



Sustainability that reflects
our identity

Corporate Social
Responsibility Report 2019





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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 8. All of the other entered data relates to 2018 year for the facilities in Limana, Casale, Solesino, Pomezia, Milan offices (Italy), Hendaye (France), Bradford (UK), Çorlu (Turkey), Cha-am (Thailand), Argentina, Qingdao (China) that represent **more than 99% 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 seven years ago, by creating the 2019 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.

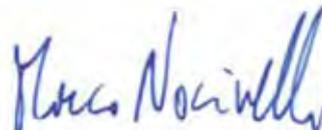
We strongly believe that committing to research and to the creation of solutions that optimise the utilisation of natural energy sources should be a founding policy for every industrial organisation. In the past three years **we have reached and even exceeded the important goals that we set for ourselves**:

1. We have reached our target of **more than 50% of energy saving for all products** in our range.
2. **We have reduced our energy consumption in the past three years**. The energy used per product value has decreased of 8% in the last three years: this is due to our implementation of many new production technologies, including the Limana glass factory, which has allowed us to bring certain previously outsourced activities in-house.

Despite the Group's continuous improvement in new technologies and machineries connected with Industry 4.0 having high energetic needs, for the next three years we renew our commitment in controlling and monitoring energy consumption, and we will do our best in order to reduce it.

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, Eurocryor, Misa, Iarp and Kysor Warren, **more than 6.000 employees** and revenues of **more than 920 million euros in 2018**: all of this is Epta, a Group with headquarters in Milan, operating in Retail, Food & Beverage and Ho.Re.Ca. (Hotel, Restaurant and Catering) sectors, with different production sites, both in Italy and abroad, far-reaching technical and sales forces located worldwide guaranteed by over 40 direct branches.



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 focusing 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 avanguard selected Management team.

Think globally, act locally

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

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

In 2018 and first months of 2019 Epta's mission to increase its global presence by targeting markets with high growth potential continued with two important acquisitions.

In October 2018 Epta acquired **DAAS**, a leading commercial, industrial and Ho.Re.Ca. refrigeration company based in **Romania** and former distributor of Epta. On the 1st April 2019, Epta announced its entry in the **North and Central American markets** with the acquisition of **Kysor Warren**, the third-largest US manufacturer of refrigerated display cases and compressorized systems for commercial refrigeration, which has been operating for more than 135 years.

The most recent acquisition is the one of **Sofrico**, New Caledonia's market leader in design, sales, service & contracting of systems, cabinets and coldrooms for commercial and industrial refrigeration. With this move, the Group is further expanding its operations in the **Asia Pacific Region**, where it is already has a presence with manufacturing plants, sales branches, service centers and distributors in China, Thailand, Singapore, Malaysia, Philippines and Australia.

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 secure its success by investing in its people and in research and development, actively managing its social and environmental impacts and planning for the transition towards a low carbon and Natural Refrigerant world. Epta group policy is to meet or exceed legal and regulatory requirements in all of its activities and demonstrate its accountability to stakeholders by periodically reporting on its sustainability performance in a **transparent** and open way.

Our Commitments

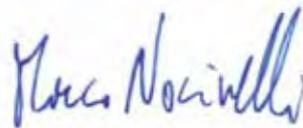
Society: we will positively engage with the local and global communities along with our support for social and humanitarian projects to ensure our presence adds value and brings benefits.

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

TRANSPARENCY

Dialogue and objectivity Epta's idea of Social Balance

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

Establishing an effective dialogue with all of the stakeholders

Expressing its philosophy and its vision

Reporting the results obtained

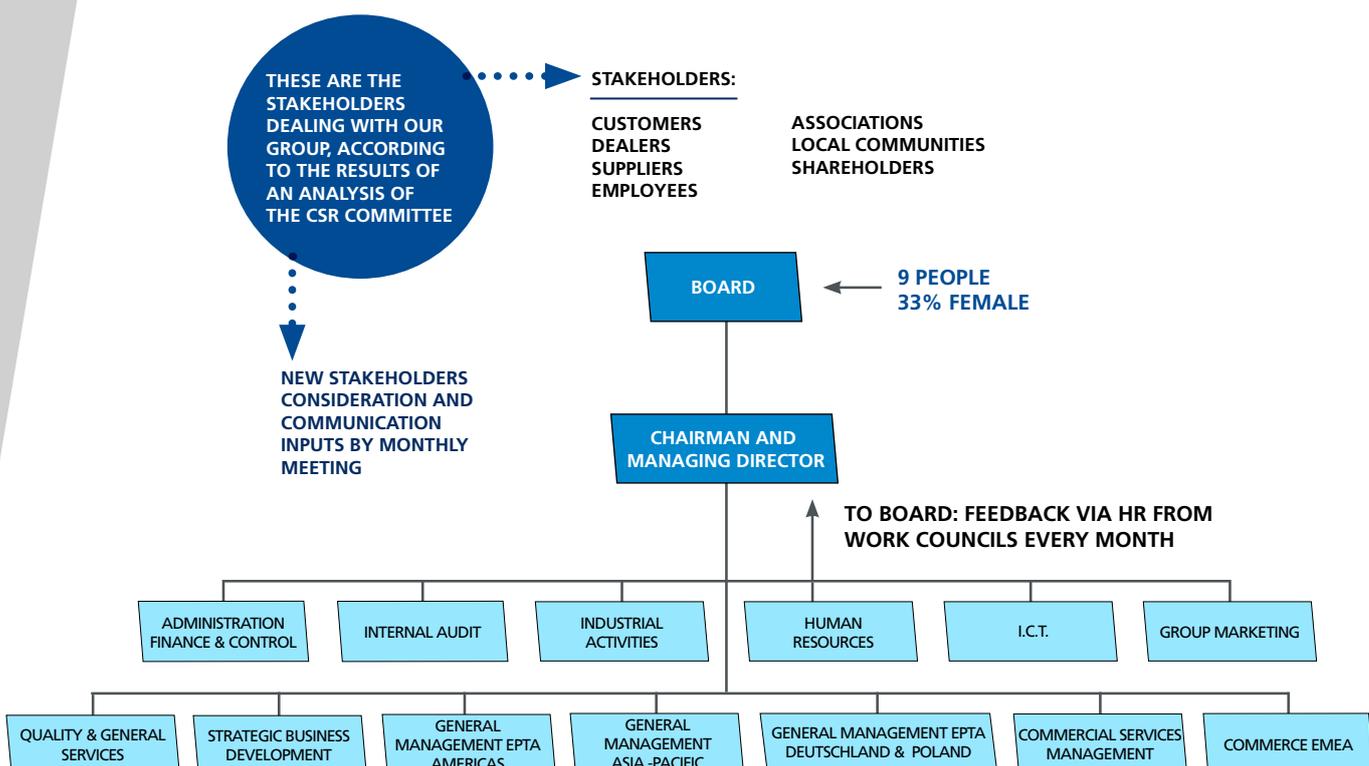
Identifying future goals for growth

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

Governance, commitments and engagement

The 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.



In 2019 Epta introduced the Risk Committee, whose aim is to evaluate potential risks inside the Group. It directly reports to the Board of Directors.

EPTA ★★★★★ AWARD 2019

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, all Epta management team joined the **12th International Leadership Meeting**, which took part in March 2019. Strategic lines for the next year were presented to all Epta people, while the Gala evening hosted the third edition of Epta Award Night, that awarded those projects and teams that were most successful in interpreting the Group's founding values.

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, Instagram and YouTube, ensure daily updates.

Follow us on:      by Epta

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

Newsletter

Epta management celebrating Epta Awards



TRANSPARENCY

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 GRI Standards 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
- As anticipated in the last CSR Report, we wanted to increase the room for **external stakeholders** in our analysis. This is why this year we decided to involve our customers and suppliers. We asked them to answer a survey and to do something specific: offer a personal evaluation of what proved to be the most significant aspects of last year's analysis.



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

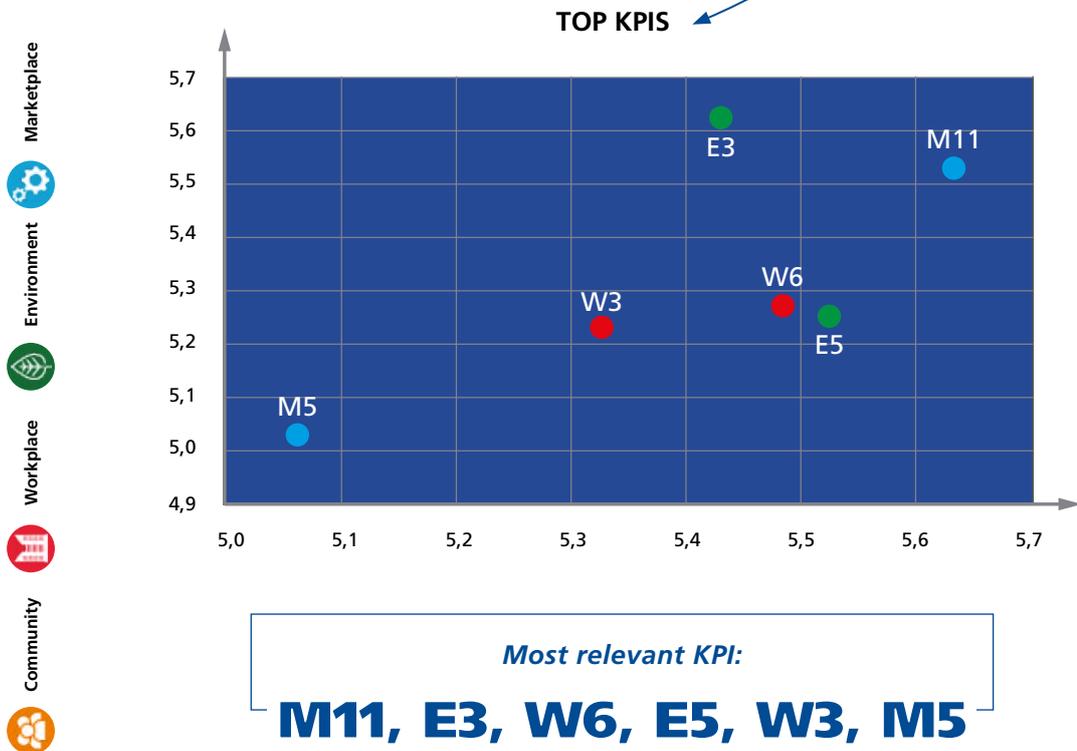
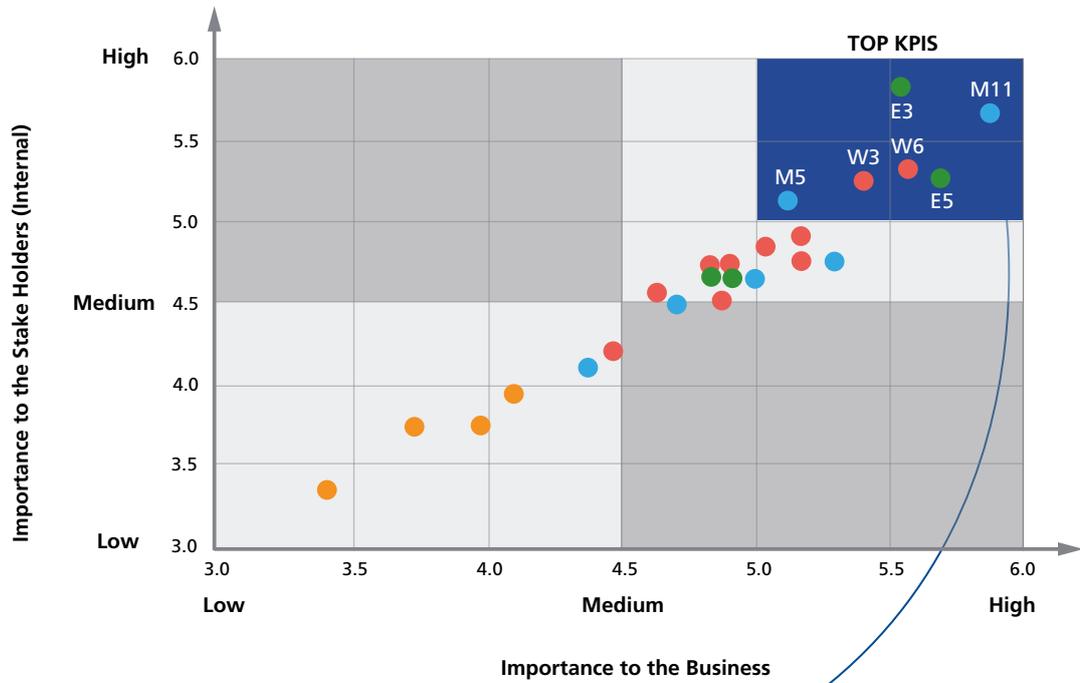


