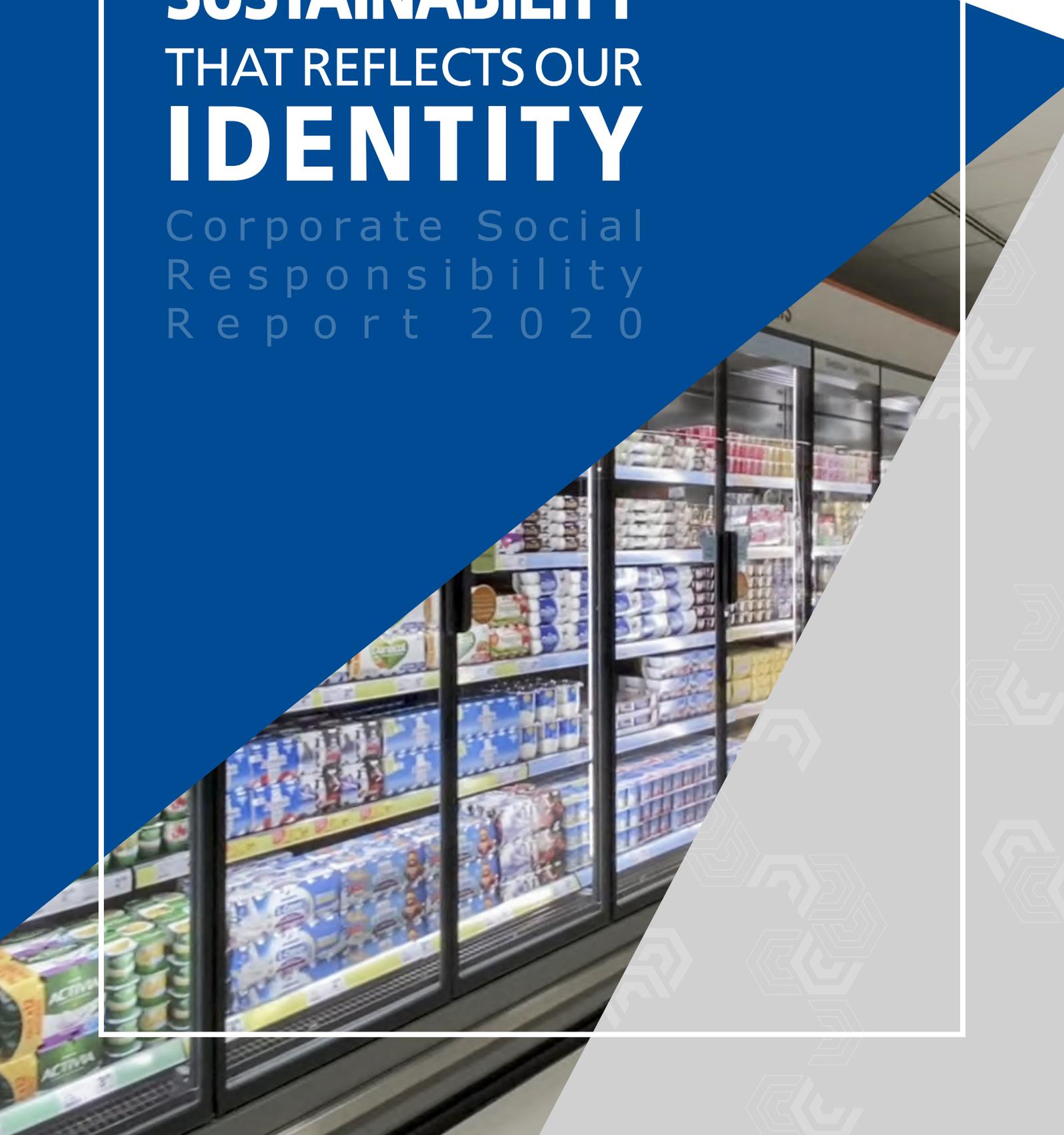




# SUSTAINABILITY THAT REFLECTS OUR IDENTITY

Corporate Social  
Responsibility  
Report 2020





**SUSTAINABILITY**  
THAT REFLECTS OUR  
**IDENTITY**

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Group data are presented at page 7-8. All of the other entered data relates to 2019 year for the production plants in Limana, Casale, Solesino, Pomezia (Italy), Hendaye (France), Bradford (UK), Çorlu (Turkey), Cha-am (Thailand), Rosario (Argentina), Qingdao (China), Columbus (Georgia), and for the offices of the Headquarter in Milan (Italy), Epta International in Budapest (Hungary), Epta Deutschland in Mannheim (Germany) that represent **more than 99% of the total production of the Group**.



## A letter from the Chairman and Managing Director

Dear all,

Seven years ago, we began a journey; we decided to focus on SUSTAINABILITY and to focus ourselves on social progress; we decided that the CSR Report should have a central place in our Group philosophy.

In our latest 2019 edition we want to strengthen our **COMMITMENT TO DO EVEN BETTER** by creating sustainable values that inspire us to think and dream.

We **THINK** about our roots and background and incorporate that into our will to become a stronger and greater Group over time. We drive to be sustainable so that we **CAN STAND THE TEST OF TIME**. We have already demonstrated this with almost a century of commitment and care to our customers, our products, our people and all our stakeholders.

But we also create space to **DREAM**, because being sustainable also means to **GIVE MORE THAN WE RECEIVE**, to build a greater presence and a more widely shared social progress. And dreams also give us the freedom to imagine and create a better world.

We are strongly committed to research and to the creation of solutions that optimize the use of natural energy sources: for us this is a founding policy for a good industrial organization.

In the past three years we **reached and even exceeded the goals that we set ourselves and now celebrate that the products** in our range are now **50% more energy saving** than our previous ones. Despite our growth, **we were able to reduce our own energy consumption and in particular the energy used per product value**. i.e. a reduction of 8% in the same period; thanks to the implementation of many new production technologies.

Now, thinking to the future, our long term goals will forever be to **have a lower impact on our planet's resources**: looking to products and processes that are in phase with the concept of the **CIRCULAR ECONOMY** and using the new paradigm "reduce, reuse and recycle" by taking into account the **Life Cycle Assessment (LCA)** method in our development process. This includes offering our customers a **wide range of after-sales services** in order to extend the lives of our products with continued offer of the best energy efficiency and performances.

In line with the advancement of our solutions, our factories are also moving towards having the **lowest possible Carbon Footprint** through continued investment in modern production technology and the sharing of best practices between countries.

The direction is clear, and like in the past, we will always do our best to achieve and exceed our targets.

*I wish you all a great job.*

Marco Nocivelli



## INTRODUCTION

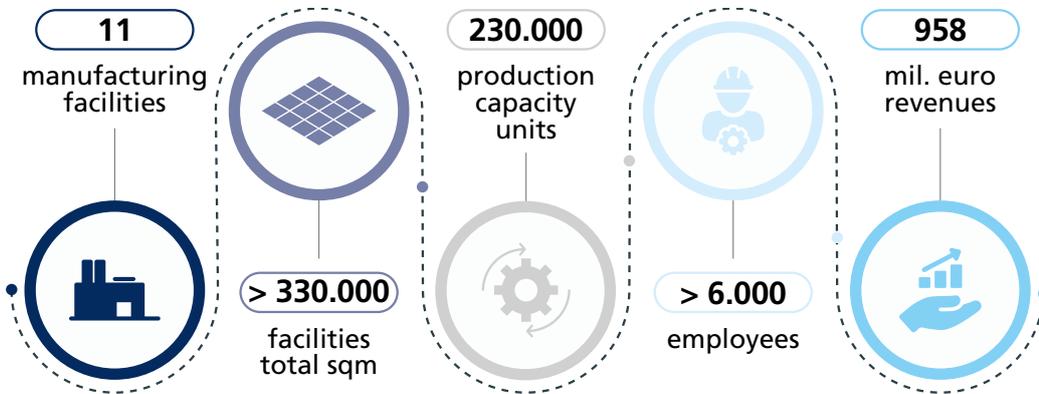
Besides this report refers to 2019, the preparatory activities and publication of the document took place during peak of the Covid-19 emergency.

