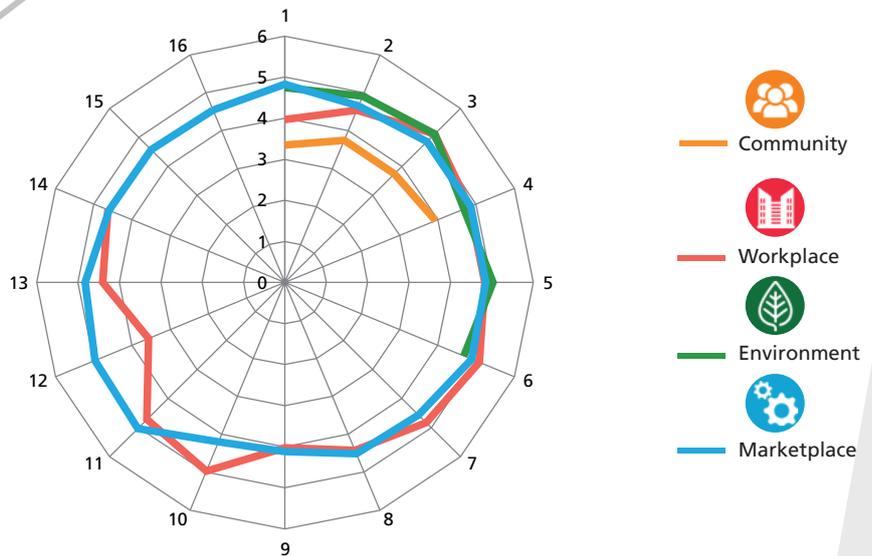
## Epta Group Materiality Matrix - 2016/17



### Business Importance - Overall



### Personal Importance - Overall



## EPTA MOST RELEVANT KPIS:

Our analysis shows that the most significant KPIs are the ones standing on the very top-right of our materiality matrix.

These six aspects, that are explained in detail here below, have for us the maximum overall importance among all the other aspects that we investigate in our report and that are explained in detail in the appendix of the document (pag 45).

### **E3: assuring Compliance with environmental legislation - (POLICY)**

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 2016, 100% of remote cabinets are available with CO<sub>2</sub>, while more than 50% of plug-ins use R290 gas. Our commitment is also confirmed by the fact that a third-party body annually checks the compliance with current legislation on safety and environment. Further information about this aspect are included in disclosure EN29 of the GRI4 requirements, that can be found in the Appendix of the document.

### **E5: being Committed to preventing pollution.**

These first two aspects fully express Epta's choice of producing solutions able to ensure maximum efficiency and energy savings in a transversal manner, in every part of the world and in any climatic conditions. A twofold example is represented by the **FTE transcritical CO<sub>2</sub>** system and by **EptaBlue CO<sub>2</sub>**. Also confirmed by the fact that the Group's numerous products are certified by **Eurovent**, the voluntary European certification programme for the validation of energy performances. Further information about this aspect are included in disclosure EN27 of the GRI4 requirements, that can be found in the Appendix of the document, and at page 21.

### **W3: investing in Employee training and development.**

Since 2009 the Group has trained personnel in the realisation of CO<sub>2</sub> systems by organising courses at a specialised **Training Centre in the UK**. In addition, it has now developed **EPTAcademy**, a valuable training programme specifically for management in collaboration with SDA Bocconi of Milan. Further information about this aspect are included in disclosure LA9 of the GRI4 requirements, that can be found in the Appendix of the document, and at pages 25 and 26.

### **W6: making Safety & Security of staff a primary mission.**

Epta has created the "**Epta for Safety**" programme, which promotes a culture based specifically on safety and aims to significantly reduce injury frequency. Further information about this aspect are included in disclosure LA6 of the GRI4 requirements, that can be found in the Appendix of the document, and at page 25.

### **M5: driving Industry Leadership.**

Epta constantly **invests in R&D** to ensure the highest level of cutting-edge technology and reliability. In the last five years the Group has allocated some **€50m for the design of advanced solutions**. Further information about this aspect are included in disclosure EC7 of the GRI4 requirements, that can be found in the Appendix of the document, and at pages 18 to 22.

### **M11: making Product Reliability and safety a given**

Attention to the customer's needs is a constant for Epta. Through a survey managed by Strategic Marketing, it assesses the **level of satisfaction** regarding the Group's all-round offering. Further information about this aspect are included in disclosure PR5 of the GRI4 requirements, that can be found in the Appendix of the document, and at page 28.

## MOST RELEVANT KPI

	Business	Personal	Overall
1	E3	E3	E3
2	W6	W3	W6
3	E5	W6	W3
4	M5	E5	E5
5	W3	M11	M11

TRANSPARENCY

## 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.

## 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. 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.

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

Quality management

Standard

**ISO 9001  
ISO 14001  
OHSAS 18001**

Customer

Require

Certification

Continual improvement

Process

**TRANSPARENCY**

**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

**UNI EN ISO 50001**

Epta France

\*The Group companies Costan, Misa and Iarp have been incorporated through a merger process into Epta S.p.A. starting from 1<sup>st</sup> March 2017. In the next edition of the CSR Report they will be indicated as follows:

- Costan → Epta SpA (local unit of Limana)
- Misa → Epta SpA (local unit of Pomezia)
- Iarp → Epta SpA (local unit of Casale)

**Marcatura CE celle**

MISA / Pomezia, Roma / ITA

**HACCP Food Safety Programme**

MISA / Pomezia, Roma / ITA

**PED (Pressure Equipment Directive)**

Costan / Limana / ITA



**A new step forward in the Epta vision: after “Eptology”, which summarised the sustainable ethic of the Group and “The Epta Way Up”, an orientation aimed at giving maximum impulse to the business of its customers, the Group inaugurates a new strategic era by inviting them to live an authentic #EptaExperience.**

## A multi-dimensional experience

In this digital revolution, consumers show themselves to be increasingly “connected” and in search of interactive and multisensory shopping experiences, not just in Large-Scale Retailing but Ho.Re.Ca (Hotels, Restaurants and Catering) and Food&Beverage as well. This premise gives rise to the concept “#EptaExperience is the way”, supported by the press campaign. Epta contributes to making sales outlets genuine **Points of Experience**, to help drive the success of its customers. **Experience interpreted on three levels:** Our Experience, Your Experience, Their Experience.