Market Place relevant aspects

- 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

TRANSPARENCY

Epta Group Materiality Matrix - 2017/18



Surveys addressed to:

190	260	20
Internal people	Customers	Suppliers

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 (page 53).

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, that can be found at page 35.

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 CO₂, and operates a strict control of the F-Gas regulation. Also referring to the total production of 2018, **100% of remote cabinets are available with CO₂**, and we have renovated the **plug-in lines of all brands with versions using R290 propane** or other gases with reduced GWP. 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 307-1 of the GRI Standards, that can be found in the Appendix of the document.

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 403-2 of the GRI Standards, that can be found in the Appendix of the document, and at page 30.

E5: being Committed to preventing pollution.

This aspect 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 CO₂** system, which has been identified as the **key technology to protect the environment and the climate**. For this reason it has been included into the prestigious three-year project entitled **LIFE17 C4R – Carbon 4 Retail Refrigeration** financed by the European Union, which aims to define the new standards and the technologies of the future for natural refrigeration in the Retail sector.

Further information about this aspect are included in disclosure 301-303 of the GRI Standards, that can be found in the Appendix of the document, and at page 25.

W3: investing in Employee training and development.

Since 2009 the Group has trained personnel in the realisation of CO₂ systems by organising courses at a specialised **Training Centre in the UK**. In addition to the training programme **EPTAcademy**, the Group launched **#24EPTAtraining**, new training course dedicated to all Epta Italy employees. Further information about this aspect are included in disclosure 404-1 of the

GRI Standards that can be found in the Appendix of the document, and at pages 31, 32.

M5: driving Industry Leadership.

Epta constantly **invests in R&D** to ensure the highest level of cutting-edge technology and reliability. In the last three years the Group has invested **108m€ in technology and innovation** to support growth. Further information about this aspect are included in disclosure 203-1 of the GRI Standards, that can be found in the Appendix of the document, and at pages 20, 26.

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.

Epta, as an unlisted family company, has decided to voluntarily adhere to the **self-regulatory code promoted by Bocconi University and AIDAF** (Italian Association of Family Companies) with the aim of promoting good governance within the company. For more information it is possible to consult the self-assessment tables of the code at pag 48.

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, Epta SpA (local units of Limana, Solesino, Casale, Pomezia), Epta Argentina, Epta Deutschland, Epta Iberia, Epta Istanbul, Epta Qingdao, Epta VSD Engineering, Epta UK - Bradford, Epta Asia Pacific - Thailand, Epta UK - Ringwood 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 (Milan offices and local units of Limana and Solesino), Epta France, Epta Istanbul, Epta UK - Bradford, Epta Asia Pacific - Thailand and Epta UK - Ringwood became awarded. Starting from 2011 Epta France, Epta UK - Bradford, Epta Asia Pacific - Thailand and Epta (Milan offices and local units of Limana and Solesino), Epta Istanbul and Epta UK - Ringwood became **OHSAS 18001**-certified in the areas of Occupational Safety and Health. During last year, different offices and plants became **ISO 45001** certified, and in particular Epta France, Epta SpA Limana, Epta SpA Solesino, Epta SpA Milan, while other ones are currently in transition (Epta UK with Bradford and Ringwood, Epta SpA Casale, Epta Asia Pacific - Thailand and Epta Istanbul. 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 the local unit of Limana, coldrooms are certified **ETA MARK** (European Technical Approval) and **HACCP** certification (Hazard analysis and critical control points) in the local unit of Pomezia. Epta Deutschland, was awarded the **SCC** certification for installation and servicing activities.



UNI EN ISO 9001:2015
Quality

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

UNI EN ISO 50001:2018
EnMS

Epta France



UNI EN ISO 14001:2015
Environment

Epta SpA - Milano (Headquarter)
Epta SpA - Limana
Epta SpA - Solesino
Epta SpA - Casale
Iarp - Thailand
Epta UK - Bradford
Epta UK - Ringwood
Epta France
Epta Istanbul

OHSAS 18001:2007
Health&Safety

Epta UK - Bradford
Epta UK - Ringwood
Iarp Thailand
Epta Istanbul

Marcatura CE celle

Epta SpA (Pomezia)



ISO 45001:2018
Health&Safety

Epta UK - Bradford (in transition)
Epta UK - Ringwood (in transition)
Epta France
Epta SpA - Limana
Epta SpA - Solesino
Epta SpA - Milano
Epta SpA - Casale (in transition)
Epta Istanbul (in transition)
Iarp - Thailand (in transition)

PED (Pressure Equipment Directive)

Epta SpA - Limana
Epta SpA - Pomezia
Knudsen Kølning



HACCP
Food Safety Programme

Epta SpA (Pomezia)



Epta SpA - Milano (Headquarter), Epta SpA - Limana, Epta France / Hendaye / FRA, Epta France / Chatou / FRA, Epta UK - Bradford, Epta SpA - Solesino, Epta Istanbul / Corlu / Turkey, Iarp - Thailand. This plants adhere to the IMS "Quality, Health, Safety and Environment" Management System.

#EPTAEXPERIENCE IS THE WAY

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.

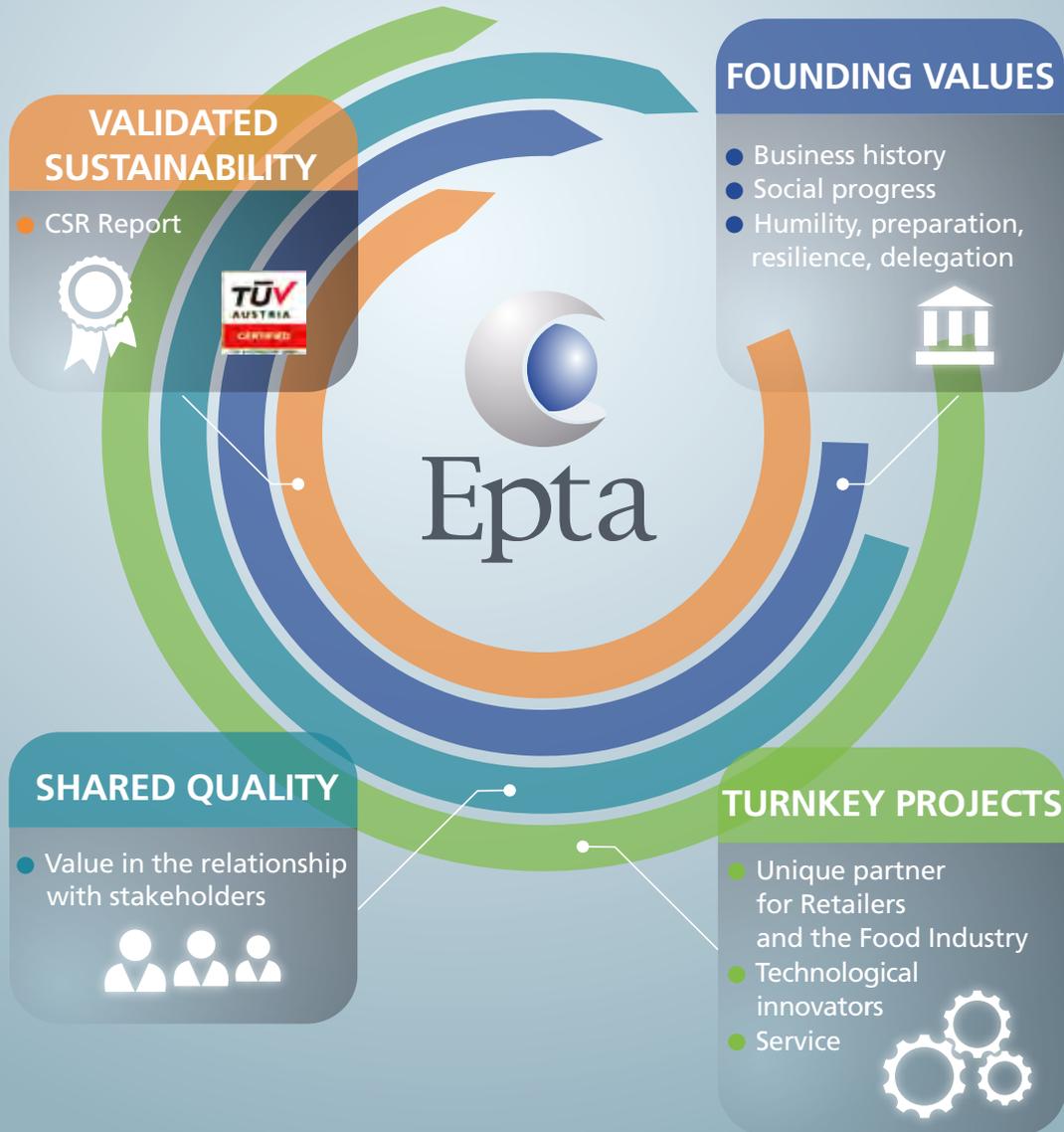
Their experience

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**.

Our Brand Reputation

In 2018 Epta published an institutional communication in one of the mostly widely distributed trade magazines, to highlight all the values that are the basis for the Group’s reputation. The claim “**Refrigeration, Preservation, Reputation**” is intended to emphasize its reputation for quality in this area, because Epta’s aim is to be a leader and sole interlocutor for retailers, specialized in preserving the value of food.