The Coronavirus pandemic crisis has generated a systemic shock to the global economy, affecting all aspects of everyone's everyday life, work and habits. In view of the continuous evolution and the general situation of uncertainty caused by the phenomenon, it is particularly complex to predict the effects of the current emergency on the Group's activities and the related consequence on the report. For this reason, the CSR Committee has decided not to mention the effects of the Covid-19 emergency in the current edition of the CSR report, as the topic will be addressed during 2020 edition of the document.

# 1 COMPANY PROFILE

## Epta a growing group year after year

Prestigious brands in commercial refrigeration like Costan, Bonnet Névé, Eurocryor, Misa, Iarp and Kysor Warren, **about 6.000 employees** and revenues of **958 million euros in 2019**: 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.



### SOLUTIONS FOR RETAIL    SPECIALIZED BRANDS    CUSTOMISED SERVICES



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

## A highly competitive, focused business

Today, Epta – specialised in the **production, sale, installation and servicing of refrigerated cabinets, refrigerated coldrooms and systems** – is a model of excellence for food distribution, capable of creating and putting into action flexible solutions, designed to the customer's specific needs. Epta has capitalised on a solid industrial culture as the result of an articulated process of integration and reorganisation of its long-standing brands, leaders in their respective reference markets.

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

## Think globally, act locally

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

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

The Development Plan of the Group includes dimensional growth for internal and external lines.

In 2019 Epta finalized the acquisition of **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 latest acquisition of 2019 are the one of **Sofrico**, New Caledonia's market leader in design, sales, service & contracting of systems, cabinets and coldrooms for commercial and industrial refrigeration, and the one of **Linus Eco sp.z.o.o. in Poland**, that designs, installs and provides after-sales assistance for refrigeration systems, including those with natural **refrigerant CO2**, for the Food Retail segment.

With this moves, the Group is further expanding its operations in high-potential countries such as Asia Pacific and East Europe.

## [CORPORATE Social Responsibility and Sustainability](#)

# CSR POLICY STATEMENT - Epta group

## [Epta, multinational group specialised in commercial refrigeration](#)

### [Our Philosophy](#)

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

### [Our Principles](#)

Epta group undertakes to act responsibly and ethically towards the employees, shareholders, customers, suppliers, dealers and towards society and the environment in every business operation **across the world**. Epta group actively pursues industry-leading sustainable innovation across the whole product life cycle – from design and manufacture, to independently certified performance and disposal.

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

### [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.

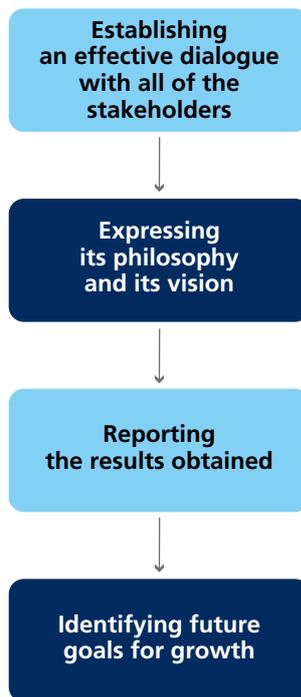
*Marco Nocivelli*  
*Chairman and Managing Director*



## 2 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:



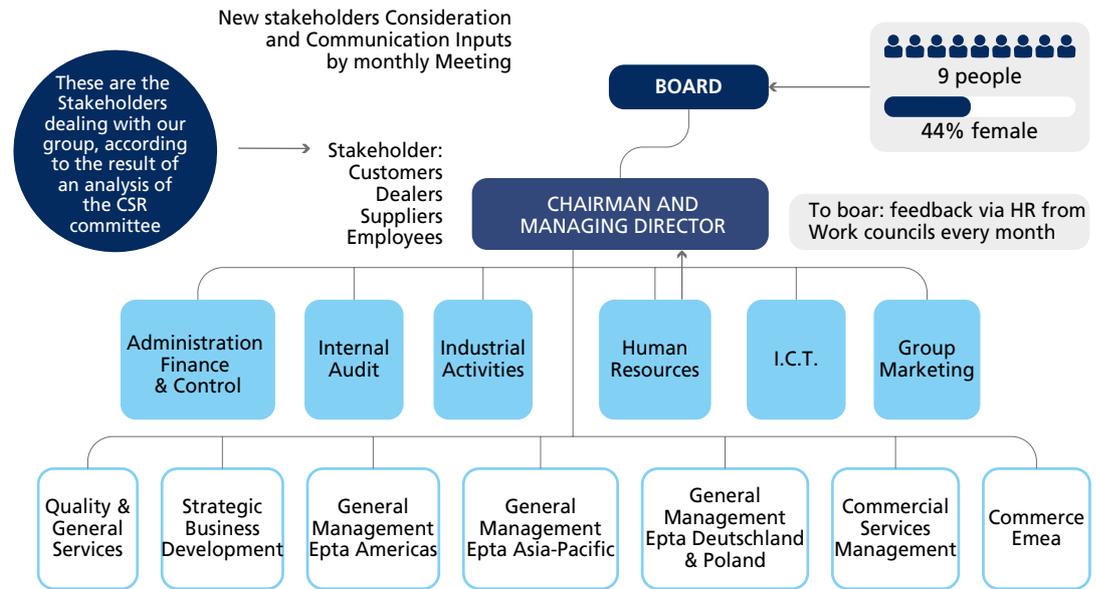
In doing so, Epta has been inspired by the GRI (Global Reporting Initiative) guidelines, a universally recognised model for reporting the financial, environmental and social performance of an organization.

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.

**Figure 1.**  
**Corporate organization**  
Communication flows in the corporate structure



## Flow of ideas

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

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

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

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

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 funding values.

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

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



*Epta management  
celebrating Epta  
Awards*

## Epta significant CSR aspects:

### Stakeholders analysis

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

#### WHY:

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

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

#### HOW:

The process that we used was largely as follows:

- We examined the best practices to **evaluate the aspects to be analyzed**. We got inspired also by the SDGs (Sustainable Development Goals) proposed by the UN, and we found a convergence between some of them, as indicated below.
- We questioned a sample of people involved in our business their expectations towards the topic defined
- We conducted a SWOT analysis of each aspect, in order to find our strengths and opportunities and define future goals to improve our weaknesses and defend from threats.