## Our Experience

Epta’s investments in R&D: in the last five years €50m has been earmarked for the design of **complete industrialised solutions** suited to every technical and display need. An industrial force in service to innovation, in order to offer operators in the sector complete industrialised solutions able to satisfy every technical and display need, world-wide. An excellence that has won many prestigious awards and which, for the customer, translates to solutions able to better reflect the identity and values of the brand and of the store, always **with a completely eco-sustainable orientation**. Thanks to their **century-long experience**, the Group’s seven Italian and foreign brands rank among the leaders in their respective market segments, then sharing with one another their outstanding skills and technological know-how.

## Your Experience

The choice of Epta as refrigeration partner means, for every retailer, being able to put their trust in a **single company** able to manage, **from the design of integrated systems and turnkey displays, always customised, to the exclusive assistance and after-sales consulting service**, Epta Service. In addition, the complementary Group brands makes it possible to offer the broadest range of refrigeration solutions.

# #EPTAEXPERIENCE IS THE WAY

FOR A NEW SHOPPING FEELING!



## Their experience

With the Epta solutions, every point of sale offers a pleasant, comfortable and gratifying **shopping experience**. Consumers find themselves experiencing an increasingly interactive relationship at the centre of a space for relationships and discovery. Epta products and systems are in fact able to exalt the fun, hedonistic component of shopping, **giving the customer unique sensations that help to maximize the profitability of the point of sale.**

## The revolution is multiplied

The will to tackle a world of important technological challenges by increasingly banking on the highest quality in terms of performance and aesthetics is the Epta way of developing products able to represent authentic, contemporary forms of experience. An innovative spirit that is multiplied today and is applied in particular to the **Retail, Food & Beverage and Ho.Re. Ca sectors**.

### A first-class experience

Having inaugurated the march of innovation with its **RevUP technology**, 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.

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.

For Costan and Bonnet Névé, the new products are the positive-temperature verticals GranVista Next/SkyView Plus, the semi-verticals Aeria Next/Aeria Plus - available also in the Open version - the negative-temperature verticals GranBering/SkyLight and the semi-verticals GranSesia/SkyShine.





GranFit Costan  
and SkyEffect Bonnet Névé  
range

**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**.

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**.

**All-round innovation: your shopping where you want**

In the wake of the growing success of e-commerce, the **click&collect** formula is gaining more and more acceptance. Besides proposing itself as “turnkey” supplier for point of sale refrigeration, the Group has realised a **solution for internet purchases** which can be placed outside the point of sale. This is **#EPTABricks**, **lockers** for picking up purchases ordered online, available to consumers 24 hours a day and available both in the option for the preservation of dried foods and for the preservation of fresh and frozen products.

A **23%** reduction of Total Energy Consumption (TEC) compared to a standard solution

A **17%** reduction of Total Energy Consumption (TEC) compared to a standard solution

# INNOVATION

#EPTABRICKS



## The force of Cool Emotions

In the Food&Beverage universe, the new models Joy, Glee and Delight of the **Cool Emotions line signed by IARP** - a brand specialised in plug-in cabinets - stand out for their modern, elegant design, perfect for giving maximum visibility to the displayed products and stimulate the desire to buy. Thanks to the modern design, with its squared lines and LED-illuminated profiles, they not only ensure better display synergy but are ideal for placement in bars, pastry shops and specialised stores with a contemporary design, ensuring a uniform look&feel throughout the establishment. What's more, the natural refrigerating system favours a reduction in maintenance operations. A Green Technology that is really exciting!

GLEE

JOY



DELIGHT

## 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

In response to an ever-growing attention to environmental issues and to approval of the amendment to the **Montreal Protocol** (Kigali, 2016) aimed at further cutting back on greenhouse gas emissions, Epta has stood out for years for its choice to use **natural refrigerants** – because they are capable of ensuring the lowest GWP (Global Warming Potential) value.

The Group offers efficient, flexible **CO<sub>2</sub> systems** able to adapt themselves to **any point of sale format** and **any climatic condition**. This context gives birth to the **FTE** (Full Transcritical Efficiency) **system with transcritical CO<sub>2</sub>**, a solution in which simplicity and performance converge to ensure a low energy consumption.

Among its qualities are the fact of being industrialised, factory-tested and available on large scale. In particular, the FTE system uses flooded evaporators that enable a significant reduction of the difference between evaporation temperature and the internal temperature of the cabinet, and consequently a markedly lower energy consumption.

Simplicity, moreover, is ensured by that fact that this system mechanically adds only a multi-level liquid receiver, the heart of the innovation, to the standard configuration.

The FTE system is also patent pending in Europe and Australia and enables an average energy consumption saving of -10% compared to a traditional CO<sub>2</sub> plant, as attested by the numerous measurements made in various points of sale, including Italmark Brescia, inaugurated in September 2016.

Thanks to its revolutionary characteristics the system has received a **special endorsement from BITZER**, a celebrated world producer of compressors which honours the system for its special performances.

The certificate issued to the new FTE, created using precisely BITZER products, praises the system as a **big step forwarding in the adoption of natural coolants for commercial refrigeration**, in order to ensure a high energy efficiency also in hot climatic areas.

Average energy saving  
**-10%**  
compared to a traditional CO<sub>2</sub> plant

## CO<sub>2</sub> FTE SYSTEM SIMPLY AVAILABLE, EVERYWHERE.



### Very Green innovation. Very Blue, too

Epta has designed a 100% natural solution, specifically for the needs of medium-small sales outlets: **EptaBlue CO<sub>2</sub>**, which is able to reduce energy consumption and the difficulty of installation of refrigeration systems. A unique product that transforms every cabinet from remote unit to plug-in: to accomplish this, it exploits a ring-type water circuit that can be cooled by a Dry Cooler unit, or be connected to the heat pump for the recovery of the heat reused for heating the point of sale.