REFRIGERATION PRESERVATION REPUTATION



INNOVATION

Innovation and its variations

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

INNOVATION & PRODUCTS

New product family: OutFit Costan and Mozaik Bonnet Névé

Epta continues its evolution on the road of progress with **OutFit Costan / Mozaik Bonnet Névé line**, a combination of original shapes, materials and textures developed by the Group to enhance the customer experience. It made its debut with **Velvet Costan and Shape Bonnet Névé**, the server-over cabinet dedicated to **fresh and ultra fresh products** of all kind of stores. It is characterized by rich options **available from the catalogue: three aesthetics**, Design, Style and Studio, **multiple modules**, from the semi-vertical version to the tower and hot table version, **three depths** and truly limitless **finishes**, from the materials, such as wood and stone, to screen-printed. **Customization** and **extreme versatility** for a solution to serve **Retail Designers**, able to make exclusiveness available **on a large scale**: this is the inspiring principle behind the design of the new **OutFit Costan** line.

$$10 \times 4 \times 12 = 480$$

superstructures aesthetics models **MODULES**

that can be combined for infinite exhibition possibilities

In order to simplify maintenance operations on the cabinet, EptaService offer to all technician operating on the field the new **EptaService Check APP**, available for smartphone and tablet. Currently available for Velvet and Shape line, the APP can be **installed on all Epta cabinets** equipped with a particular electronic card that enables a wi-fi connection.

Among different functionalities, the EptaService Check APP allows technicians **to easily read and write the configuration of the cabinet** and to **check the parameters in real time** as well as receiving, validating and managing alarms and errors: it is a valid support tool for refrigeration technicians.

Velvet / Shape Style Aesthetics

Velvet / Shape Design Aesthetics

Velvet / Shape Studio Aesthetics



GranFit Costan and SkyEffect Bonnet Névé Experience

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.

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

23%

reduction of Total Energy Consumption (TEC) compared to a standard solution



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

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

17%

reduction of Total Energy Consumption (TEC) compared to a standard solution



GranFit Costan and SkyEffect Bonnet Névé range

GranSesia / SkyShine



INNOVATION



#EPTABricks

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** but also outside hospitals and near bus or train stops. 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.

#EPTABricks





larp Cool Emotions Range. Glee, Excite, Delight

The force of Cool Emotions

In the Food&Beverage universe, the **Cool Emotions range signed by larp** – a brand specialised in plug-in cabinets – enlarge with new models that stand out for their modern, elegant design, perfect for giving maximum visibility to the displayed products and stimulate the desire to buy. Now, the range is composed with a specific solution for every need: **scooping Delight** for those who cannot resist ice cream, **semi-vertical Joy open units** for beverages, **vertical Glee cabinets with doors**, with cooler and freezer temperatures, for beverages, snacks, ready-to-eat meals and salads, ice cream and frozen food. Furthermore, the range is also enriched by **Glee Winery**, a concept studied for storing wine with special tilting shelves, and lastly, **Excite**, a compact counter for ice cream that can be positioned on the shop counter.

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!

Only available with natural refrigerant

R290

larp Cool Emotions Range. Joy



INNOVATION

INNOVATION FOR SYSTEMS AND SERVICES

The beneficial impact of eco-friendly logics

Epta's desire to practice sustainability with an authentic sense of responsibility is also put into concrete form in an environmental protection strategy: a commitment that is reflected in every project, in Research and in the production processes, from the design and development of the product up to the end of its service life.

A fundamental premise for putting this logic into action is the quantification and the certification of the potential environmental impact of the products and processes, which the Group has accomplished by adopting the **LCA (Life Cycle Assessment) method**.

Epta's response for natural refrigeration

The market is focusing on **increasingly sustainable refrigeration**, as the Regulation on Fluorinated Gases (F-Gas Regulation) of 2015 introduced a series of measures to gradually **reduce HFC consumption by 80%** (expressed in percentage of CO₂ equivalent) **within 2030**. The technologies that Epta has developed anticipate the prescriptions of the law, looking at the bans and limits set for 2030, a decision that has given the Group an opportunity to consolidate its position as a high value-added partner for large-scale distributors, HoReCa, and the Food & Beverage industry.

Epta supplies the entire range of its **self contained air cooled products** of all brands **with R290 propane** already. Concerning existing high-GWP HFC systems in operation, thanks to the advanced assistance from its EptaService brand, the Group offers **retrofitting service**, with the goal of updating them by replacing obsolete with better climate friendly refrigerant gases. In 2019, Epta Italy has also introduced, within the after sales structure, a team of specialists (Commissioning Team) dedicated to commissioning and final testing of the plants with the aim of guaranteeing functional stability and efficiency. energy and the reduction of operating costs. An authentic innovation is **FTE (Full Transcritical Efficiency)**, a system designed by Epta that opens new horizons in natural CO₂ refrigeration. FTE is the new highly innovative CO₂ transcritical solution that combines low costs, energy saving and reliability in any country, with any external temperature.



- 10%

average energy saving compared to a traditional CO₂ plant

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

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

Decrease in the purchase of low GWP refrigerant generated a reduction of greenhouse gases of

54%

compared to last year, that is equal to the yearly emissions of

72.794 cars*

Calculated considering 115 CO₂ gr/km 25.000 km/year = 2.875 kg CO₂/year Estimation made according to data reported by Italian [Ministry of Economic Development Website](http://www.sviluppoeconomico.gov.it/index.php/it/mercato-e-consumatori/qualita-di-prodotti-e-servizi/auto-ed-emissioni-co2) <http://www.sviluppoeconomico.gov.it/index.php/it/mercato-e-consumatori/qualita-di-prodotti-e-servizi/auto-ed-emissioni-co2>



C4R

**Carbon
4 Retail
Refrigeration**
Natural Technologies
for Sustainable Retail

LIFE C4R

LIFE C4R project funded by EU

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

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

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

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

www.carbon4retail.eu

LIFE C4R



INNOVATION

INNOVATION & PROCESS

The 4.0 vision

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

The process that took the Group from the installation of the first industrial robot to the automated production lines installed today in all plants has been long and complex, but nowadays it is evident that innovation really is the future for a manufacturing industry that wants to win the challenge of international competitiveness.

A virtuous example: the Limana plant

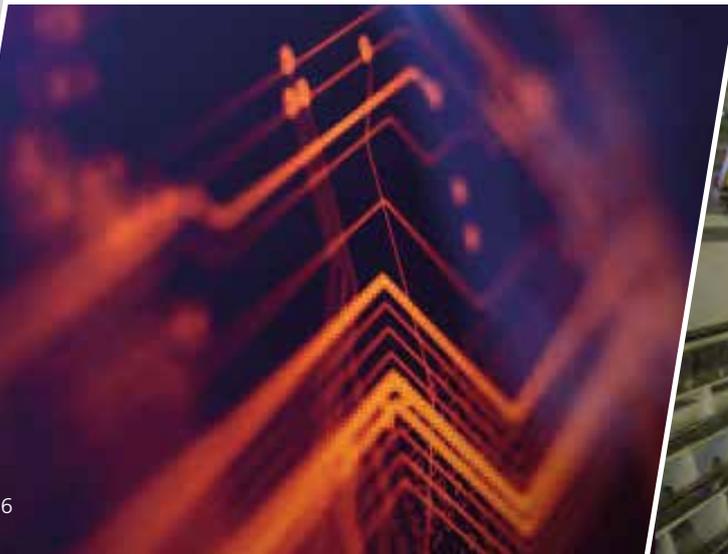
Significant investments have been made at Limana (Belluno, Italy): **10 million euros** over two years. The goal is to constantly encourage improvement in production and technological processes, keeping an open mind to what's new and always adopting approaches in line with responsible management of every resource. Through its decision to create the Glass Department, for example, it was possible to generate **90 new jobs**, and additional **growth in production capacity**. Of course, the primary focus continues to be on operating and producing with an eye to sustainable development, constantly optimizing energy efficiency, as exemplified by the **50% reduction in energy consumption by unit produced** (compared to 2004, without considering the figures of the glassware, that was opened in 2015). Attention to individual growth is another strength: only through common effort (compared to 2004) and a commitment shared by all employees and collaborators in 2018 has it been possible to exceed the goal of **a million and a half units produced** since the Limana location opened in 1972.

> 1,5 million

*of units produced in Limana
Factory from 1972 to 2018*

Industry 4.0

Limana Factory

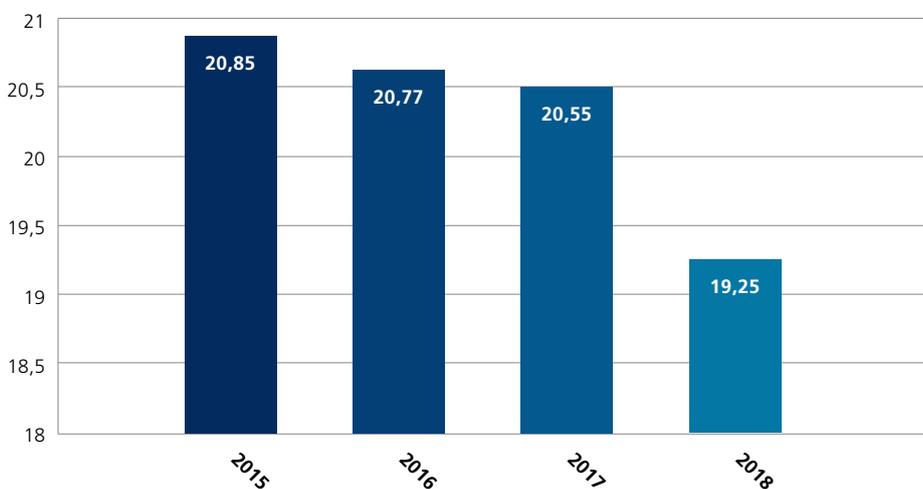


Energy conservation made real

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 **energy consumption**, calculated as energy used per product value, has **decreased from 20,85 in 2015 to 19,25 in 2018, with a reduction of 7,67%**.

Despite the introduction of new technologies that require high energy consumption, the company is particularly sensitive to the issue and chooses machines and systems that guarantee the performance required by the market but in line with the ethical principles of eco compatibility.

Energy consumption / Thousand Euros



Product value

An assessment of the worth of a good or service. It can depend on its production costs, its overall market value and the value of the product as perceived by a targeted group of consumers.

- 8%

reduction in energy used per product value

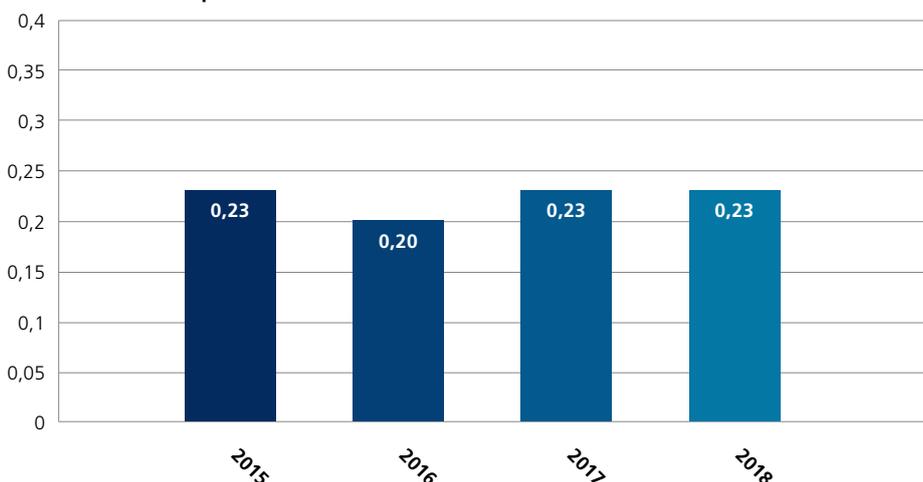
Water consumption

The Group's effort also resulted in a reduction of **water consumption**, applied both to production and to water use across the facility. Water consumption is nearly unchanged compared to last year's values even if we introduced technologies that require high quantities of water.