Stakeholders

Context		Shareholders/ owners	Financial backers	Insurers	Clients	Suppliers	Auditing Agencies	Local community	Collaborators	Trade Unions	Industry associations	Competitors
Economic and financial	1 Financially sound company	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	2 Client solvency and timely payment	✓	✓	✓		✓			✓			
	3 Contract agreements with suppliers	✓	✓	✓		✓	✓		✓	✓	✓	
	4 Contract agreements with clients	✓	✓	✓	✓		✓		✓	✓	✓	
	5 Timely payment to suppliers	✓	✓			✓						✓
	6 Client satisfaction with and loyalty to the products supplied	✓	✓		✓	✓	✓		✓			
Political, cultural, social	7 Cultural trends for clients and product users depending on their geographic area	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	8 Value perceived by clients and market	✓			✓							✓
	9 Creation of local development and occupational opportunities	✓	✓					✓	✓	✓		
	10 Company competitive in its market sector	✓	✓		✓	✓	✓		✓	✓		✓
Market	11 Ability to reap competitive advantage with reference to possible opportunities	✓	✓		✓	✓			✓			
	12 Acquisition of new clients	✓	✓		✓	✓		✓		✓	✓	✓
	13 Delocalization policies	✓	✓		✓	✓		✓	✓	✓		
	14 Positive company reputation and image	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	15 Transparent information and regular basis communication with clients/suppliers	✓	✓	✓	✓		✓		✓	✓		
Technological	16 High innovation level and competitive technological investments	✓	✓		✓	✓		✓	✓	✓		✓
	17 Know-how, intellectual and industrial rights safeguard and protection	✓	✓					✓	✓	✓		✓
Manufacturing	18 Product quality, reliability and performance	✓	✓	✓	✓	✓	✓		✓	✓		✓
	19 Availability and accessibility of the resources used by the organization	✓							✓	✓		
Legal	20 Compliance with mandatory regulations	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	21 Existence of system and/or product/process certifications	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	22 Staying current with regulations	✓	✓	✓	✓	✓	✓	✓	✓	✓		
Organizational	23 People's culture and skills (training)	✓			✓				✓	✓		
	24 Company organization, structure and leadership	✓	✓		✓	✓			✓	✓		
Environmental	25 Energy consumption	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	26 Environmental impact of products/services throughout their life	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	27 Purchases shifting to eco-sustainable products (green purchases)	✓	✓		✓	✓			✓		✓	✓
Health and safety	28 Workplace ergonomics	✓	✓	✓			✓		✓	✓	✓	
	29 Health and safety of workers	✓	✓	✓	✓		✓		✓	✓	✓	

All aspects considered are important for Epta, and the Group is constantly working in the development of them all. To see at a glance all the project we're working on to develop this aspects, see for reference page 55. However, our analysis resulted in 6 aspects having major importance in Economic and financial, Market and Legal, and 3 which have great importance in Political, Cultural and Social, and Legal.

ENVIRONMENTAL



Energy consumption

Creating merchandising solutions with a low environmental impact and high performance is a must for Epta, as far as share value is a daily commitment which is exhibited along the entire chain. The group is constantly investing in the installation of technologies to make its production plants nearly independent in terms of energy generation and reduce our environmental impact and, with the ambitious goal of promoting the success of a circular economy, Epta has also started introducing recycled materials as standard raw material for our cabinets. See for reference page 31, 32

Environmental impact of products/ services throughout their life

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 65

ECONOMIC AND FINANCIAL

Financially sound company

Epta operates in order to guarantee to its employees and stakeholders the best financial stability. See for reference page 7, 8

MARKET

Positive company reputation and image

Epta is constantly dedicated to sharing ideas and opportunities with its stakeholders. The group adopts different communication tools and activities, of which different examples are available inside this report. All activities carried on by the Group are aimed at maintaining a high standing of reputation of being a reliable partner for its customers and stakeholders. See for reference page 12, 13

LEGAL

**Existence of system and/or product/process certifications**

The shared goal of all the Group's companies is to develop in a socially responsible manner and to achieve the highest standards of excellence: this commitment becomes tangible in the numerous certifications obtained. For further reference see page 18-19-20

**Compliance with mandatory regulations**

Emissions of greenhouse gases at global level are set to increase in coming years. Recent studies show that to respond to the requests of the global market, 19 HVAC&R units a second will be installed in the next 30 years. Choosing natural refrigeration will increasingly become a must to help contribute towards lowering the carbon footprint. Epta's sustainable evolution includes the introduction of simple and ingenious natural refrigerant innovations on the market. The Group promotes the adoption of natural refrigerants for all surfaces, ranging from plug-in, integral, air-cooled, water cooled and CO2 solutions to cover most efficiently and optimally any store dimension in any climate condition. 100% of Epta's brands remote cabinets are already available with CO2 and all plug-in and integral cabinets are available with R290 or other gases with low GWP. See for reference page 28, 29

**Staying current with regulations**

POLITICAL, CULTURAL, SOCIAL



**Cultural trends for clients and product users depending on their geographic area**

Epta is a multinational group having 11 manufacturing plants and direct and indirect presence in more than 80 countries. This capillary structure enables the Group to be near to its customers, offering them solutions tailored to their needs and trends. See for reference page 7

MANUFACTURING

**Product quality, reliability and performance**

The quality of Epta products are confirmed by different certification, as explained at page 18 and 19: for example, Epta outsources the assessment of its products to Eurovent, the agency used by the major manufacturers of refrigeration and air conditioning equipment



## 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 57.

## A certified reputation for a responsible future

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

Subsequently this quality management system was extended to the other Group Companies, Epta France, Epta SpA (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 identifies the standard of **environmental management**: facilities certified are Epta Italia (Milan offices and local units of Limana and Solesino), Epta France, Epta Istanbul, Epta UK - Bradford, Epta Asia Pacific - Thailand and Epta UK - Ringwood.

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 years, different offices and plants became **ISO 45001** certified (reference on Health and Safety and

**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 Kolding
- DAAS

- Epta SpA - Limana
- Epta SpA - Pomezia
- Knudsen Kølning

**EnMS**  
Epta France



**UNI EN ISO 5001:2018**



**UNI EN ISO 9001:2015**



**PED**

(Pressure Equipment Directive)



**Carbon Trust Standard**

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



**Marcatura CE stelle**

- Epta SpA (Pomezia)



**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
- DAAS

**HACCP**



**Food Safety Programme**

- Epta SpA (Pomezia)



**OHSAS 18001:2007**



**Health & Safety**

- Epta UK - Bradford
- Epta UK - Ringwood
- Iarp Thailand
- Epta Istanbul
- DAAS
- Epta France
- Epta SpA - Casale

**ISO 45001:2018**



**Health & Safety**

- Epta UK - Bradford (in transition)
- Epta UK - Ringwood (in transition)
- Epta France (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)
- DAAS (in transition)

evolution of OHSAS 18001: 2007) and in particular Epta SpA Limana, Epta SpA Solesino, Epta SpA Casale, Epta SpA Milan, while other ones are currently in transition (Epta France, Epta UK with Bradford and Ringwood, 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.

The executive offices in Milan and the production sites of Epta Limana, Casale Monferrato, Solesino and Pomezia obtained for the first time compliance with the **Carbon Trust Standard (CTS)** in 2020. This is an international certification attesting, on the one hand, the company's commitment to reducing the carbon footprint, expressed in tons of CO<sub>2</sub> equivalent and, on the other, the definition of a strategic plan for continuous improvement of its performance for the future. During the assessment period, Epta marked the achievement of a considerable milestone in 2019 with an absolute reduction in **tCO<sub>2</sub>e emissions of 2.1% and a relative decrease in tCO<sub>2</sub>e / worked hours of 6.3%**, for an overall qualitative assessment score equal to 75%, which certifies the contribution of the Company to combat climate change.

Epta strongly believes in the value of certifications and has opted to be certified through a truly objective logic for its products too: this is why Epta outsources the assessment of its products to **Eurovent**, the agency used by the major manufacturers of refrigeration and air conditioning equipment. Eurovent independently checks the energy performance of the cabinets according to the international **ISO 23953-1-2** standards.

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

### 3 EPTA COMMUNICATION STRATEGY

In the context of the digital revolution that has been accompanying these years, consumers are increasingly “connected”, looking for interactive and multisensory shopping experiences, not only in large retailer stores but also in the Ho.Re.Ca sectors (hotels, restaurants and catering) and Food & Beverage. This premise gives rise to the concept “#EptaExperience is the way”, which accompanied the group’s events and communication from 2017 to 2019. However, the evolution/revolution taking place in the Retail world is constantly updated. In a scenario which is changing at an ever-increasing pace, Epta, leader in the refrigeration world, in virtue of a global approach, works alongside Retailers in tackling the changes in the technological and legislative area, in addition to the challenges in proposing increasingly more attractive set-ups, merged with performance and excellent services.