# EPTABLUE

WATERLOOP



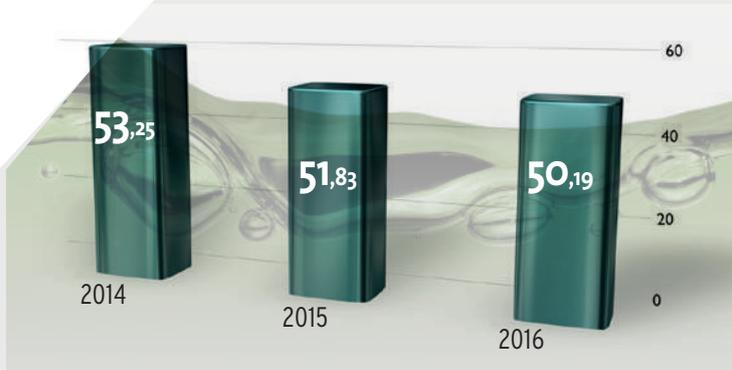
EPTABlue Waterloo is an innovative eco-sustainable system that converts any refrigerated cabinet into a plug-in unit by connection to a closed water circuit

#### DISCOVER WATERLOOP FUNCTIONALITIES



## 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: despite the Group is increasing the production with new technologies and machinery, the **KOE** - kilogram of oil equivalent per manufactured unit - has decreased from 53,25 in 2014, to 50,19 in 2016, with a reduction exceeding 5 percentage points.



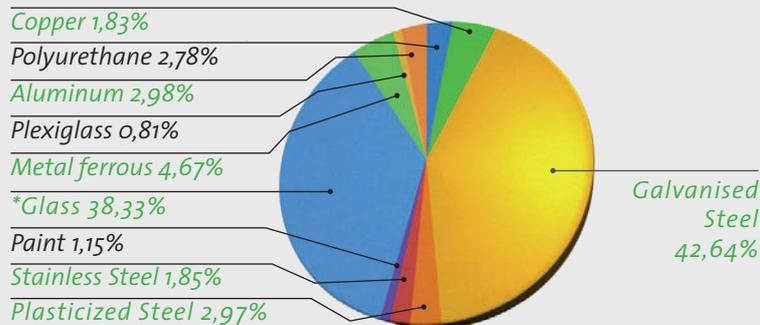
↓  
**-5,7%**  
 reduction of KOE  
 (Kilogram Oil  
 Equivalent  
 per manufactured unit)  
 despite increase in  
 the production with  
 new technologies  
 and machinery

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 375 litres in 2014 to 347 litres in 2016, with a decrease of over 7,5%.



↓  
**-7,5%**  
 water consumption

### The materials highlighted in green are recyclable



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

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

\*The important increase in glass consumption is due to the fact that most of the cabinets have glass door and to the activity of the Limana glass factory.

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

#EptaExperience Is The Way for Epta is also an everyday approach, a way of being and of doing: the **consideration for people** within the Group, the quality of the common professional life, is a concept on which we base our present and our future. **A shared experience** was what allowed the employees of the Limana factory and their family members, on 14 October 2016, to get together at the **Costan Open Day** on the occasion of the 70<sup>th</sup> anniversary of the brand's founding.

**Three thousand people among employees and their families** who together were able to visit the production lines and retrace the history and evolution of the Costan brand, experiencing social moments in an atmosphere of dialogue and mutual exchange. A testimony to Epta's values of **protecting** not only human resources, but the **entire areas** in which the production units are located. A similar initiative was carried out also by Epta France, that opened the doors of its factory in Hendaye in 2015.

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**.

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 260**.

**3.000**

people took part in the Limana factory Open Day

**90%**

of total employees covered by collective bargaining agreements

HUMAN RESOURCES

TYPE	Total	Male (%)	Female (%)
Managers	187	92%	8%
White collars	644	71%	29%
Blue collars	1552	88%	12%
CONTRACT	Total	Male (%)	Female (%)
Permanent	1996	83%	17%
Temporary	112	88%	12%
Interim	332	88%	12%
REGION	Total	Male (%)	Female (%)
Same factory's province	1862	83%	17%
Other province	303	79%	21%
Other State	143	72%	28%

## 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 15, 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 2016 is equal to **3,58** compared to last year we registered a slight increase in the index, but it is still lower than the maximum level we have set (that is 4). Also the **Lost Day Rate** for 2016 is **improving and equal to 81,47**.

## 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 2016 it provided its employees with **20.962 hours of training**. Since 2009, the Group has trained the personnel of all departments, proving **classroom lessons** of a commercial nature or certification, safety/eco-sustainability and much more.

In detail, Epta France developed a partnership with **ESTIA**, the **Institute 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 around **680 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.