< 0,25

Our target is to keep water consumption under this value

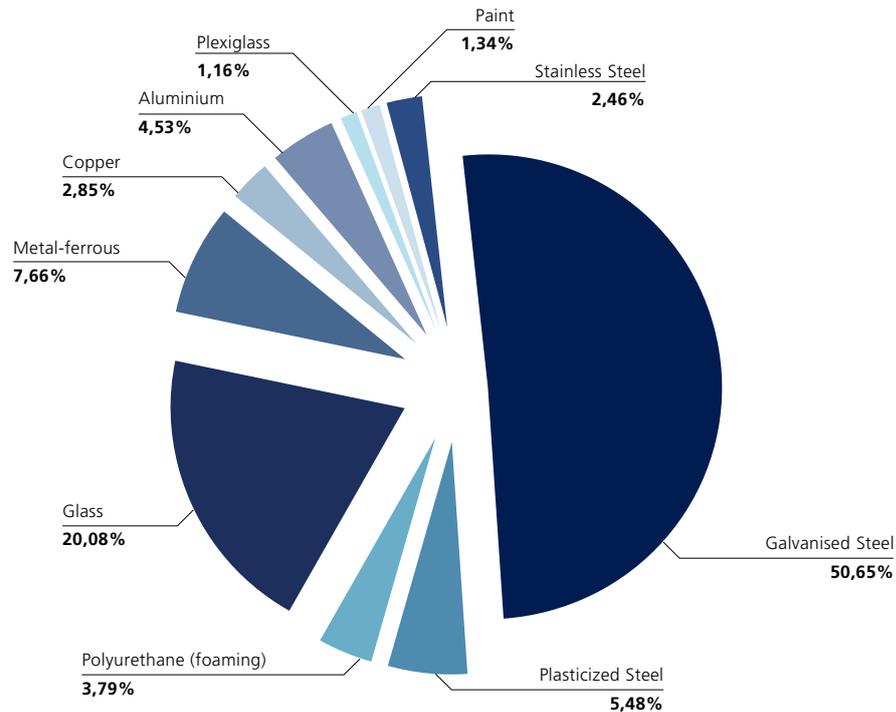
Water consumption / Thousand Euros



ENVIRONMENT

Material used

The majority of 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.

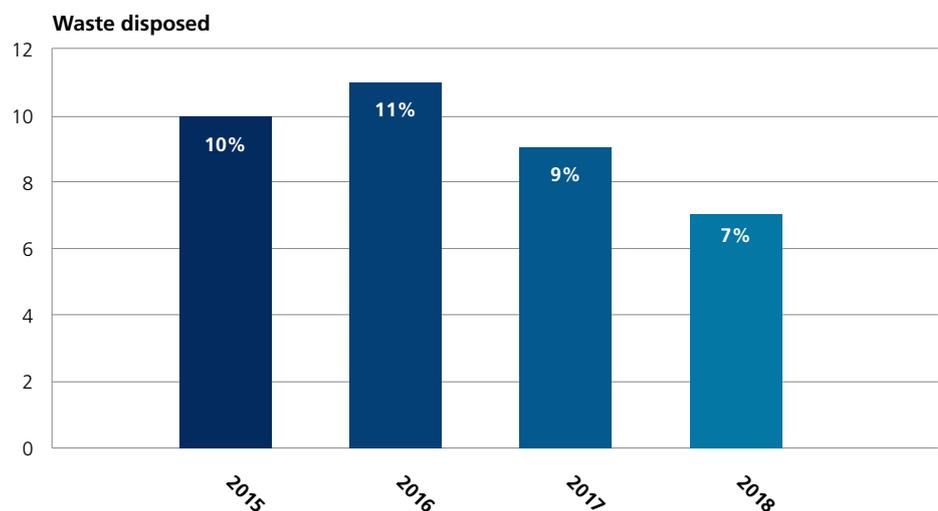


This data refer to the facilities in Limana, Casale, Solesino, Pomezia, Milan offices (Italy), Hendaye (France), Bradford (UK), Çorlu (Turkey), Cha-am (Thailand), Argentina, Qingdao (China).

Wasted material

Due to the type of productive cycle that Epta carries on, it produces a high quantity of waste material. In order to face this problem, the Group started to recycle material used, in a very efficient way: considering **100 Kg of waste produced, only 7 Kg are disposed of**, while the rest is completely recycled.

93 %
percentage of
waste recycled



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

The consideration for people within the Group, the quality of a shared professional life, is a concept on which we base our present and our future. This is confirmed by two significant shared experience events: the **Epta Deutschland Anniversary**, on November 24th, 2017, in which all company staff participated, to celebrate 20 years of business and success together. In UK, from May 16th-18th, 2018, three days of celebration were dedicated to **Epta's 90th anniversary** in commercial refrigeration in the UK. Closing the event was a celebration day that welcomed employees, past and present, to share in the success of Epta UK and also the Lord Mayor of Bradford, who inaugurated together with Marco Nocivelli the renewed showroom in Bradford.

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. Starting from April 2019, Epta Marketing Department has successfully experienced a pilot test of smart working; **Smart W-in project** is now going to be extended to other Italian branches and will give the possibility to **work for 1 day a week from another location different from the office**, with a more flexible hours schedule. Among the expected advantages, there is a reduction in CO₂ emissions caused by daily commute, an improvement in work-life balance and an improving in the efficiency during the daily work hours.

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

As done for 2016, the Group continues hiring most of its installation and **After Sales department** workers from external companies: we take seriously our obligations in regard to the use of subcontractors, their qualification, competence and performance as required by Management System Standards for the Control of externally provided processes, products and services.

90%
of total employees covered by
collective bargaining agreements

TYPE	Total	Male (%)	Female (%)
Managers	90	94%	6%
White collars	1147	71%	29%
Blue collars	2440	82%	18%
CONTRACT	Total	Male (%)	Female (%)
Permanent	3368	79%	21%
Temporary	73	79%	21%
Interim	292	81%	19%
REGION	Total	Male (%)	Female (%)
Same factory's province	3452	79%	21%
Other province	227	82%	18%
Other State	17	88%	12%

These data report the workforce of plants in Limana, Casale, Solesino, Pomezia, Milan offices (Italy), Hendaye (France), Bradford (UK), Çorlu (Turkey), Cha-am (Thailand), Argentina, Qingdao (China) by employment type, employment contract, and region, broken down by gender.

HUMAN RESOURCES

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 2018 is equal to **2,92**. Also the **Lost Day Rate** for 2018 is **improving and equal to 49,33**, with a **reduction of 17% compared to last year**.

- 17%
of Lost Day Rate
compared to last year

Pomezia plant



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.

The Group carries on since 2009 classroom lessons of a commercial nature or certification, safety/eco-sustainability and much more, providing in **2018 25.229 hours of training**.

In 2019, Epta launched **#24EPTAtraining**, 24 hours training course dedicated to all Epta Italy employees. The offer includes 11 modules, dedicated to deepen technical, linguistic, IT, ergonomic and soft-skills of the trained people, and will **involve about 1.600 people**.

During 2018, the Group developed the idea to propose to its employees specific training courses for business area: the first one is the **School of Operation**, a cycle of lessons specific for Operation Department employees, with the aim strengthening their knowledge about the matter. Schools related to other Business Department are going to be activated during 2019.

Another initiative is the one 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 more than **820 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.

25.229

hours of group
employee training

> 820

professionals trained at the CO₂
Training Centre Epta in the UK

#24EPTAtraining course



EPTACADEMY



Epta leadership Program graduation

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, that started in 2016: 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 120 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 Euro 1 bn by 2020**. In October 2017, participants in the Epta Leadership Program celebrated the conclusion of their excellent course of studies with a graduation ceremony, and their success was marked by the award of certificates. The Epta Pipeline Program students also concluded their course in June 2018, and in September of the same year a second edition of the program started straight away with a 24 people class. 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

~ 100
people involved
in the project

Epta Pipeline Program graduation





Epta Digital Factory - Epta Makers Garden

Students of Training Center for refrigeration experts

Epta’s initiatives on local communities...

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

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

Epta Makers Garden is based on the theme of digital culture in lower secondary schools. Epta Digital Factory, on the other hand, is a tender open to young workers and students for projects intended for the digital world. The best ideas will be developed inside FabLab and presented at **Maker Faire di Roma 2019**, an event which celebrates the “DIY” culture in the technological sector.

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

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

... and on next generation technicians

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

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

COMMUNITY

A business built on connections

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

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

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.

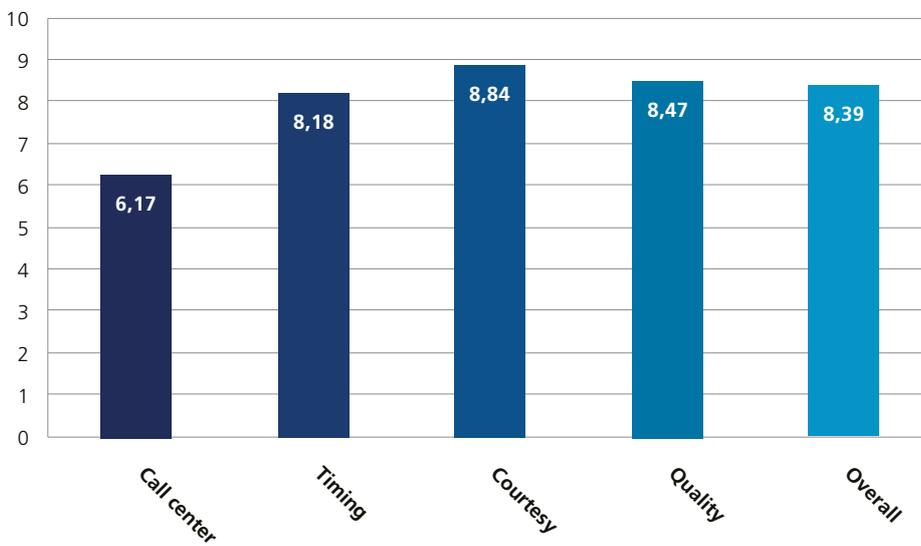
Epta participates in more than **35** Associations and Interest Groups

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, Retail Institute Italy, ASSOFOODTEC