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



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

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

# 4 INNOVATION

## Innovation and its variations

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

## Innovation & products

### DeliRevolution: 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 serve-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.



**Picture 1.**  
**Velvet / Shape**  
**Style Aesthetics**  
*By Costan / Bonnet Névé*

**Picture 2.**  
**Silk /Dualio**  
*By Costan / Bonnet Névé*

**10** x **4** x **12** = **480**  
 superstructures aesthetics models modules

**that can be combined for infinite exhibition possibilities**

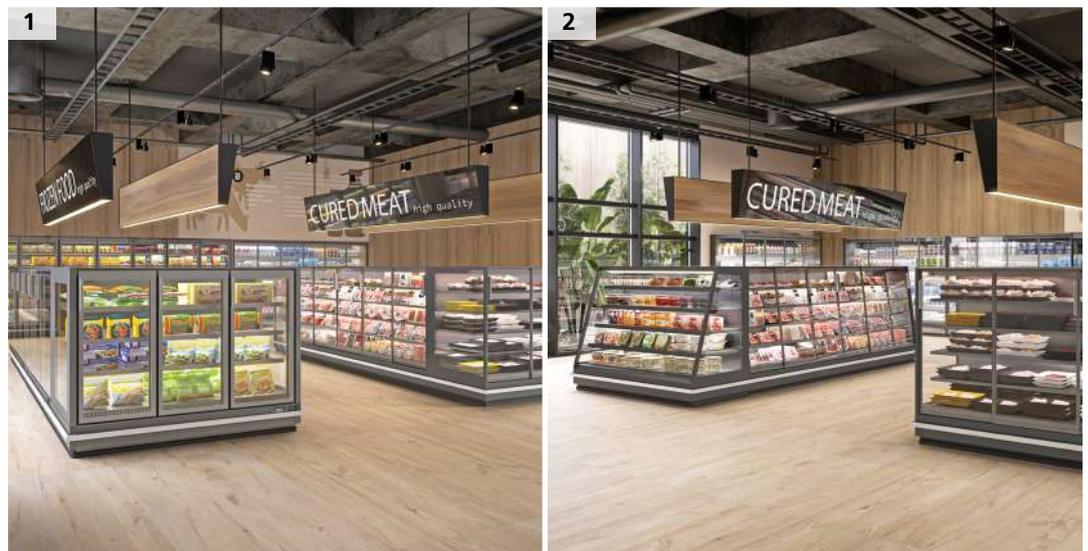
New entry of the OutFit/Mozaik Family is **Silk/ Dualio**, is the **new self-service cabinet designed for fresh products**. Silk/Dualio features **aesthetics with extremely elegant and refined square lines**, able to transform and enhance the specific areas of supermarkets and hypermarkets. In perfect continuity with the style and **versatility** of the **OutFit / Mozaik**, family, **Silk / Dualio** is available in **four** different lengths or as a head cabinet, to mould different configurations and organise the sales space in a functional manner, leaving consumers maximum freedom of movement. Furthermore, the rich *palette* of finishes of the **Finishing Collection** allows for limitless **personalisation** with ends and decorative panels that range from textural elements, such as wood and stone, to silk-screen prints and personalised prints.

Perfect Lineup: GranFit Costan and SkyEffect Bonnet N ev 

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

**Picture 1.**  
**GranFit**  
 By Costan

**Picture 2.**  
**SkyEffect**  
 By Bonnet N ev 



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 N ev , the new products are the positive-temperature verticals GranVista Next/SkyView Plus, the semi-verticals closed cabinet for fresh food GranValdaj/ SkySpace and open version GranSibari/SkyLook, 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



Epta S.p.A. participates in the ECC programme for: Refrigerated display cabinets (RDC); Check ongoing validity of certificate online: [www.eurovent-certification.com](http://www.eurovent-certification.com) or using: [www.certiflash.com](http://www.certiflash.com)

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%.

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

The key factors underpinning the new upsurge in proximity stores include their dual purpose of practical usefulness and social function. Increasingly sophisticated shops able to guarantee fast shopping, are responding to changes in the lifestyles of large urban centres. Analysis of the development of the sector and of the emerging needs of operators and consumers has led to the development of the Costan / Bonnet Névé branded **SlimFit / MultiCity** range:



17%

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





SlimFit

By Costan

MultiCity

By Bonnet Névé

one family of compact cabinets, able to merge the aesthetics of remote solutions with the **flexibility** of plug-in cabinets and elegantly furnish the entire self-service area of **small stores, mini markets and convenience stores**.

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

[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 “turn-key” 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. To support Retailers and growing **multichannel trends**, Epta proposes **#EPTABricks**, lockers that allow consumers to pick up food and non-food products ordered online on the Supermarket’s website, wherever and whenever they want, even outside shop opening hours.

They are available in the Indoor and Outdoor version and consist of controlled temperature modules: the **#EPTAdryBricks** are intended for dry products, **#EPTAfreshBricks** and **#EPTAfrozenBricks** guarantee the preservation of fresh and frozen articles. They have become even more compact, thanks to the communication screen (Master) integrated inside the columns of the lockers.



[Refrigeration opens door to Circular Economy](#)

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



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

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

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

## Innovation for systems and services

### The beneficial impact of eco-friendly logics

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

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

### Epta's response for natural refrigeration

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

*bon footprint.* **Europe** is opening the road to technologies able to **combat climate changes** with the goal of driving the **transition to a climate-neutral economy**. To support Retailers, **Epta** has studied ideal system solutions for **every project**: technologies which look to the future, to direct the sector towards eco-friendly alternatives.

Epta's **sustainable evolution** includes the introduction of **simple and ingenious natural refrigerant innovations** on the market. The Group promotes **the adoption of natural refrigerants for all surfaces**, ranging from plug-in, integral, air-cooled, water cooled and CO<sub>2</sub> solutions to cover **most efficiently and optimally any store dimension in any climate condition**. 100% of Epta's brands remote cabinets are already available with CO<sub>2</sub> and all plug-in and integral cabinets are available with R290 or other gases with low GWP.

As a confirmation of Epta's sustainable approach, the Group has been included into the Mitigation Area of the European Union **LIFE17 Programme with its project Life-C4R – Carbon 4 Retail Refrigeration**. It is a three-year program that will end in 2021 to raise awareness among the scientific community, suppliers of components and all the players of the Retail world on the use of increasingly more efficient solutions and to show how it is possible to **completely replace** HCFC and HFC refrigerants with transcritical CO<sub>2</sub>, **simply, efficiently and reliably anywhere in the world**. The two technologies that have been developed as part of the Life-C4R project are **FTE 2.0** and **ETE**.

The heart of the project is the **FTE system technology in its 2.0 version**, that allows to fully replace old refrigerants with CO<sub>2</sub>, a natural, non toxic, non flammable fluid in a simple, efficient and reliable manner, in any climate situation anywhere in the world. Thanks to its revolutionary characteristics the system has received a **special endorsement from BITZER**, the well-known world producer of compressors which honours the system for its special performances.

The certificate confirms that Epta FTE 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.

**ETE Extreme Temperature Efficiency** is a new technology by Epta which can be also **combined with FTE** to guarantee operation of the transcritical CO<sub>2</sub> system at any latitude **at any temperature, even higher than 40°C**, also on non booster installations, and in industrial refrigeration applications. The technology works without the support of synthetic, flammable refrigerants, or the use of water: the system uses the same CO<sub>2</sub> of the transcritical system as its work fluid.

#### [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 CO<sub>2</sub> 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



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

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**.