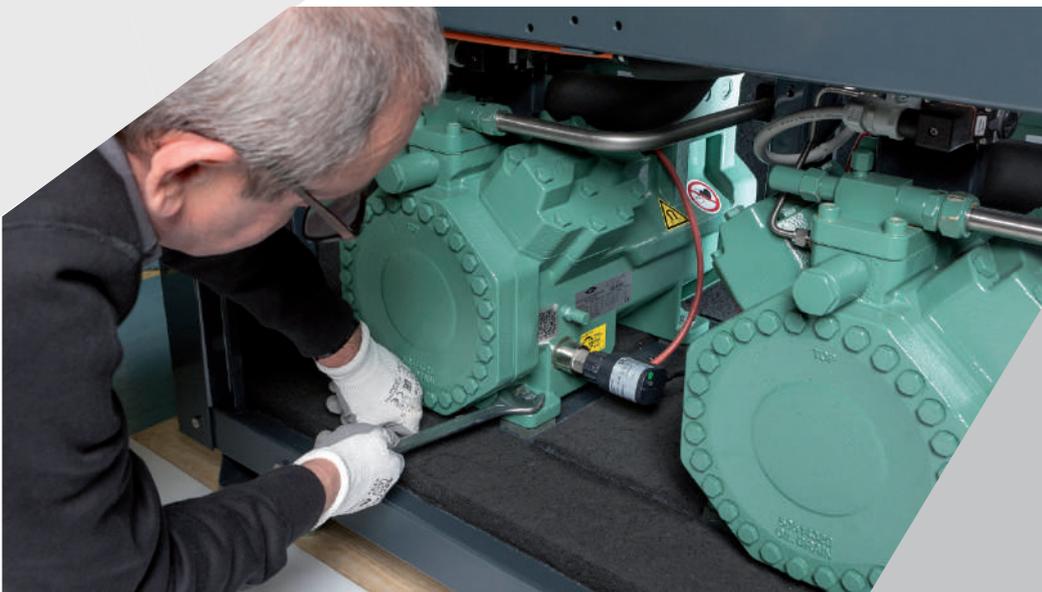
**20.962**

*hours of employee training*

*hours of employee training compared to last year*

Around **680**

*professionals trained at the CO<sub>2</sub> Training Centre Epta in the UK*



**City & Guilds**  
Approved Centre

Around **100**  
people involved  
in the project

## EPTAcademy: Education for Leadership Development

The foundations for the successful growth for our organisation are based on the ability to connect our business of tomorrow with our professionalism of today.

This is the premise of an initiative in which the Group strongly believes, aimed at developing and maximising the high potential of the Epta Management Team: **EPTAcademy**, a training programme designed and realised with the prestigious contribution of **SDA Bocconi, the School of Management of Bocconi University in Milan**, one of the well-known and world-renowned center for the creation and dissemination of knowledge.

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") which involves around 100 people among the Epta personnel.

Epta has always selected and invested in the talent of people who have an ambition to cultivate and who see in each change a challenge to increase their value: so with EPTAcademy human capital can enrich itself with experiences, consolidate and deepen their knowledge, preparing them to take on the competitive tests of a global market and **supporting Epta's important industrial plan, which aims to achieve sales of €1 bn by 2020**. In doing this, the Group shows its ability and commitment to apply knowledge and skills to achieve intended results.

Thanks to these outstanding management courses, made possible by the project shared with SDA Bocconi - which guarantees advanced training methodologies and all the professionalism of expert guest speakers - the participants will undergo a total immersion in the most up-to-date managerial skills.

This is a medium-long term programme, **lasting three years**, through a process that enhances group spirit and helps managers learn valuable training assets, get experience and apply it in the corporate context of the Epta Group. **A specific showcase page** is dedicated to this special initiative on **LinkedIn**, viewable at: <https://www.linkedin.com/company/eptacademy>.

**EPTAcademy**

**SDA Bocconi**  
School of Management

## 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 doing this, Epta, through its Local unit of Limana, made **15 scholarships** available in order to develop innovative skills in sectors such as robotics, 3d modeling, and Arduino programming. 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. 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.

Other initiatives carried out 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**.



## A business built on connections

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

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



*Epta participates in 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  
 POPAI Italia  
 ASSOFOODTEC

## 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 to assess **Customer Satisfaction in the area of installation** was carried out in 2016 to **43 french sites**. The general evaluation **varies from good to very good** and the overall **score is 7.81**.



Another **questionnaire the about Epta Service offer** carried out by Limana Factory to **1.324 customers**: the results are very good, with a general evaluation of 8,36 in 2016 (on a maximum of 10).



**1.324**

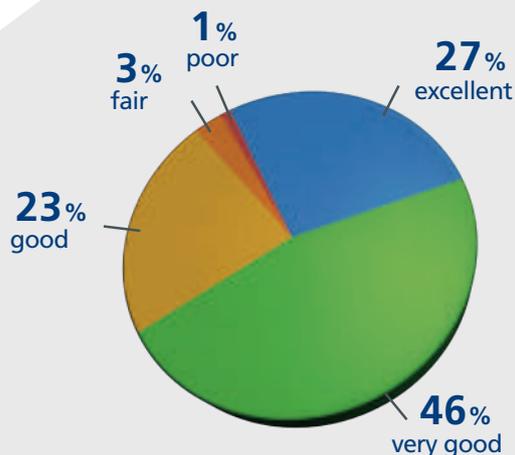
Customer interviewed for the Epta Service offer

More than

**70%**

of the surveyed at Euroshop evaluates Epta offer from excellent to very good

During last **Euroshop 2017 exhibition**, our strategic Marketing Function also carried out a survey through a web based platform on a sample of **350 customers** coming from the following countries: Italy (47%), International Markets (20%), Germany (10%), France (0,6%), Spain (0,4%), Latin America (0,3%), UK and Ireland (0,2%). The aim of the survey was to assess the level of satisfaction of different elements of the Epta offer, such as: aesthetics, innovative concepts, technology, reliability, range extension, service. What we found out is that **more than 70% of the surveyed evaluates Epta offer from excellent to very good**. All the feedbacks collected with our surveys are then examined by our Quality experts and then used as a basis to improve Epta offer.



## Ethical values, communicated and shared

#EptaExperience Is The Way doesn't translate solely to a strategic communication concept, as it effectively mirrors the **expertise** gained by Epta and its brands over time: a know-how that today makes it possible to develop new, reliable, evolved systems, also redefining display methods in order to make the shopping experience an immersion in an environment of atmosphere and design.

The Group's presence at the **2017 edition of Euroshop** explored this concept in **every display area**, with an extra added value: to truly share the experience by collaborating with other excellent brands, demonstrating together with our partners - also at this event - **that productive innovation today is closely connected with environmentally sustainable development.**



*Restaur-action in retail area - in collaboration with Electrolux and Sirap Group*

### **The innovative refreshment area created in collaboration with Electrolux Professional, to give rise to Restaur-Action**

The collaboration between Epta's refrigeration and the professional restaurant activity of Electrolux gives rise to a **new format for "Shop in Shop"**, a refreshment area (in-store retail) to install inside and outside of large commercial spaces: the sales outlets thus become an occasion for aggregative experience where one can get fresh, natural, tasty, wholesome foods.