Care and dedication

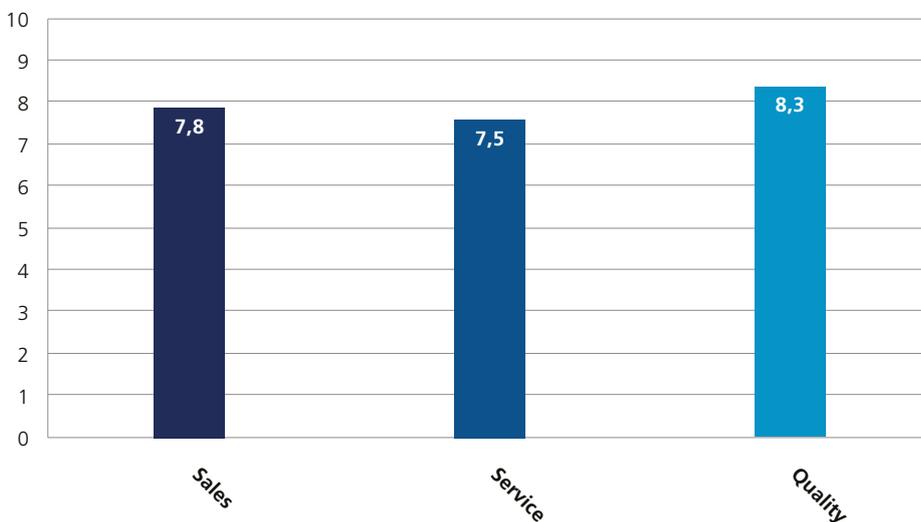
Epta's attention is always geared to meeting the customers' needs. Therefore, with the customary consideration it puts into its assistance processes, Epta has called upon its interlocutors to actively contribute to improving the services offered. A questionnaire to assess **Customer Satisfaction in the area of service** was carried out in 2018 by Limana factory: general evaluation is good and the **overall score is 8,4**. Corrective actions in order to improve the satisfaction of customers using the call center have been planned for next year.

Customer Satisfaction - Service in Limana



Another questionnaire has been carried out to 52 **Misa customers both in Italy and abroad** in order to investigate their **satisfaction** related to different areas of the company: **Quality, Service and Sales**. The results are very good, with an **average score of 7,9**.

Customer satisfaction Misa solutions - 2018 Average scores



COMMUNICATION EXPERIENCE

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.

Epta's constant presence in the spotlight of international trade fairs

The Group reinforces this concept with its presence at different tradefairs and exhibitions. While Epta clearly wants to present itself as an international Group at major shows in the world, it also considers it indispensable for its brands to participate in sector or purely technical trade fairs to fully meet the needs of all its markets and sectors, guaranteeing the most targeted, appropriate offer for all operators and offering a true personalized #EptaExperience.

Epta was present at **Sigep 2018** (Italy), a major show for artisan gelato, pastry, and bread, where products presented by Eurocryor, Iarp, and Misa brands interpreted the claim “#EptaExperience is the way of preserving Gelato Art.” In June 2018 Epta presented its Iarp brand vending solutions at **Venditalia** (Italy), an international biennial trade fair dedicated to the automatic distribution sector. Epta attended also **NatExpo** (France), the first B2B fair for the world of bio and organic food. It represented a major showcase to illustrate all the new products of the Epta, Costan and Bonnet N  ve brands, which were devised to promote organic items. Finally, Epta's stand was quite visible at the **Chillventa 2018** (Germany) international trade fair, which focused on refrigeration sector specialists and technicians, featuring all solutions and advanced systems in the area of natural refrigerants. A large part of the booth was dedicated to the promotion of Life-C4R, the EU funded project involving FTE system, with live conferences and presentations.

Life-C4R project and FTE System have been the core of two other technical tradefairs: **Refrigera 2019** (Italy), the only Italian technical trade show dedicated exclusively to the industrial, commercial and logistics refrigeration sector, which took place during February 2019, and **Climatizaci  n y Refrigeraci  n** (Spain), the Spanish exhibition dedicated to international professionals from the HVAC&R world. During both exhibitions, the Group presented the concept “How can natural refrigeration be as simple as it is ingenious? #EptaExperience is the way”, which is translated into the wide range of proposals under the Epta brands displayed on the stand, dedicated to points of sale of all sizes.

Chillventa 2018

Tuttofood 2019



In 2019 Epta also participated in the 6th edition of **iMeat** (Italy), the quality trade fair dedicated to master butchers: its brands displayed a range of products designed to stylishly equip every shop and offer an impeccable presentation of items.

The group presented the latest solution of its larp brand at the international trade fair **Tuttofood** (Italy), dedicated to F&B, and to **Seeds&Chips**, The Global Food Innovation Summit (Italy). Here Epta presented in collaboration with Sirap the new London Meal8 branded larp, a refrigerated vending machine for the display distribution of healthy, balanced and sustainable meals. Last but not least, Epta with larp and Misa brands will be the protagonists of **Host** (Italy) exhibition next October: the trade fair is dedicated to HoReCa sector and it will be an opportunity for networking among professional players and exploring the latest innovations of this sector in terms of equipment, raw materials, machines and semi-finished products.

A world of successful collaboration

Exhibitions are ideal occasions for implementing collaborative efforts with top quality partners who share Epta's foundational values and vision, including and above all in terms of innovation and sustainability. During last edition of Host, Epta had the pleasure and honor of receiving an extremely prestigious endorsement from **famous international chef Martín Berasategui**, whose restaurants boast a total of 8 Michelin stars.

At Sigep 2018, Epta had the opportunity to collaborate with an excellent brand: **Grom**. The specially designed corner demonstrated Epta's ability to interpret the focus on Grom's characteristic quality and natural world. The Group affirmed its professionalism in creating solutions for turnkey gelato shops, which in this case fully reflected the purity of Grom's desserts presented at the fair. Another important collaboration is the one with **Sirap**: after an excellent cooperative experience during Euroshop 2017, Epta renewed this partnership, aimed at offering the best synergy of each one expertise. As a result, Epta and Sirap offer their customers an even better product preservation, thanks to Sirap packaging solutions and the efficiency of Epta products. This partnership continued through the years: Epta and Sirap collaborated also during Sigep and Hispack exhibitions and with the opening of the Multi-Purpose Exhibition Space in Limana. In May 2019 they were together at **Seeds&Chips**, the leading food innovation summit in the world, to present a new common project: London Meal, a vending from the larp City Collection studied for the conservation and distribution of the packaging modules Meal8 by Sirap, that offer a complete and balanced meal.

Another important collaboration is the one we are going to see at Host 2019: from larp's ability to design exclusive solutions for all varieties of ice cream, is born the collaboration with **Sammontana**, that will result in a shared corner of products.

Chef Martín Berasategui

Collaboration with Sirap for London Meal8 (larp)



COMMUNICATION EXPERIENCE

Technical dissemination through conferences

While participating to the most important tradefairs and exhibition, Epta is also consolidating its reputation as expert in natural refrigeration by joining the main technical conferences of the field. Epta has been sponsor of different **ATMOsphere events**, Interactive workshops that are organized all over the world and bring together decision makers from industry and government to change the future of natural refrigerants. In 2018, the Group sponsored the Chinese, European and Spanish edition of the event and in all cases took a speech about the latest development of FTE system. Epta also sponsored the **13th Gustav Lorentzen Natural Working Fluids Conference**, that was the occasion to meet key experts of the HVAC&R sector and was once again the occasion to speak about its FTE System.

After the official launch of Life-C4R project in July 2018, technical events become the perfect stage to disseminate its goals and its progressions. This was the purpose of Epta sponsorship of the **8th Conference of the International Institute of Refrigeration**, event dedicated to cold technologies that took place in April 2019. The Group is again protagonist of ATMO events for 2019: with its Kysor Warren brand, it is Platinum Sponsor of **ATMO America**, in June, while with its Epta name is Gold Sponsor of **ATMO Europe** in October.

Epta is also Silver Sponsor of **ICR Canada**, the 25th International Congress of Refrigeration IIR. The event is organised every four years and brings together industrial realities, scientific communities and international researchers, to discuss and exchange ideas on the more recent technological developments and product innovations in refrigeration, air conditioning and sustainable construction. Epta took part in the event to promote the project Life C4R – Carbon 4 Retail Refrigeration, funded by the European Union in accordance with grant agreement n° LIFE 17 CCM/IT/000120.

LIFE C4R promotion

Conference @Chillventa2018





Websites

A Group in the world. And in the digital universe.

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

In other words, it is fundamental to understand the identity and needs of every country where Epta has a presence. To best express the value of these differences, websites were created for several of our companies: [Epta Deutschland](#), [Epta France](#), [Epta Asia](#), [Epta UK](#). Epta also renewed its brand APPs, which were first launched in 2013. The **Costan, Bonnet Névé, Eurocryor and Iarp APPs** changed face from January 2019, with a new release for smartphones and tablets. Now, the Group brands will always be just a click away, to enable users to stay constantly **updated** on the latest **product innovations** and discover the upcoming events, anytime and anywhere. The APPs are now available in **five languages** (Italian, English, French, German and Spanish) and can be downloaded from the **public e-stores - Apple Store** for iOS, iPad and iPhone devices, and **Google Play** for Android, tablets and smartphones.

New Apps available



CULTURE AND ENVIRONMENT

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

The Group is a **Corporate Golden Donor of FAI**, Fondo Ambiente Italiano (Italian Environment Fund), to contribute to safeguarding the country's natural and cultural heritage. For 40 years, FAI and its supporters has protected 50 sites that stand out for their historical, artistic and environmental value.

In 2016 Epta's intervention took part in important conservation work for Italian cultural heritage: alongside FAI, it acted to **realize the restoration of the facades of the Abbey of San Fruttuoso in Camogli**.

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



Villa dei Vescovi

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

A commitment that pays

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

Among other awards received by the group during last year, one of the most important is **Best Performance Award 2018**, promoted by SDA Bocconi, J.P. Morgan Private Bank, PwC, Thomson Reuters and Group 24, for which Epta received first prize. Worthy of note is also the **CFO Awards** won by Massimo Albertario, CFO of Epta, “for the role performed as **business supporter**, as well as **CFO**, participating first-hand in the Executive Committee”.

Epta was also awarded at the **Digital Transformation Contest 2018**: organized by Porsche Consulting, is established to give visibility to SMEs and Large Companies that have already embarked on the digital transformation route to become 4.0-ready.

In late 2017, **Marco Nocivelli, Chairman and CEO of the Group**, won the 21st edition of the **EY Entrepreneur of the Year ® Award** in the Family Business category. He participated in June 2018 in the **EY World Entrepreneur of the Year™** as the Italian winner.

The solutions from the Epta brands are built upon longstanding, centuries-old tradition and have gathered numerous awards for being environmental focused. Among these: the **German Refrigeration Award 2018** for the performance and high level of energy saving guaranteed by FTE Full Transcritical Efficiency. FTE System received also the **Perifem Award 2018**, organized by the French association for technical producers in retail in the Energy/Environment category, and the **Sustainable Development 2018** award, for being the most deserving Italian companies in the green economy.