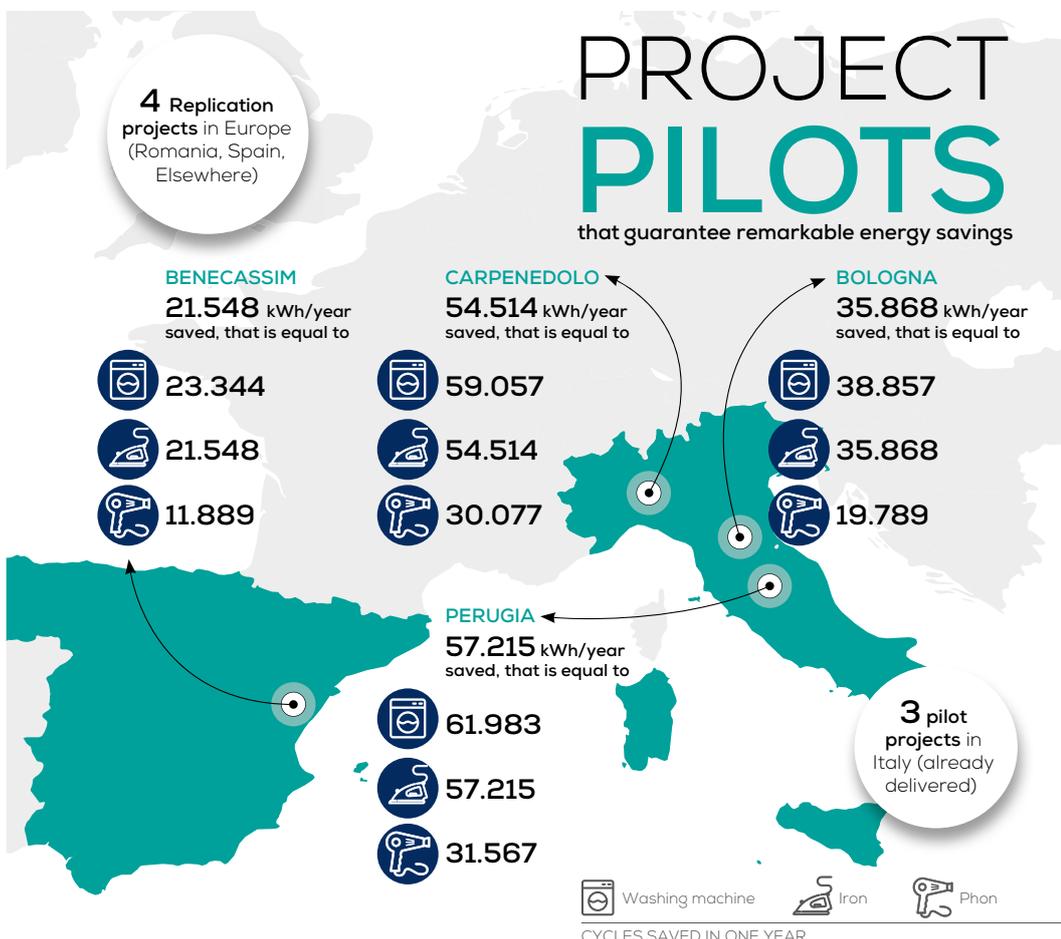
The LIFE C4R project is a 3-year (2018-2021) international marketing project that, thanks to Epta FTE Full Transcritical Efficiency system, will substantially contribute to **replacing HCFC and HFC greenhouse refrigerants with CO<sub>2</sub> in commercial refrigeration**, in a very simple, efficient and reliable way in any country, with any external temperature, allowing 10% energy and 20% installation and maintenance savings. The strategic action plan includes:



[www.carbon4retail.eu](http://www.carbon4retail.eu)

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

**Figure 2.**  
Pilot project installation



## Innovation & process

### The 4.0 vision

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

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

Innovation also means expansion. During 2019, the Thailand plant of Cha-am was expanded with new warehouses for further 8.000 m<sup>2</sup> surface. New technologies have been installed to create new production lines: a new painting plant, polyurethane injection systems, assembly lines.

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



## Open Innovation

For Epta, innovation is a lifestyle that permeates all areas of the company. It does not end inside the Group: Innovation become real when it boosts ideas that come from outside world. Epta supports young and dynamic start-ups in transforming brilliant ideas into concrete projects to promote innovation as a lifestyle following an **OpenInnovation** perspective.

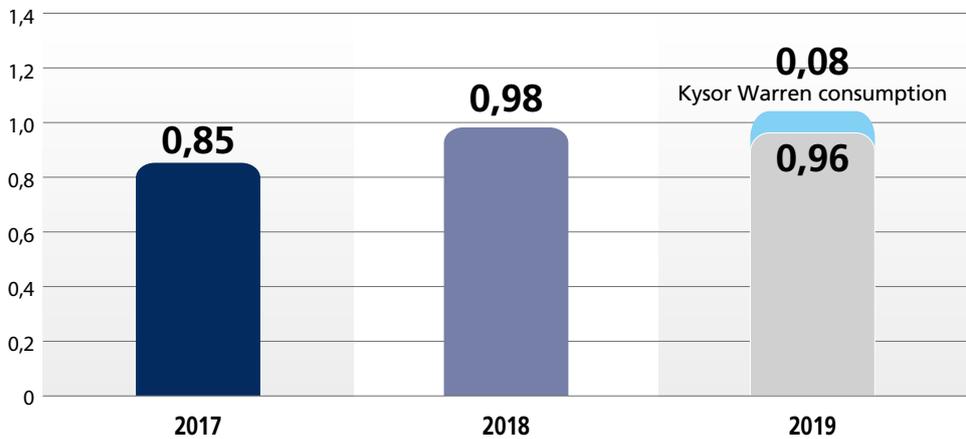
The Group is business partner of **FrescoFrigo**, an Italian start-up that has created condominium micro-points of sale by installing large display cases for the 24-hour sale of fresh food. Supported by Epta technology, FrescoFrigo gives life to condominium micro-points of sale (in collaboration with the major retailers) equipped with large brand refrigerated display cases dedicated to the automatic 24-hour sale of fresh food. Epta is also partner of **Cultifutura**, a start-up that proposes a fully automatic urban farming system, where individuals living or working in a community can have a personal space to grow the food they choose. To find more information about the two start-ups, see page 43.

# 5 ENVIRONMENT

## Energy conservation made real

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

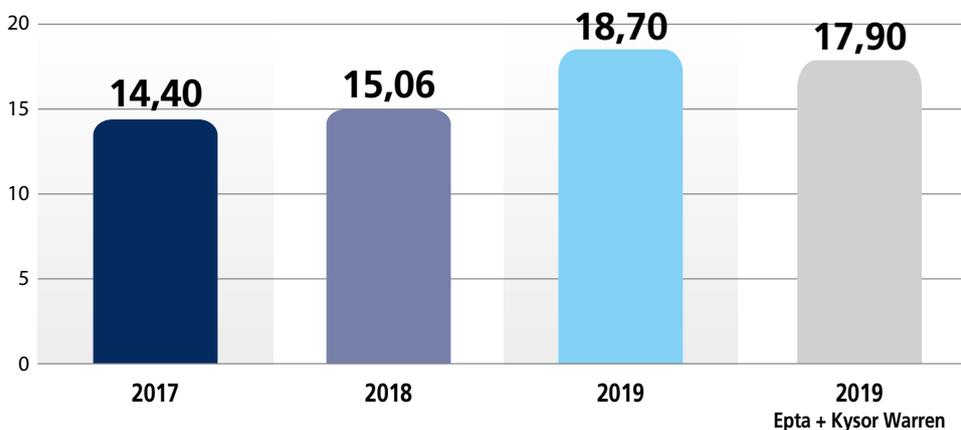
Despite the introduction of new technologies that require high energy consumption, the company is particularly sensitive to the issue and chooses machines and systems that guarantee the performance required by the market but in line with the ethical principles of eco compatibility. The **energy consumption**, calculated as energy used per worked hours, has **decreased from 0,98 in 2018 to 0,96 in 2019**. With the aim of becoming more and more independent in terms of energy production and consumption, the Group has approved a new project to install a photovoltaic plant in Casale and Solesino factory: the installation is ongoing and will be completed in 2021.