The design of the corner present at Euroshop integrates two sections in a reclosable structure, one devoted to take-away, the other to dine-in.

The chefs of the Electrolux Chef Academy prepared delicious recipes with a menu characterised by a single ingredient - the carrot - fully in agreement **with the Zero Waste philosophy** promoted by Epta and Electrolux. In short, it was shown how proper refrigeration and cooking value agri-food assets and limit waste.

To preserve flavour and to ensure maximum food safety of the dishes to be sampled in this area, **Safe-T-Fresh® packaging** was chosen. This type of freshness-saving packaging is offered by **Sirap**, one of the best qualified producers of fresh food containers in Europe.

All the meals offered in the Shop-in-Shop were served in the PET containers of this new Sirap line, which uses the Tamper Evident system to guarantee a spectacular presentation and maximum food safety.

COMMUNICATION  
EXPERIENCE

### An area entirely devoted to CO<sub>2</sub>

Epta presented the innovative **EptaBlue CO<sub>2</sub>** system, a **100% natural solution** designed for the needs of medium-small points of sale. The solution presented at Euroshop was connected with the Rhino/Valea positive-temperature vertical cabinet produced by Costan and Bonnet Névé specifically for the Hard Discount sector: the cabinet decor included the new **Aerofolis aerodynamic profiles created by Williams Advanced Engineering, part of the Formula One team**. The design choice developed with this important partnership is oriented toward improving the air processing in refrigerated cabinets with a single air curtain.

### The Allée des Fromages, in collaboration with Lactalis

A really valuable partnership was the one with **Lactalis**, which enabled Epta to present at Euroshop 2017 a **visual merchandising solution, co-designed by ONE BUY ONE, capable of revolutionising the area of self-serve, door-closed vertical cabinets**. The know-how of Epta and Lactalis, together with their joint knowledge of the versatility of cheese, created this "Allée des Fromages", which distinguishes itself for its original **display flexibility**. A project that transformed the traditional layout of these cabinets by

*The Pop Up Retail area  
- in collaboration with  
Schweitzer*





*The Allée des Fromages area  
- in collaboration with Lactalis*

*Aerofolis aerodynamic profiles  
created by Williams Advanced Engineering*

replacing the linearity of aisles with broken lines made up of differing depths, for a result of **dynamism and movement in the display**. In addition, a special quiz, with the objective of initiating a total dialogue with the consumer. And promoting a real "Wow!" effect.

#### **Retailtainment and eclectic space in collaboration with Schweitzer**

**Retailtainment** was the central theme for the **Pop Up Retail** area presented at Euroshop and **designed in collaboration with Schweitzer Project S.p.A.** - a group that specialises in the design and creation of **cutting-edge concept stores**.

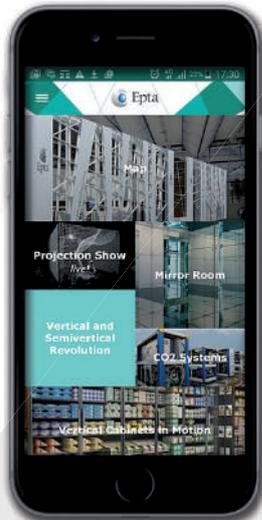
This eclectic space transforms traditional display areas, raising the aesthetic experience to the highest possible level, whilst being respectful of environmental sustainability. It responds to the need for Retailers to have a strong identity and **make every store unique** and a point of reference for consumers.



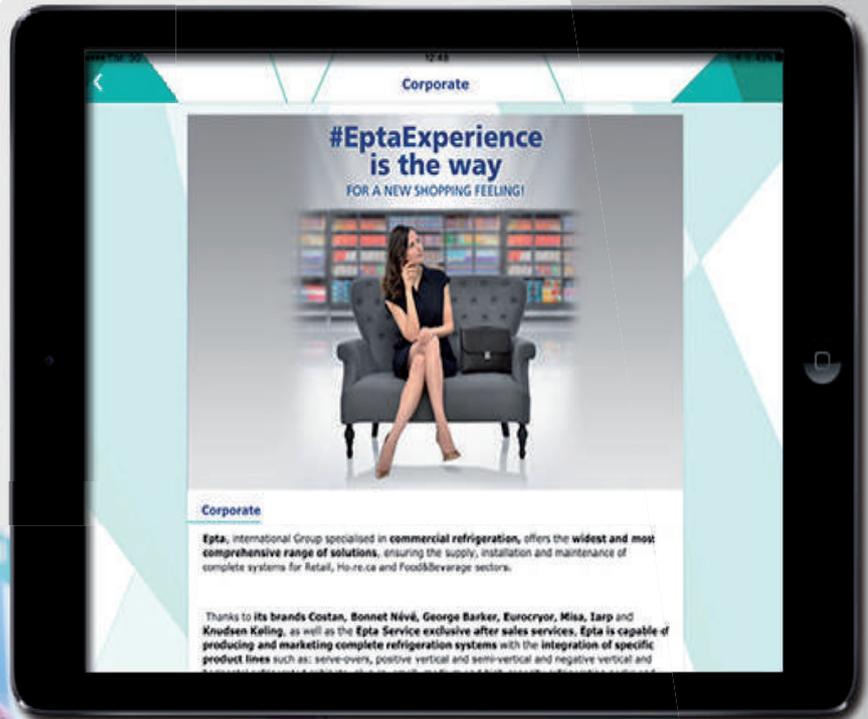
**An app to live the #EptaExperience 100%**

In collaboration with BT, one of the world's biggest ICT providers, on the occasion of Euroshop 2017 Epta developed the **#EptaExperience App**. Thanks to its innovative beacon technology, visitors to the stand used it as a digital guide that accompanied them on an **immersive tour** to get to know the refrigerated solutions and technological systems close-up. Between the contents, the excellent partnerships, in-depth looks at the news, and exclusive videos to give life to a compelling interactive presentation. In this way the users were able to preview an exciting vision of the experience they will be able to enjoy at the stores where the Epta solutions will be present.