In Great Britain, the Group has received many awards (**2006, 2007, 2009, 2014, 2016, 2017 and 2018**) at the **RAC Cooling Industry Awards**, prestigious prize in the refrigeration sector for companies that set up high standards of training based upon real market requirements.

Epta products were also awarded for their excellence in design: **Epta Restaur-action in retail corner** a refreshment area, ideal for installation inside large spaces such as airports, stations and shopping centres, developed in association with Electrolux Professional, received the **ADI Design Index 2018**, the prestigious ADI (Association for Industrial Design) publication that gathers the best Italian design products. It was also awarded with the 2017 edition of the **Retail Institute Award Italy**, while the 2018 edition went to the Bennet Smart format, designed to respond to the needs of modern consumers. In France, Epta has won several editions of the prestigious **Janus de l’Industrie** for the perfect compliance of its systems to the parameters of the famous “5 Es”: economy, ergonomics, aesthetics, ethics and emotion. It also won the **Eco-conception 2015** for the excellent performance of Bonnet Névé’s SkyView. Finally, the **German Design Award 2016**, was obtained by the RevUP Family Costan and Bonnet Névé.

ADI Design Index

Best Performance Award



EPTA AWARDS COLLECTION

BUSINESS EXCELLENCE



2019

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



2019

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



2019

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



2018

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



2018

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



2018

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



2018

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



2017

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



2016

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



2016

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



2010 - The art of Mechanics Made in Italy
2013 - Mechanics for recovery
2016 - Competitive in Italy and in the world

2015
 Certification created by the Italian Stock Exchange acknowledging Italy's best companies.

2015
 The Managing Director of Epta received an award for successfully tackling the challenge of the generational handover.

ENVIRONMENT



2018

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



2018

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



2018

Epta FTE System

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



2006 • 2007 • 2009 • 2014 • 2016 • 2017

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



LEGAMBIENTE

2016

Best practices for Renewable Energies and sustainable mobility.



2015

SkyView/GranVista

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



2014

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



2011

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

DESIGN



2018

Restaur-action in-retail corner, by Epta and Electrolux Professional, has been included in the prestigious ADI Design Index 2018, the yearbook published by ADI that collects the best of Italian design



RETAIL INSTITUTE AWARD WINNER

2017 2018

Epta is awarded in 2018 in the Store section for the Bennet Smart project. In 2017 the Group is the winner of Shop-in-Shop category with the **Restaur-action in-retail corner** by Epta and Electrolux Professional.



2017

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



2016

Category management

#EPTABricks received an award for offering an innovative solution.



2014 - 2015 - 2016

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



2015

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

SUSTAINABILITY

Epta: Three Pillars of Sustainability

Sustainability seeks to develop and implement the methods and behaviours that balance the consumption of resources with the impact of that consumption on the environment in an economically viable manner and one that enhances the quality of life. At Epta, we strive for this balance and have made it an integral part of everything we do.

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

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

- Human rights - Labour practices - The environment - Fair operating practices - Consumer issues & Community involvement and development.

As far as tomorrow is concerned, we look forward to the challenges in supporting our commitment to sustainability and dedicate the organisation to demonstrating the results of our work in 2018 **which will again be supported by independent validation**.



Some other pillars of Sustainability:

- Since 2007 Epta gadgets are made with **recyclable materials**.
- Since 2008 Epta group communication materials (catalogues and brochures) are printed on **recyclable paper** and without plastic parts.
- In 2012 first electric car in the Costan facility.
- 2012 Campaign “**Disegna la sicurezza**” in Costan facility: Costan organized an award for all direct employees children asking them to draw safety at work.
- 2013 represents Epta’s digital turning point: 90% of the paper printed material was phased off to the advantage of **digital catalogues on the Apps and websites**.
- Since 2012 Epta uses only electronic Christmas cards. In 2012 and 2013, in sending out digital Holiday Greetings, Epta supported **Medicins sans Frontiers** and their work for Philippines. In 2014 Epta sent its support to **UNICEF** – sided with astronaut **Samantha Cristoforetti** – and in 2015 again supported UNICEF and its campaign against child malnutrition and infant mortality in the world.
- In 2015 Epta is taking part in a number of events related to Milan Expo 2015. Its communication highlights the Group’s will to spread the food preservation value for the sake of all humanity: “**The Epta Way Up! Preserving Food Value**”.
- In 2015 Epta stands with **FAI - Fondo Ambiente Italiano** (Italian Environment Fund) – becoming Corporate Golden Donor.
- In Hendaye factory, a **100% electric car entirely customized in Epta livery was made** available to all employees for any professional displacement, ensuring zero emissions, noise, g/km of CO₂.
- Epta France organized a **blood donation** day in late December 2016, in order to raise awareness of the need for safe blood both for planned treatments and urgent interventions. 50 employees were able to donate blood.
- In 2017 we celebrated Christmas and the New Year by making our greeting cards in support of **Dynamo Camp**, a non-profit association that is part of the **SeriousFun Children’s Network**.
- During last year, Epta Milan headquarters were equipped with a **fleet of hybrid cars** that can be recharged using **six charging stations** installed in the parking area.
- As Christmas gift for 2018, Epta created a **business forest** to support the planting of **woods in the Veneto region** of Northern Italy, which was struck by a violent storm in last November with **100,000 hectares damaged**. This was made possible thanks to Treedom, an Italian platform set up to finance small-scale agro forestry systems.
- **Electric and hybrid cars** are currently being integrated in the fleet car of Epta Milan Headquarters and Limana Plant, as well as **charging station** reserved to the re-charge of **employees’ electric cars**.
- In 2019, in Epta Headquarter, traditional light bulbs were substituted with **LED lighting and plastic cups** were substituted with compostable ones.

Treedom



INDEPENDENT VALIDATION STATEMENT

Validation Statement

TÜV AUSTRIA CERT GMBH conducted an independent validation of the information contained in this Corporate Social Responsibility Report 2019. We were responsible for auditing and validating the information given in this report. Criteria of validation audit have been the GRI Standards Core Option. The reporting period considering data and GRI performance indicators was January 1st, 2018 to December 31st, 2018. Whenever it is appropriate, the development of KPI's of the previous two years are reported.

The number of represented production sites increased to 10, covering 99% of the total production of the Epta group (Limana, Casale, Solesino, Pomezia (Italy), Hendaye (France), Bradford (UK), and Corlu (Turkey), Cha-am (Thailand), Rosario (Argentina), Qingdao (China)). The Headquarter in Milan as the managing unit for the whole group also is represented in this report.

The audit process of TÜV AUSTRIA CERT GMBH is compliant with ISO 19011:2011. Our audit techniques provide reasonable assurance, that this CSR does not contain misstatements. TÜV AUSTRIA CERT GMBH also uses samples for validating the information of this CSR Report, which have been drawn in the numerous audits for certification and surveillance of EPTA's ISO 9001:2015, ISO 14001:2015, OHSAS 18001:2007 and ISO 45001 management systems. Epta France successfully recertified the Energy Management System according to the requirements of ISO 50001:2018, which also contributes to address material aspects mentioned in this CSR Report. This fact enlarges the number of samples and increases the assurance of the quantitative and qualitative information contained in this report. We provide EPTA with audit reports detailing our samples and findings concerning the Integrated Management System according to ISO 9001:2015, ISO 14001:2015, OHSAS 18001:2007, ISO 45001:2018, the Energy Management System according to ISO 50001:2018 and the CSR Report 2019 according to GRI Standards Core Option.

Conclusion:

Based on our final validation audit in the EPTA group headquarter in Milan on September 4th, 2019 and the addressed recommendations raised in this final validation audit EPTA's CSR Report 2019 complies with the GRI Standards Core Option 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, October, 14th 2019
Dipl. Ing. Werner Gargitter
External Lead Auditor ISO 9001, ISO 14001,
OHSAS 18001, ISO 45001, ISO 50001
Environmental Auditor according to EMAS
TÜV AUSTRIA CERT GMBH



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Vienna / FN 288474 b



Appendix

Corporate Social
Responsibility Report 2019

SELF-REGULATORY CODE

Remuneration Committee	Position	Chairman Chief Executive Officer	Deputy Chairman Director	Director	Director	Director	Director	Director	Director	Director
	Members	Nocivelli Marco	Triglio Godino Piero	Nocivelli Alessandro	Chiostri Sergio	Nocivelli Mariaserena	Nocivelli Enrico	Mira D'Ercole Marina	Wenzel Hans Udo	Triglio Godino Daria
	Date of birth	1966	1945	1972	1947	1970	1964	1956	1951	1976
	First appointment date*	27/06/2007	03/05/2013	23/12/2003	23/12/2003	23/12/2003	23/12/2003	05/05/2016	05/05/2016	31/01/2014
	In office from to	05/05/2016 - 28/03/2019	05/05/2016 - 28/03/2019	05/05/2016 - 28/03/2019	05/05/2016 - 28/03/2019	05/05/2016 - 28/03/2019	05/05/2016 - 28/03/2019	05/05/2016 - 28/03/2019	05/05/2016 - 28/03/2019	05/05/2016 - 28/03/2019
	Relative (yes/no)	Yes	Yes	Yes	NO	Yes	Yes	NO	NO	Yes
	Executive	X	X							
	Non executive			X	X	X	X	X	X	X
	Independent							X	X	
	N. other important positions**								4	
Participation in meetings (*)	10/10	9/10	10/10	10/10	10/10	7/10	10/10	9/10	9/10	
Control and Risk Committee	Participation (*)			4/4	4/4			4/4		
	Position (**)				Chairman					
Board of Directors	(*)					3/3		3/3	3/3	
	(**)							Chairman		

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

Number of meetings held in the financial year, BoD: 10
Control and Risk Committee: 4
Remuneration Committee: 3

NOTES

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

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

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

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

Board of Statutory Auditors	Position	Chairman	Acting auditor	Acting auditor	Acting auditor	Acting auditor
	Members	Carabellese Adriana	Regalia Federico	Zingarini Giovanni	Baudo Antonella	Zingarini Nicola
	Year of birth	1950	1956	1942	1974	1968
	First appointment date*	23/12/2003	23/12/2003	03/05/2013		
	In office from to	05/05/2016 - 28/03/2019	05/05/2016 - 28/03/2019	05/05/2016 - 28/03/2019	05/05/2016 - 28/03/2019	05/05/2016 - 28/03/2019
	Independent	Yes	Yes	Yes		
	Participation in meetings **	14/14	14/14	13/14		
	N. other positions***	19	11	0		
<p>AUDITORS WHO LEFT OFFICE DURING THE FINANCIAL YEAR OF REFERENCE: None. The term of office of the Board of Statutory Auditors expired upon the approval of the 2018 Financial Statements</p>						
<p>Number of meetings held during the financial year of reference: 14 Assessment of compliance with independence requirements according to Standard 1.4 of the Standards of Behaviour adopted by the National Council of Chartered Accountants and Public Accountants and in particular the incidence on the total revenues for the services carried out within the Group to which the Company belongs.</p>						