**Figure 3.**  
Energy Consumption  
Electrical KOE /  
Worked hour

## Water consumption

Due to extraordinary maintenance operations to some plants and machineries, we registered an increase in water consumption of the Group (without considering Kysor Warren contribution). We are committed in controlling water consumption during the next years and achieve more virtuous result for the future.



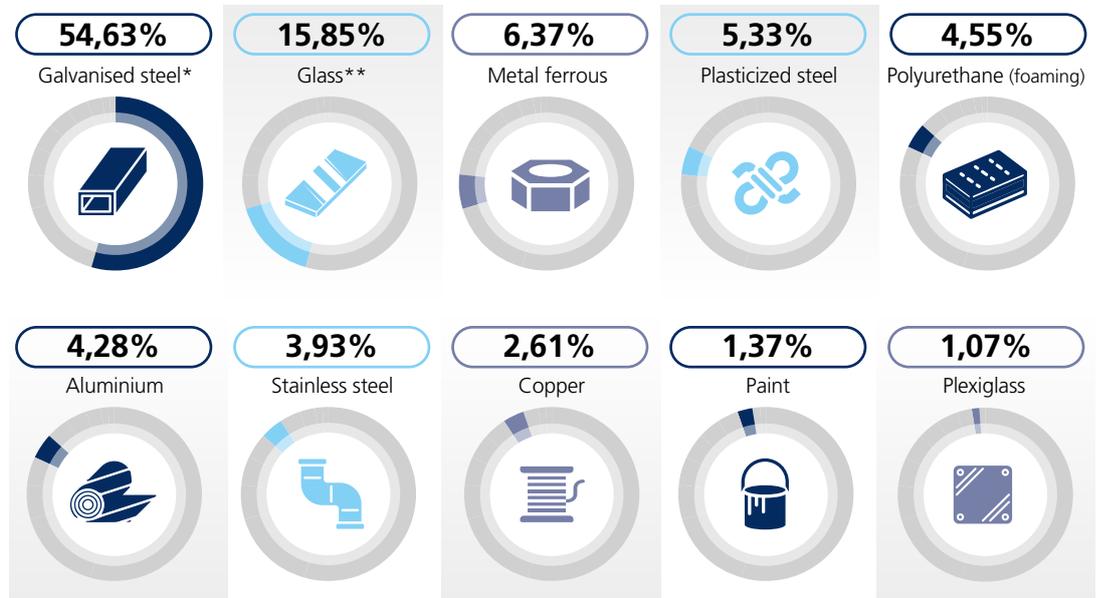
**Figure 4.**  
Water consumption /  
Worked hours

## 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.

**Figure 5. Material used by source**

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



\*Since the scope of the report has enlarged, the use of steel increased compared to last year.

\*\*The report scope now includes countries where the use of close cabinet is not a standard. For this reason, the use of glass has decreased compared to last year.

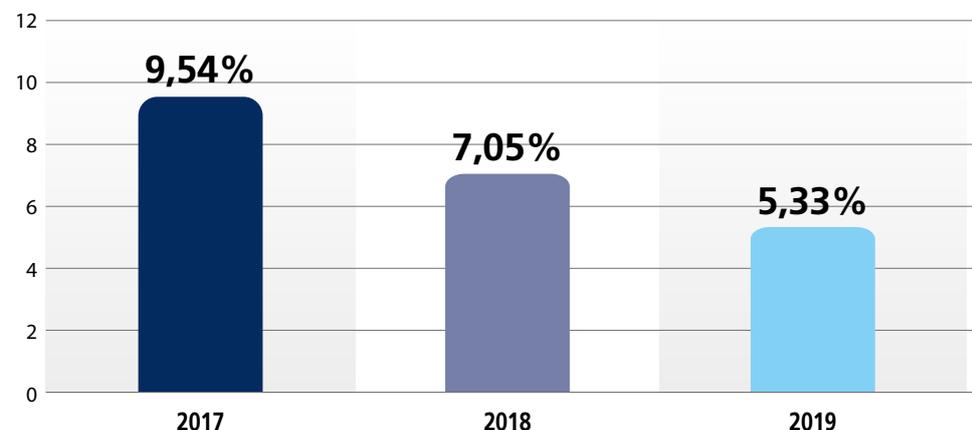
## Wasted material

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 5,3 Kg are disposed of**, while the rest is completely recycled.

**95%**

Waste recycled (percentage)

This data does not include Kysor Warren due to different management systems.

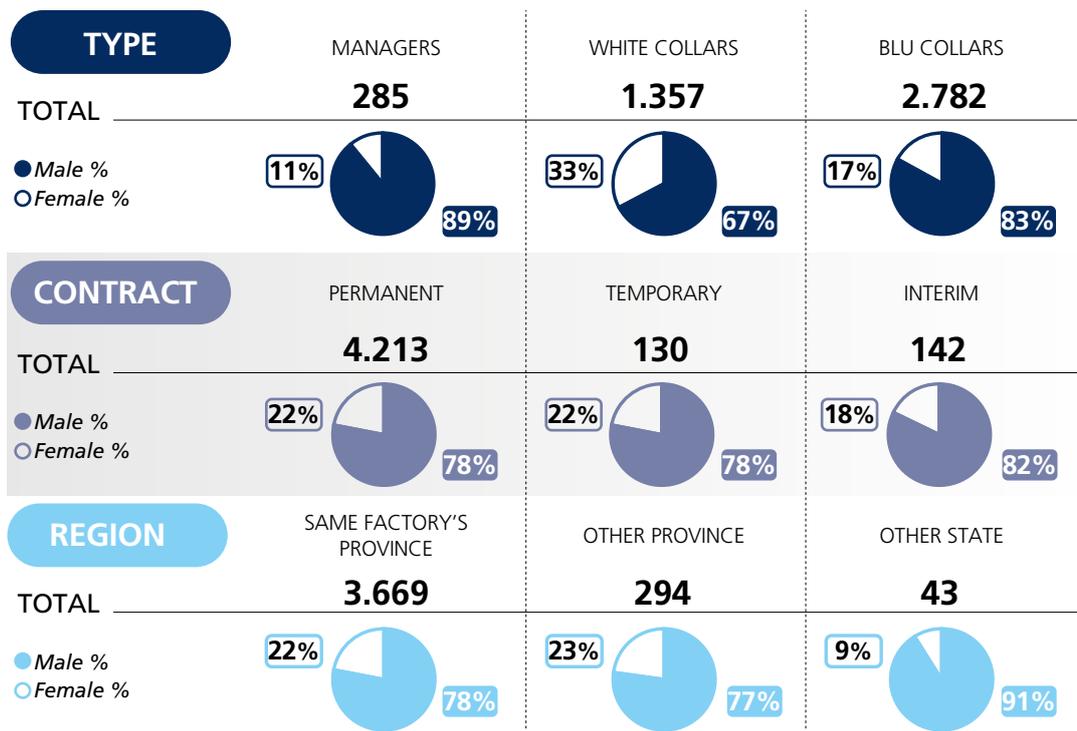


## Human resources, Epta's idea of commitment

Epta's vocation is to give value to the experience of the human resources, in respect of the interpersonal differences, building cooperation and networks between individuals. Following successful a pilot test from Epta Marketing Department, starting from 1<sup>st</sup> October 2019 Smart W-in project has been officially launched: all employees of Epta Milan Offices can now **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 CO<sub>2</sub> 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**.