Also on the topic of digital innovations, Valzer Next and Multifreeze Plus Smart Screen of the Costan and Bonnet Névé brands are the revolutionary **plug-ins that dialogue with an exclusive mobile app**, created once again in partnership with BT. This application aims to **maximize Digital Customer Engagement**. The system interacts with the cabinet to make it possible, with special sensors positioned on the front part, to propose discounts and dedicated offers to customers on the basis of their specific preferences.



#EptaExperience App





*Epta @MasterChef Italia*

### **Partnerships in the limelight for sustainable cuisine and to recognize #foodvalue**

Testifying to the importance the Group attaches to **protection of agri-food capital**, by banking on **refrigeration as an indispensable resource** for achieving this goal, Epta once again chose to be **supplier for the refrigerated systems** of the sixth edition of **MasterChef Italia** and the first edition of **Top Chef Italia**, a cooking show followed by millions of television viewers around the world. For the first, highly renowned talent show, Epta fully espoused the "**Zero Waste**" **philosophy**, ensuring the most correct display of the products and their maximum freshness thanks to the solutions of its Costan, Eurocryor and Misa brands. The green spirit of the plug-ins also stood out thanks to **high-efficiency fans** and **LED lighting**, as did the Misa cold rooms equipped with the exclusive **Epta Food Defence** technology, able to improve food safety and guarantee antibacterial protection for the whole useful life of the room.

The same examples characterised Epta's participation also in the case of the Top Chef Italia show, entirely to the advantage of the "**Zero Waste philosophy**". At the end of the shooting, the fresh products stocked inside the Costan and Misa solutions that remained unused were donated by Top Chef Italia to a Milanese non-profit which every day distributes 2,500 free of charge meals to the needy under an agreement with Banco Alimentare.

*Epta @TopChef Italia*



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by Epta

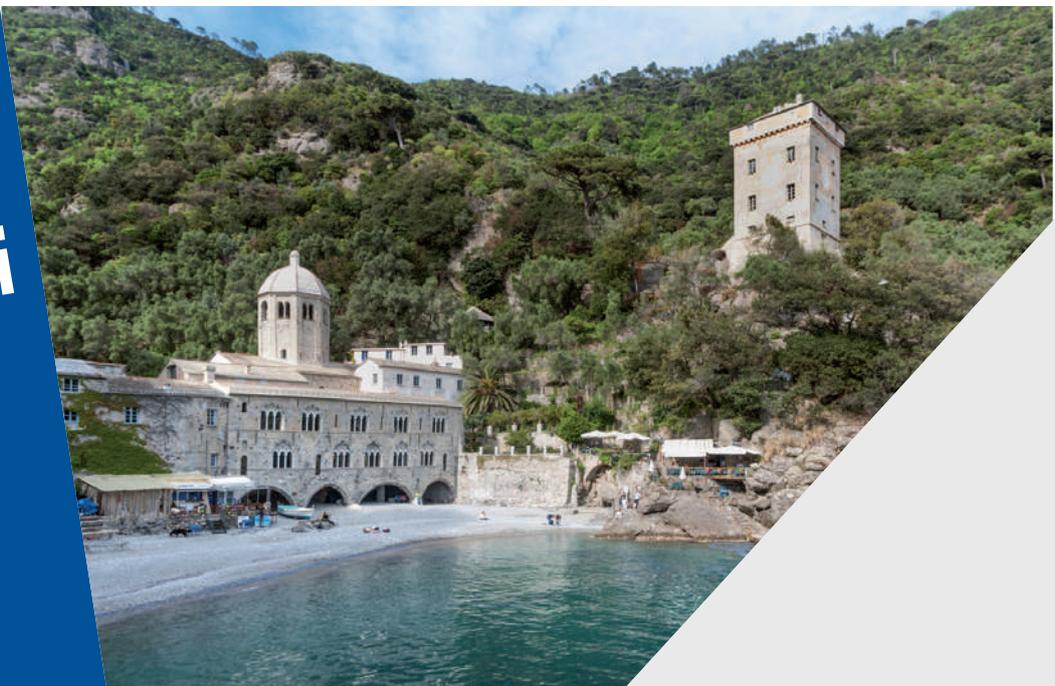
## Epta and FAI: To support the environment, to valorize culture

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 has protected 50 sites that stand out for their historical, artistic and environmental value.

This year 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**.

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**.



*Abbey of S. Fruttuoso - Camogli*



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

## A commitment that pays

Epta UK was among the winners of the prestigious **RAC Cooling Awards 2016**, already awarded to Epta in 2006, 2009 and 2014. In particular the award recognised the Environmental Collaboration of the Year, assigned to the Trailblazer Employer Group. This is a programme funded by the British government which provides for cooperation of projects engaged in defining new guidelines and schooling for young people who want to enter the world of industry, and in this regard the participation of 11 companies was requested, among which Epta UK stood out.

Costan won the **Good Practices Award for Renewable Energy and Sustainable Mobility**, granted in 2016 by the National Centre for the Promotion of Renewable Resources of **Legambiente**. This award is devoted to companies that come up with innovations able to guarantee the highest energy savings, limit the carbon footprint and conserve resources. It should not be forgotten in this regard that the Epta Group can provide retailers a "total solution" for achieving an entirely green point of sale.

The Limana plant received the **Marco Polo Award**. Costan was selected among the outstanding enterprises of the Veneto economic system, standing out for its strong push in exports and the excellent results achieved in 2015 abroad. 80% of its volume of business in that period derived from exchanges with European and non-European countries.