NOTES

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

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

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

N	Self-assessment of adherence to Code recommendations	Level of implementation
1	Do you think that the Shareholders' Meeting properly carries out its role in guaranteeing full information to all members, relatives and non-relatives, involved or not in the management, and is it therefore organised in a way to allow full functionality?	
2	Is the Company managed by a Board of Directors (BoD)?	
3	Does the BoD effectively carry out its roles, and is it active in the management of the Company? <i>(in answering question 3, make reference to the roles which a BoD should play in small and medium-sized companies: a) identify constituent elements of the medium-long term strategy; b) assessment of the adequacy of the organisational, administrative and accounting structure; c) resolution on the significant transactions of the Company; d) preparation and organisation of the succession process of key management figures)</i>	
4	Does the BoD meet at least every 3 months?	
5	In order to dedicate the utmost attention to the functioning of the BoD, is it envisaged that the Chairman has limited managerial power and that a BoD Secretary exists to support BoD activities?	
6	On the BoD, is there at least one director who is not a member of the proprietor family/ies, better if independent?	
7	If the Company is managed by two (or more) Chief executive officers are the reasons for this explained well?	NOT APPLICABLE
8	Does the BoD discuss the risk assessment of the Company at least once a year?	
9	Do procedures exist for managing operations with related parties, in particular with relatives?	
10	Is a periodic review process of the Articles of Association envisaged, with a view to ensuring stability in the control and cohesion of the ownership structure?	
11	Is the choice of Auditors inspired by criteria of independence and, consequently, periodic rotation (e.g. every 9 years) of the same?	
12	Are the financial statements reviewed by an auditing firm?	
13	Is a formalised succession plan envisaged for the top-level positions of the Company?	
Part reserved for larger companies (>€100 million turnover)		
14	Besides what is stated in point 3, is the BoD also active in playing more articulated roles such as the review of strategic plans and the internal management of documents and information erga omnes, with a particular focus on confidential information – possibly adopting a self-assessment process of its efficacy at least every three years?	
15	Is the figure of the Chairman of the BoD separate from the figure of the Chief executive officer?	
16	Are remuneration systems envisaged, articulated into fixed and variable component for the Chief executive officer (CEO) and for one or more managers who report directly to the CEO?	
17	Are induction sessions envisaged for the Directors, above all if newly appointed, and/or at least one annual meeting of the BoD envisaged dedicated to the discussion of the strategy of the Company?	
18	Is there at least one Committee within the BoD, dedicated to specific matters of corporate governance (e.g. Remuneration, Control and Risks, Appointments)?	
19	In identifying the key management figures, are applications made by relatives and non-relatives considered, especially for the positions of CEO and for those that report directly to the CEO?	
20	Within the scope of the internal control systems, is an internal audit function and an organisational system and relevant Supervisory Body (SP) pursuant to Legislative Decree 231/2001 envisaged?	

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



MATERIAL ASPECTS

GRI Standards	Title of Aspect	Considered to be Material to the Organization & Stakeholders	Aspect Boundary	Page
201-1	Economic performance	Yes	Inside the organization	Page 54
201-4	Financial assistance	Yes	Inside the organization	Page 55
201-2	Market presence	Yes	Inside the organization	Page 8
301-1	Materials used	Yes	Inside the organization	Page 28 - 55
301-2	Percentage of materials used that are recycled input materials	Yes	Inside the organization	Page 28 - 55
302-1	Energy consumption within the organization	Yes	Inside the organization	Page 55
302-3	Energy intensity	Yes	Inside the organization	Page 27
304-4	Reduction of energy consumption	Yes	Inside the organization	Page 55
302-5	Reductions in energy requirements of products and services	Yes	Inside the organization	Page 21
303-1	Total water withdrawal by source	Yes	Inside the organization	Page 55
307-1	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 54
401-1	Total number and rates of new employee hires and employee turnover by age group, gender and region	Yes	Inside the organization	Page 29
401-1	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 30
404-1	Average hours of training per year per employee by gender, and by employee category	Yes	Inside the organization	Page 55
412-3	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 56
203-1	Indirect Economic Impacts	Yes	Inside the organization / Outside the organization	Page 54
308-1	Percentage of new suppliers that were screened using environmental criteria	Yes	Inside the organization / Outside the organization	Page 55
409-1	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 56
417-1	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 56

GRI Standards

GRI STANDARDS DISCLOSURES

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

1. Strategy and Analysis

Profile Disclosure	Disclosure	Location of disclosure
102-14	A statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy for addressing sustainability.	Page 7

2. Organizational Profile

Profile Disclosure	Disclosure	Location of disclosure
102-1	Name of the organization	Page 8
102-2	a. A description of the organization's activities. b. Primary brands, products, and services, including an explanation of any products or services that are banned in certain markets.	Page 8
102-3	Location of the organization's headquarters.	Page 8
102-4	Number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	Page 8
102-5	Nature of ownership and legal form	Page 8
102-6	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries)	Page 8
102-7	Scale of the organization	Page 8
102-8	a. Total number of employees by employment contract (permanent and temporary), by gender. b. Total number of employees by employment contract (permanent and temporary), by region. c. Total number of employees by employment type (full-time and part-time), by gender. d. Whether a significant portion of the organization's activities are performed by workers who are not employees. If applicable, a description of the nature and scale of work performed by workers who are not employees. e. Any significant variations in the numbers reported in Disclosures 102-8-a, 102-8-b, and 102-8-c (such as seasonal variations in the tourism or agricultural industries). f. An explanation of how the data have been compiled, including any assumptions made.	Page 29
102-41	Percentage of total employees covered by collective bargaining agreements.	Page 29
102-9	a. A description of the organization's supply chain, including its main elements as they relate to the organization's activities, primary brands, products, and services	The supply chain is organized as below: 1. Group Purchasing and Procurement Director 2. Local Purchasing and Procurement Manager (each European Epta Plant) 3. Global Buyer / Commodity Manager 4. Local Purchasing and Procurement Team; Industry and Spare Parts
102-10	Significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain	Page 8
102-11	Report whether and how the precautionary approach or principle is addressed by the organization.	Page 16
102-12	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	Page 40, 45
102-13	a. A list of the main memberships of industry or other associations, and national or international advocacy organizations.	Page 34

3. Identified Material Aspects & Boundaries

Profile	Disclosure	Location of disclosure
102-45	List all entities included in the organization's consolidated financial statements or equivalent documents. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	Epta Legal Entities: Epta Iberia S.A., Spain - Epta France S.A., France - Iarp France Sas, France Epta Rack S.A., France - Epta Suisse S.A., Suisse - Epta Deutschland GmbH, Germany Epta George Barker & Co (Leeds) Ltd - United Kingdom, Epta Service Uk Ltd. - United Kingdom Epta Cold Service Ltd - United Kingdom, Epta Denmark, Denmark - Knudsen Kolding, 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 Epta Austria GmbH - Austria, Epta Australia - Australia Epta Philippine - Philippine, Epta Polska - Polonia Group data are presented at page 6. All of the other entered data relates to 2017 year for the facilities in Limana, Casale, Solesino, Pomezia, Milan offices (Italy), Hendaye (France), Bradford (UK), Çorlu (Turkey), Cha-am (Thailand) that represent 95% of the total production of the Group
102-46	Explain the process for defining the report content and the Aspect Boundaries. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	Page 12 - 15
102-47	a. A list of the material topics identified in the process for defining report content.	Page 52
103-01	c. Any specific limitation regarding the topic Boundary.	Page 52

103-2	<p>a. An explanation of the The management approach of the organization and its components</p> <p>b. A statement of the purpose of the management approach.</p> <p>c. A description of the following, if the management approach includes that component:</p> <ul style="list-style-type: none"> i. Policies ii. Commitments iii. Goals and targets iv. Responsibilities v. Resources vi. Grievance mechanisms vii. Specific actions, such as processes, projects, programs and initiatives 	Page 10, 16
102-48	Effect of any restatements of information provided in previous reports, and the reasons for such restatements.	The organization has not restated any information provided in the previous report
102-49	Significant changes from previous reporting periods in the Scope and Aspect Boundaries.	The organization has not changed the reported period in the Scope nor Aspect Boundaries
Stakeholder Engagement		
Profile Disclosure	Disclosure	Location of disclosure
102-40	List of stakeholder groups engaged by the organization.	Page 11, 12
102-42	Basis for identification and selection of stakeholders with whom to engage.	Page 11, 12
102-43	Organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	Page 12, 15
104-44	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	Page 12, 15
Report Profile		
Profile Disclosure	Disclosure	Location of disclosure
102-50	Reporting period	Page 5
102-51	Date of most recent previous report (if any).	2018
102-52	Reporting cycle	Page 5
102-53	Contact point for questions regarding the report or its contents.	Page 58
102-54	<p>a. The claim made by the organization, if it has prepared a report in accordance with the GRI Standards, either:</p> <ul style="list-style-type: none"> i. 'This report has been prepared in accordance with the GRI Standards: Core option'; ii. 'This report has been prepared in accordance with the GRI Standards: Comprehensive option'. 	Page 10
102-56	<p>a. A description of the organization's policy and current practice with regard to seeking external assurance for the report.</p> <p>b. If the report has been externally assured:</p> <ul style="list-style-type: none"> i. A reference to the external assurance report, statements, or opinions. If not included in the assurance report accompanying the sustainability report, a description of what has not been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process; ii. The relationship between the organization and the assurance provider; iii. Whether and how the highest governance body or senior executives are involved in seeking external assurance for the organization's sustainability report 	Page 10
Governance		
102-18	Governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	Page 10
Ethics and Integrity		
102-16	Process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	Page 10
SPECIFIC STANDARD DISCLOSURES		
REPORT FULLY ON 10 CORE OR ADDITIONAL PERFORMANCE INDICATORS - AT LEAST 1 FROM EACH DIMENSION (ECONOMIC, ENVIRONMENTAL SOCIAL)		
Category: Economic		
Indicator	Disclosure	Location of disclosure
Economic performance		
201-1	<p>Report the direct economic value generated and distributed (EVG&D) on an accruals basis including</p> <ul style="list-style-type: none"> • Revenues • Operating costs • Employee wages and benefits • Payments to providers of capital • Payments to government (by country) <ul style="list-style-type: none"> • Community investments • Economic value retained 	<p>Revenues: Euro 10.851.444,78 Operating costs: Euro -33.367.995,20 Employee wages and benefits: Euro -7.648.991,30 Retained earnings: Euro 13.508.015,45 Payments to government: Euro 1.899.120,26</p>
201-4	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: 1.348.000 Euro
Market presence		
201-2	Percentage of senior management at significant locations of operation that are hired from the local community.	Page 29
Indirect economic impacts		
203-1	Development and impact of infrastructure investments and services supported	<p>In 2018, the Epta Group continued to invest in the field of operations continuing innovation and continuous improvement of both product and process. The main investments are related to:</p> <ul style="list-style-type: none"> - assembly process of new products in Casale Monferrato (Italy), Limana (Italy), Hendaye (France), Corlu (Turkey); - renovation of painting plants in the Limana plant (Italy); - renovation and upgrading of injection and polyurethane insulation system in the Qingdao facilities (China) and Cha Am (Thailand); - renovation of the processing of semi-finished sheet metal in the plants of Limana (Italy), Bradford (UK), Casale Monferrato (Italy), Pomezia (Italy), Hendaye (France), Qingdao (China) and Corlu (Turkey); - extension of the glass department in the plant of Limana (Italy); - structural operations in the buildings of the plant of Limana (Italy), Bradford (UK), Hendaye (France) and Qingdao (China); - investments for new buildings in the Cha Am plant (Thailand).