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



*These data report the workforce of Epta Italia, Epta France, Epta UK, Epta Istanbul, Iarp Asia, Epta Argentina, Epta Qingdao, Epta Deutschland, Epta International and Kysor Warren by employment type, employment contract, and region, broken down by gender.*

## An absolute value, personal safety

Epta systematically gives maximum commitment to guarantee safety to its personnel and this translates into significant accident prevention. The results are evident: in fact, referring to page 19, several of our plants and Head Office (Milano) have been granted certification of conformity with the prestigious **ISO 45001**, an internationally recognised standard that envisions the continuous improvement of accident prevention standards by setting yearly objectives.

In order to reduce the injury frequency index Epta is constantly active to find new solutions, testing technologies and offering innovative education program. An important example is “**Epta for safety**” aimed to promote a culture founded on safety. The final result is an important and high reduction of the **injury frequency index** (total nr. of injuries/total worked hours X 200.000) that for 2019 is equal to **2,59**. Also the **Lost Day Rate** for 2018 is **improving and equal to 44,21, with a reduction of 10% compared to last year**. This data don't include KW due to difference in the legislation measures.

## Training for improvement

### Spotlighting and supporting human potential in a continuous growth process

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

The Group carries on since 2009 classroom lessons of a commercial nature or certification, safety/eco-sustainability and much more, providing in **2019 43.642 hours of training**.



## EPTAcademy

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



In 2019, Epta launched **#24EPTAtraining**, 24 hours training course dedicated to all Epta Italy employees. The offer includes 11 modules, dedicated to deepening technical, linguistic, IT, ergonomic and soft-skills of the trained people, and involved more than 1.000 people, including 775 at the Epta factory in Limana.



During 2018, the Group developed the idea to propose to its employees specific training courses for business area with a project called **School of..** the first one is the **School of Operation**, a cycle of lessons specific for Operation Department employees, with the aim strengthening their knowledge about the matter. In 2019, 6 moduls were fully designed, 5 modules are work-in-progress, 70 people attended the lessons.

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

Another initiative is the one developed 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 CO<sub>2</sub>refrigerant**, opening a **Training Centre in the UK** which, to date, has involved more than **900 internal and external professionals** and which offers a specialised refresher course on these advanced technologies. This structure has obtained the "City and Guilds" certification which attests to the value of the Epta experience, a further confirmation of its high quality standards.

more than  
**43.000**  
hours of group  
employee training

**> 900**  
professionals trained  
at the CO2 Training  
Centre Epta  
in the UK

## Epta's initiatives on local communities...



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



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



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

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

*Inauguration  
of Epta Digital  
Factory and Epta  
Makers Garden  
projects*



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

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



Students from  
th Training Center  
for Refrigeration  
Experts

## ... 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 Novicelli, 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 CO<sub>2</sub> technology, made available by Epta.

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

# 6 COMMUNITY

## A business built on connections

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

In Italy, Epta is member of **ANIMA Confindustria 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

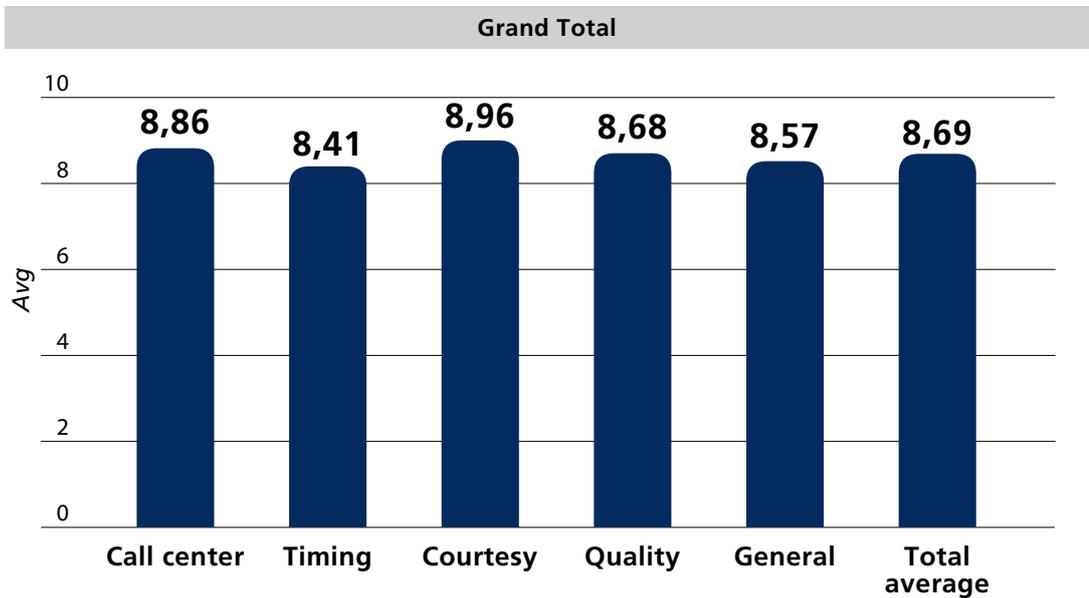


ASSOFOODTEC

# 7 CUSTOMER CARE

## Care and dedication

Epta’s attention is always geared to meeting the customers’ needs. Therefore, with the customary consideration it puts into its assistance processes, Epta has called upon its interlocutors to actively contribute to improving the services offered. A questionnaire to assess **Customer Satisfaction of EptaService in Italy** was carried out in 2019 general evaluation is good and the **overall score is 8,69**. Corrective actions have been taken in order to improve the satisfaction of customers using the call center: the average score is 8,86 for 2019, while it was 6,17 in 2018.



EptaService guarantees **comprehensive assistance** and **qualified consulting**, establishing a relationship of long-term **trust** with their clients.

## 8 COMMUNICATION EXPERIENCE

Your #Storevolution: the Epta System does not translate exclusively into a concept of strategic communication, as it effectively reflects the experience acquired by Epta and its brands over time: a know-how that today allows you to develop new, reliable, advanced systems and to redefine the presentation methods to make the shopping experience always renewed and in step with the evolution of the world of Retail.

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

The Group strengthens its strategic position and presents its most important innovations also through its presence at various fairs and events. Not only does Epta clearly want to present itself as an international Group at the main trade fairs in the sector, but also considers it essential that its brands participate in local and technical events to fully meet the needs of all its markets, guaranteeing the highest level of targeted and appropriate offer for all operators and offering a personalized experience.

During 2019 Epta took part in more than ten international trade fairs bringing the Group's brands and products worldwide: from the **Sirha** fair in Lyon (FR) to the **Ice-cream Expo** fair in Harrogate (UK); from **Fiar** in Rosario (Argentina) to **Hofex**, held in Hong Kong, passing from **Fine Food Australia** in Sydney and from the two French fairs of **NatExpo** and **Sifa**, the group has been busy presenting its products around the world.

Great attention was paid to the promotion of Life-C4R, the EU-funded Epta project that promotes sustainable and natural refrigeration, through Epta's new FTE system, with conferences and presentations throughout the world. The Life-C4R - Carbon 4 Retail Refrigeration - project and the FTE System were the centerpiece of two technical fairs: **Refrigera 2019** (Italy), the only Italian technical fair dedicated exclusively to the industrial, commercial and logistics refrigeration sector, which was held in February 2019, and **Climatización y Refrigeración** (Spain), the Spanish exhibition dedicated to international professionals in the HVAC&R world. During both events, the Group presented the concept "How can natural refrigeration be as simple as ingenious? #EptaExperience is the way ", which translates into the wide range of refrigeration systems and solutions dedicated to stores of all sizes, from small to medium-large.

As for the most local fairs, in 2019 Epta participated in the sixth edition of **iMeat** (Italy), an appointment dedicated to master butchers: thanks to its Eurocryor brand, it proposed a range of products designed to furnish each shop with style, making it unique and offering the best meat conservation technologies. The group presented its latest larp brand solutions at **TuttoFood** international fair (Italy), dedicated to F&B.