For the third year in a row, Epta came away with the prestigious **Janus de l'Industrie**, thanks to its **#EPTABricks**, the revolutionary refrigerated lockers that enable consumers to pick up fresh and frozen products bought on line previously. This solution preserves products for more than 24 hours.

The **#EPTABricks** were honoured in 2016 also with the **LSA du Category Management**, in the Démarche Cross-Canal category, because the system overcomes the traditional distinction between real and virtual stores, standing out as a smart alternative to Drive.

Also in 2016, Epta received **Confindustria's "Imprese X Innovazione - Andrea Pininfarina"** award, an important recognition given out to the 21 Italian companies best able to maintain and increase their competitive edges by investing in all-round innovation. This award stands out in Europe for having adopted the parameters of the European Foundation for Quality Management in the area of innovation, and it is precisely in this context, as in that of R&D, that the Epta team was able to excel.



*Epta UK was among the winners of the prestigious RAC Cooling Awards 2016 for the Environmental Collaboration of the Year*



*Epta wins the LSA du Category Management Award for the #EPTABricks*

## ENVIRONMENT



Prestigious award for the refrigeration sector for companies that set up high standards of training based upon real market requirements

2006 • 2007 • 2009 • 2014 • 2016



ENTE REGIONALE PER I SERVIZI ALL'AGRICOLTURA E ALLE FORESTE

Comune di Rozzano  
Recovery

Project for carbon offsetting of the direct and indirect emissions created by Epta stand at Euroshop 2011

2011



**ECO CARE**

Der Internationale Nachhaltigkeitspreis mit  
LEBENSMITTEL, PRAXIS und InterMagazin/InterCool/InterMeat

Epta awarded in "Project" category for environmental friendly production of cabinets in the Limana production site

2014

### ECO Conception

SkyView/GranVista chosen as the most innovative solution designed and produced in France



**LEGAMBIENTE**

Prize for Best Practices for Renewable Energy and Sustainable Mobility won by Epta group for its total solutions that guarantee completely green stores

2016

## DESIGN



JANUS  
DE L'INDUSTRIE

RevUP Family • Impact • E-Lockers

Products are rewarded for their innovative design and the tangible benefits they create for end users

2014 • 2015 • 2016



**GERMAN  
DESIGN  
AWARD  
SPECIAL  
2016**

RevUP Family

Prize in the "Retail category" for the pioneering contributions to the German and international design landscape

2015



CATEGORY MANAGEMENT

E-Lockers awarded with the LSA du Category Management - Démarche Cross-Canal as innovative refrigerated solution

2016

## BUSINESS EXCELLENCE



**ANIMA**

The art of Mechanics Made in Italy | 2010

Mechanics for recovery | 2013

Competitive in Italy and in the world | 2016



Premio  
DI PADRE IN FIGLIO  
Il gusto di fare impresa

Epta's Managing Director, Marco Nocivelli, rewarded in the "Internationalization" category, for the ability and courage to meet the challenge of generational transition

2015



Certification created by Borsa Italiana and prominent institutions and organizations for the best Italian enterprises

2015



CONFINDUSTRIA

Award for the 21 best Italian businesses that have demonstrated the ability to maintain and increase their competitive lead by investing in all-round innovation

2016



PREMIO MARCO POLO  
UNIONE E CENTINO ESTERO  
COMMERIO DEL VENETO  
DELLE CAMERE DI

Epta rewarded for its strong export focus and for the impressive results obtained abroad in 2015, amongst the best companies that contribute to the development of foreign trade in Veneto

2016

## 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.

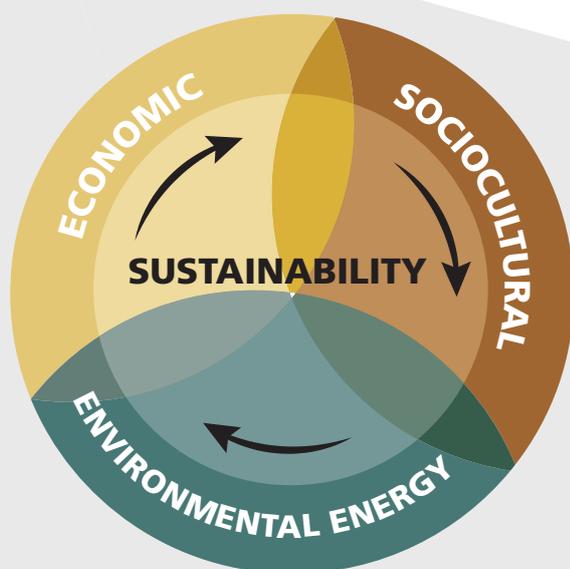
Epta strongly believes in a concrete social progress, and it is deeply engaged with environmental protection. In order to be effective, all of our efforts must integrate the three pillars, or dimensions, of **sustainability - environmental/energy, socio-cultural, and economic.**

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.**





## Validation Statement

TÜV AUSTRIA CERT GMBH conducted an independent validation of the information contained in this Corporate Social Responsibility Report 2017. 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>, 2016 to December 31<sup>st</sup>, 2016. 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 2017, 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 successfully implemented an Energy Management System according to the requirements of ISO 50001, which also contributes to address material aspects mentioned in this CSR Report 2017. 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 2017 according to GRI G4 (in accordance: core).