Procurement Practices		
204-1	Proportion of spending on local suppliers at significant locations of operation	Not significant. This data is not available.
Category: Environmental		
Indicator	Disclosure	Location of disclosure
Materials		
301-1	Materials used by weight or volume	MATERIALS USED BY WEIGHT (KILOS) Stainless steel: 903,128,516 Galvanized steel: 18,614,267,691 Plasticized steel: 2,012,088,203 Polyurethane (foaming) 1,392,453,672 Glass: 7,380,105,0722 Metal - ferrous: 2,814,116,75 Copper: 1,048,552,393 Alluminum: 1,665,219,653 Plexiglass: 426,596,73 Paint: 491,109,986
301-2	Percentage of materials used that are recycled input materials	Alluminum: 4,53% - Steel: 58,59% - Glass: 20,018%
Energy		
302-1	Energy consumption within the organization	Energy consumption within the organization Gas m ³ : 3,552,669,76 - Water m ³ : 93,110 - Electricity: 84,752,528,400,00 Kjoules.
302-3	Energy intensity	Page 27
302-4	Reduction of energy consumption	Reduction of energy consumption thanks to photovoltaic cogenerator: 24,308,719,200,00 Kjoules/Year
302-5	Reductions in energy requirements of products and services	Page 27
303-1	The reporting organization shall report the following information: a. A description of how the organization interacts with water, including how and where water is withdrawn, consumed, and discharged, and the water-related impacts caused or contributed to, or directly linked to the organization's activities, products or services by a business relationship (e.g., impacts caused by runoff). b. A description of the approach used to identify water-related impacts, including the scope of assessments, their timeframe, and any tools or methodologies used. c. A description of how water-related impacts are addressed, including how the organization works with stakeholders to steward water as a shared resource, and how it engages with suppliers or customers with significant water-related impacts. d. An explanation of the process for setting any water-related goals and targets that are part of the organization's management approach, and how they relate to public policy and the local context of each area with water stress.	Total water withdrawal by source: 97,255,32 m ³
Biodiversity - Considered Not Significant		
Emissions		
305-1	Direct greenhouse gas (ghg) emissions	The organization is not provided with technologies suited for the collection of greenhouse gas (GHG) emissions
305-3	Other indirect greenhouse gas (ghg) emissions	The organization is not provided with technologies suited for the collection of greenhouse gas (GHG) emissions
305-5	Reduction of greenhouse gas (ghg) emissions	The organization is not provided with technologies suited for the collection of greenhouse gas (GHG) emissions
Effluent & Waste		
306-1	Total water discharge by quality and destination	The organization does not have the technologies for reporting these data
Products & Services		
301-3	Percentage of products sold and their packaging materials that are reclaimed by Category	The organization is not responsible for packaging material disposal and it has not the possibility to collect this kind of information.
Compliance		
307-1	Monetary value of significant fines and total number of non-monetary sanctions For non-compliance with environmental laws and regulations	In those production plants where the organization has implemented and achieved certification to UNI EN ISO 14001:2004, (which includes legal compliance requirements), we have not received any significant fine or non-monetary sanction for non-compliance with environmental laws and regulation. In the other plants, implementation of this standard progresses
Supplier Environmental Assessment		
308-1	Percentage of new suppliers that were screened using environmental criteria	100, as this practice is required by Group procedures
Environmental Grievance Mechanism		
Category: Social		
Labour practices and decent work		
Indicator	Disclosure	Location of disclosure
Employment		
401-1	Total number and rates of new employee hires and employee turnover by age group, gender and region	Total number of new employee hires in 2018: 356. Rate: 9,5%. Employee turnover: 19,19% Data referred to age group, gender and region are not available. For this reason this data are only partial.
Labour Management Relations		
402-1	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	Not significant. The minimum notice period regarding operational changes is regulated by law and depends on the country considered.
Occupational Health & Safety		
403-2	The reporting organization shall report the following information for employees and for workers who are not employees but whose work and/or workplace is controlled by the organization: a. A description of the processes used to identify work-related hazards and assess risks on a routine and non-routine basis, and to apply the hierarchy of controls in order to eliminate hazards and minimize risks, including: i. how the organization ensures the quality of these processes, including the competency of persons who carry them out; ii. how the results of these processes are used to evaluate and continually improve the occupational health and safety management system. b. A description of the processes for workers to report work-related hazards and hazardous situations, and an explanation of how workers are protected against reprisals. c. A description of the policies and processes for workers to remove themselves from work situations that they believe could cause injury or ill health, and an explanation of how workers are protected against reprisals. d. A description of the processes used to investigate work-related incidents, including the processes to identify hazards and assess risks relating to the incidents, to determine corrective actions using the hierarchy of controls, and to determine improvements needed in the occupational health and safety management system.	Page 30

Training & Education		
404-1	Average hours of training per year per employee by gender, and by employee category	Average hours per employee category: indirects 19, direct 7, managers 11
Diversity & Equal Opportunities		
405-1	<p>a. Percentage of individuals within the organization's governance bodies in each of the following diversity categories:</p> <p>i. Gender;</p> <p>ii. Age group: under 30 years old, 30-50 years old, over 50 years old;</p> <p>iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).</p> <p>b. Percentage of employees per employee category in each of the following diversity categories:</p> <p>i. Gender;</p> <p>ii. Age group: under 30 years old, 30-50 years old, over 50 years old;</p> <p>iii. Other indicators of diversity where relevant (such as minority or vulnerable groups).</p>	<p>a. female 33%, male 66%.</p> <p>< 30 years old 0%, 30-50 years old 33%, >50 years old 66%</p> <p>b. female: 21%, male 79%.</p> <p>< 30 years old 6%, 30-50 years old 43%, >50 years old 27%</p>
Equal Remuneration for Women & Men		
405-2	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	Not significant, as currently this aspect is regulated by law.
Supplier Assessment for Labour Practice		
414-1	a. Percentage of new suppliers that were screened using social criteria.	The organization does not currently use any labor practice criteria in order to screen new suppliers and it is difficult to receive this data from the supplier.
Human Rights		
Indicator	Disclosure	Location of disclosure
Investment		
412-3	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Page 16
412-2	Total hours of employee training on human rights policies or procedures Concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	Not significant. The organization has not identified any aspect of human rights that are relevant to operations.
406-1	Total number of incidents of discrimination and corrective actions taken	Not significant. The organization has not identified any incident of discrimination
407-1	<p>a. Operations and suppliers in which workers' rights to exercise freedom of association or collective bargaining may be violated or at significant risk either in terms of:</p> <p>i. type of operation (such as manufacturing plant) and supplier;</p> <p>ii. countries or geographic areas with operations and suppliers considered at risk.</p> <p>b. Measures taken by the organization in the reporting period intended to support rights to exercise freedom of association and collective bargaining.</p>	Not significant. The organization has not identified any operation or supplier in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk
408-1	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	Not significant. The organization has not identified any operation and supplier as having significant risk for incident of child labor
409-1	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor	Page 16
410-1	Percentage of security personnel trained in the organization's human rights Policies or procedures that are relevant to operations	The organization has not identified any human rights policy or procedure that is relevant to operations
411-1	Total number of incidents of violations involving rights of indigenous peoples and actions taken	Not significant. The organization has not identified any incident or violation involving rights of indigenous people
412-1	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	Not significant. The organization has not identified any operation that have been subject to human rights reviews or impact assessments
Society		
Indicator	Disclosure	Location of Disclosure
Local Communities		
413-2	Operations with significant actual and potential negative impacts on local Communities	Not significant. The company has not identified any actual and potential negative impact on local communities
Anti Corruption		
205-1	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	<p>Not significant.</p> <p>The Group will soon provide an internal audit function while in the meantime, with the support of an outside company we will define procedures which include the anti corruption standards</p>
205-2	<p>a. Total number and percentage of governance body members that the organization's anti-corruption policies and procedures have been communicated to, broken down by region.</p> <p>b. Total number and percentage of employees that the organization's anti-corruption policies and procedures have been communicated to, broken down by employee category and region.</p> <p>c. Total number and percentage of business partners that the organization's anti-corruption policies and procedures have been communicated to, broken down by type of business partner and region. Describe if the organization's anti-corruption policies and procedures have been communicated to any other persons or organizations.</p> <p>d. Total number and percentage of governance body members that have received training on anti-corruption, broken down by region.</p> <p>e. Total number and percentage of employees that have received training on anti-corruption, broken down by employee category and region.</p>	
205-3	Confirmed incidents of corruption and actions taken	
Public policy		
415-1	Total value of political contributions by country and recipient/beneficiary	Not significant. Due to policy practice, the organization does not support any political association or party
Anti Corruption Behaviour		
206-1	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	The organization has not identified any legal action for anti-competitive behavior, anti-trust and monopoly practice
Compliance		
419-1	<p>Significant fines and non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area in terms of:</p> <p>i. total monetary value of significant fines;</p> <p>ii. total number of non-monetary sanctions;</p> <p>iii. cases brought through dispute resolution mechanisms.</p> <p>b. If the organization has not identified any non-compliance with laws and/or regulations, a brief statement of this fact is sufficient.</p> <p>c. The context against which significant fines and non-monetary sanctions were incurred.</p>	The organization has not identified any non-compliance with laws or regulations
Supplier Assessment for impacts on society		
414-2	<p>a. Number of suppliers assessed for social impacts.</p> <p>b. Number of suppliers identified as having significant actual and potential negative social impacts.</p> <p>c. Significant actual and potential negative social impacts identified in the supply chain.</p> <p>d. Percentage of suppliers identified as having significant actual and potential negative social impacts with which improvements were agreed upon as a result of assessment.</p> <p>e. Percentage of suppliers identified as having significant actual and potential negative social impacts with which relationships were terminated as a result of assessment, and why.</p>	The organization has not identified any significant actual and potential negative impacts on society in the supply chain - Nella scelta dei fornitori seguiamo le procedure aziendali

Product Responsibility		
Indicator	Disclosure	Location of Disclosure
Customer health and safety		
416-1	Percentage of significant product and service categories for which health and Safety impacts are assessed for improvement	Page 15
Product and service labelling		
417-1	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements	<ol style="list-style-type: none"> 1. The sourcing of components of the product or service, for all electrical components is always included in all user instructions 2. Content, particularly with regard to substances that might produce an environmental or social impact (refrigerant gases), is always included in all installation instructions 3. Safe use of the product or service, included in all user instructions 4. Disposal of the product and environmental/social impacts, always included in all user instructions Percentage of significant product or service categories covered by and assessed for compliance with such procedures: 100
Marketing communications		
417-3	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	The organization has not identified any non-compliance with regulations and voluntary codes
Customer privacy		
418-1	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	The organization has not identified any substantiated complaints



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