### Conclusion:

Based on our final validation audit in the EPTA Group headquarter in Milan on May 17<sup>th</sup> 2017 and the addressed recommendations raised in this final validation audit EPTA's CSR Report 2017 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, June, 6<sup>th</sup> 2017

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



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Inspection Body,  
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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 46
G4-EC4	Financial assistance	Yes	Inside the organization	Page 47
G4-EC6	Market presence	Yes	Inside the organization	Page 24
G4-EN1	Materials used	Yes	Inside the organization	Page 23/47
G4-EN2	Percentage of materials used that are recycled input materials	Yes	Inside the organization	Page 23/47
G4-EN3	Energy consumption within the organization	Yes	Inside the organization	Page 47
G4-EN5	Energy intensity	Yes	Inside the organization	Page 23
G4-EN6	Reduction of energy consumption	Yes	Inside the organization	Page 47
G4-EN7	Reductions in energy requirements of products and services	Yes	Inside the organization	Page 19
G4-EN8	Total water withdrawal by source	Yes	Inside the organization	Page 47
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 47
G4-EN31	Total environmental protection expenditures and investments by type	Yes	Inside the organization	Page 48
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	Yes	Inside the organization	Page 48
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 25
G4-LA9	Average hours of training per year per employee by gender, and by employee category	Yes	Inside the organization	Page 48
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 14
G4-EC7	Indirect Economic Impacts	Yes	Inside the organization / Outside the organization	Page 47
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 47
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	Yes	Inside the organization / Outside the organization	Page 48
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 14
G4-HR10	percentage of new suppliers that were screened using human rights criteria	Yes	Inside the organization / Outside the organization	Page 14
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 50





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 24
G4-11	Percentage of total employees covered by collective bargaining agreements.	Page 24
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 33, 34, 38
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization	Page 27

### 3. Identified Material Aspects & Boundaries

Profile	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.	<p>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 &amp; Co (Leeds) Ltd, UK - Epta Service Uk Ltd., UK - Cold Service Ltd, UK - Epta Denmark, Denmark - Knudsen Koling, 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 - In 2016 two new societies have been created and are currently in start up-phase: Epta Australia PTY Ltd - Epta Refrigeration Philippine</p> <p>All of the other entered data relates to 2016 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.</p>

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 10-13
G4-19	List all the material Aspects identified in the process for defining report content.	Page 41
G4-20	For each material Aspect, report the Aspect Boundary within the organization.	Page 41
G4-21	For each material Aspect, report the Aspect Boundary outside the organization.	Page 41
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 9, 10
G4-25	Basis for identification and selection of stakeholders with whom to engage.	Page 9, 10
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 10, 13
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 10, 13

### Report Profile

Profile Disclosure	Disclosure	Location of disclosure
G4-28	Reporting period	Page 4
G4-29	Date of most recent previous report (if any).	2016
G4-30	Reporting cycle	Page 4
G4-31	Contact point for questions regarding the report or its contents.	Page 52
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: 8.539.685,22 Euro Operating costs: 5.265.426,56 Euro Employee wages and benefits: 102.937 Euro Retained earnings: 2.813.697,71 Euro Payments to providers of capital: 1.203.000 Euro Payments to government: 11.832 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: 1.166.000 Euro										
<b>Market presence</b>												
G4-EC6	Percentage of senior management at significant locations of operation that are hired from the local community.	Page 24										
<b>Indirect economic impacts</b>												
G4-EC7	Development and impact of infrastructure investments and services supported	In 2016, Epta continued to invest in operations, continuing its improvement process. The main investments were: - investments in the low temperature door department in Limana plant (Italy); - investments for the assembly process of new vertical cabinets in Limana factory (Italy); - investments in the assembling process of the new positive vertical cabinets in Hendaye (France) plant; - new facility for the Service unit in Argentina in Buenos Aires plant (Argentina); - Renovation of sheet metal processing plants at Bradford (UK) plant; - Renovation of semi-finished sheet metal process in Casale Monferrato plant (Italy); - Enhancement of digital printing capacity in Casale Monferrato (Italy).										
<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: 885.768,05</td> <td>Galvanised Steel: 20.418.552,34</td> </tr> <tr> <td>Plasticized Steel: 1.421.527,04</td> <td>Polyurethane (foaming): 1.330.672,24</td> </tr> <tr> <td>Glass: 18.352.343,74</td> <td>Metal - ferrous: 2.235.821,44</td> </tr> <tr> <td>Copper: 874.934,14</td> <td>Aluminium: 1.426.760,90</td> </tr> <tr> <td>Plexiglass: 388.594,50</td> <td>Paint: 550.223,18</td> </tr> </table>	Stainless Steel: 885.768,05	Galvanised Steel: 20.418.552,34	Plasticized Steel: 1.421.527,04	Polyurethane (foaming): 1.330.672,24	Glass: 18.352.343,74	Metal - ferrous: 2.235.821,44	Copper: 874.934,14	Aluminium: 1.426.760,90	Plexiglass: 388.594,50	Paint: 550.223,18
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Plexiglass: 388.594,50	Paint: 550.223,18											
G4-EN2	Percentage of materials used that are recycled input materials	Aluminium: 2,98% - Steel: 47,46 % - Glass: 38,33 %										
<b>Energy</b>												
G4-EN3	Energy consumption within the organization	Energy consumption within the organization Gas m <sup>3</sup> : 2.854.351,64 - Water m <sup>3</sup> : 34.488,00 - Electricity: 49.483.740.960,00 Kjoules.										
G4-EN5	Energy intensity	Page 23										
G4-EN6	Reduction of energy consumption	Reduction of energy consumption thanks to fotovoltaic cogenerator: 19.564.534.800 Kjoules/Year										
G4-EN7	Reductions in energy requirements of products and services	Page 23										
G4-EN8	Total water withdrawal by source	Total water withdrawal by source: 34.488 m <sup>3</sup> Due to a mistake in the data collection, the water consumption of 2015 we report at page 23 of the current edition of the CSR is different from the one reported last year. The correct data is the one reported in the 2016 report.										
<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 21										
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										

Overall		
G4-EN31	Total environmental protection expenditures and investments by type	Total waste disposed: 410.356 kilograms Total waste recycled: 5.992.275 kilograms The ratio between waste disposed and waste used is 6.84%
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: 333 Rate: 7.6% Employee turnover: 17.8% 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 25
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: 15; Directs: 10; Managers: 21. Average hours of training per gender: Male: 13; 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 14
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 to contribute to the elimination of all forms of forced or compulsory labor	Page 14
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 14
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

### Society

Indicator	Disclosure	Location of Disclosure
<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 28
<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





Advanced Solutions for your store



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