Last but not least, Epta with its larp and Misa brands, was the protagonist of the **Host** (Italy) exhibition in October 2019: the event is dedicated to the Ho.Re.Ca sector and represents an opportunity for meeting professionals in the sector to explore the latest innovations in terms of equipment, raw materials, machines and semi-finished products.

The major event in which Epta took part in the first months of 2020 is **EuroShop**, the world's leading Retail fair which took place in **Düsseldorf** from 16 to 20 February where Epta presented new products and solutions from all Epta brands.

The star of the Epta stand was The Epta System, a winning combination of products, services, technologies, ideas and people designed to accompany Retailers through their **#storevolution**. The system helps make stores even more **attractive, efficient and sustainable**, guaranteeing **best performance** and **reduced carbon footprint** in line with the most stringent regulations of the sector whilst transforming them into consumer **destinations in their own right**.

The Epta stand at Euroshop was an experimentation site for visitors. In each of the 13 areas of the booth it had been possible to immerse oneself in a unique atmosphere, with a display of solutions and services that constitute The Epta System and anticipate the trends of the future.



A 100 mq area (out of 1.700) entirely dedicated to Life-C4R dissemination was created in the central part of Epta stand, having the maximum visibility among visitors passing by. It was a place for meeting and information in which different internationally acclaimed personalities and experts of the Retail and Environmental sector alternated each day, with clear, precise and quickly accessed speeches. To relive the atmosphere of Epta stand at Euroshop, watch Epta Videotour!

## A world of successful collaboration

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

An important and lasting collaboration is that with the **Sirap** group, one of the most qualified producers of packaging for fresh food in Europe: after an excellent experience during Euroshop 2017, Epta has renewed this partnership, aimed at offering the best synergy of skills. Epta and Sirap offer their customers the best conservation of food products thanks to Sirap packaging solutions and the efficiency of Epta products. This collaboration has consolidated over the years: Epta and Sirap have collaborated during the Sigep and Hispack 2018 fairs and with the opening of the Epta multifunctional exhibition space in Limana.

**Epta**  
**InnoVillage**  
at EuroShop 2020



In May 2019 they were together with Seeds & Chips, the world's leading food innovation summit, to present a new common project: London Meal8, a refrigerated vending machine of the Iarp City Collection designed for the conservation and distribution of the Sirap Meal8 packaging, which offers a complete and balanced meal. The vending machine is also configured as a system capable of contributing to the spread of a conscious supply and of reducing food waste: the division into different packages ensures in fact to optimize the deadlines according to the type of food, always taking advantage of 100% of the useful life of each product. Another important partnership is the one created at Host 2019 with **Sammontana**: from Iarp's ability to design exclusive solutions for all varieties of ice cream, the collaboration with

the Italian company Sammontana was born, which translated into a dedicated corner with customized refrigeration solutions and ice cream tastings.

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

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



**FRESCO FRIGO:**

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



**FEATFOOD:**

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



**PROCUSINI:**

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



**TRACXPOINT:**

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



**CULTIFUTURA:**

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

**EPTA**  
**INNOVILLAGE**

## Dissemination of technical culture through conferences

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



**Picture 1.**  
**Life-C4R**  
Promotion

**Picture 2.**  
**ATMOsphere**  
**Europe**  
Promotion



Epta sponsored several **ATMOsphere** events, interactive workshops organized around the world, which bring together industry decision makers and industry experts to change the future of refrigeration. After the official launch of the Life-C4R project in July 2018, the technical events have become the perfect stage to disseminate the project objectives and news. This was the aim of the Epta sponsorship of the eighth conference of the International Institute of Refrigeration, an event dedicated to cold technologies that took place in April 2019. The Group was again the protagonist of the ATMO events for the 2019: with the Kysor Warren brand, it was Platinum Sponsor of ATMO America, in June, while with its Epta name was Gold Sponsor of ATMO Europe in October.

Epta was also the Silver Sponsor of **ICR Canada**, the 25th International IIR Refrigeration Congress. The event is organized every four years and brings together industrial companies, scientific communities and international researchers, to discuss and exchange ideas on the most recent technological developments and product innovations in refrigeration, air conditioning and sustainable building. Epta participated in the event to promote the Life-C4R project.

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

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

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

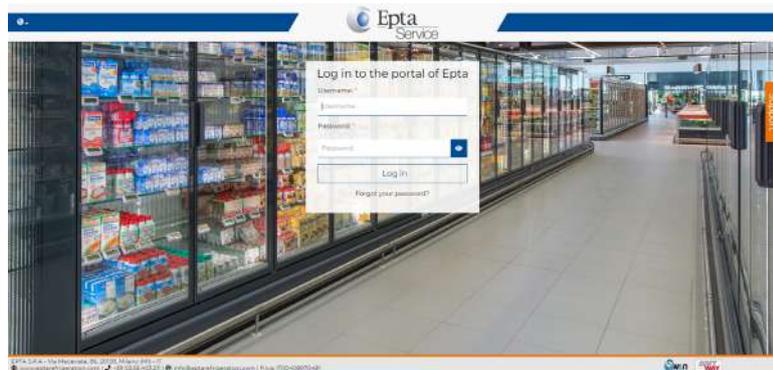
Newborn of 2020 are the new editions of the **Costan, Bonnet Névé, Eurocryor, Iarp and Kysor Warren websites**: thanks to a new user experience and renewed graphics, they offer the end user easier and more intuitive navigation. The strength of digital communication lies in the possibility to make available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

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



### NEW COSTAN APP

Now available on e-stores  



## 9 CULTURE AND ENVIRONMENT

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

The Group is a **Corporate Golden Donor of FAI**, Fondo Ambiente Italiano (Italian Environment Fund), to contribute to safeguarding the country's natural and cultural heritage. For 40 years, FAI and its supporters 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**.



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



**Picture 2.**  
Villa dei Vescovi,  
Torreglia (PD)



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



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

Epta's collaboration program provides a new contribution, in support of the 2018-2020 three year plan for **Villa dei Vescovi**, a refined early 16th century palace donated to FAI in 2005. The Villa, whose architecture takes its inspiration from classical themes, is entirely surrounded by the Colli Euganei countryside, a setting 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.

# 10 AWARDS

## 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** which Epta received as Italian winner thanks to the Business Unit of Limana, being finalist of the European edition as well. IEA is an initiative that, since 1995, has been a benchmark for the Management of Quality and for the competitiveness of European businesses operating in the industrial and service sectors. Another recent award is the **“Future-proof employer” 2019**: an official study by Focus Money, Germany Test and the Institute for Management and Economic Research rated Epta Deutschland as one of the 676 future-proof companies in Germany. Epta is also among the winners of **Deloitte Best Managed Companies Award 2019** thanks to its outstanding financial and leadership performance in its sector.

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



**Picture 1.**  
*Premio Deloitte – Best  
Managed Companies*

**Picture 2.**  
*IEA – Industrial  
Excellence Award*

## Business Excellence Awards:

2019

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



2019

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



2019

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



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 first-hand in the Executive Committee.

CFO  
AWARD

2018

Grazie al lavoro di Epta UK, il gruppo Epta è tra i vincitori dei Business Boost Awards UK-Italia, istituito dal Consolato Generale Britannico di Milano e dal Dipartimento per il Commercio Internazionale (DIT). Il premio rende omaggio alle eccezionali attività imprenditoriali italiane che hanno scelto il Regno Unito come base strategica per il loro sviluppo internazionale e celebra il successo delle aziende britanniche stabilite in Italia.



2017

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



2016

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



2016

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



2010 - The art of Mechanics Made in Italy

2013 - Mechanics for recovery

2016 - Competitive in Italy and in the world



2015

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



2015

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



## Environmental Awards



2018

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



2018

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



2018

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



2017 - 2016 - 2014 - 2009 - 2007 - 2006

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



2016

Best practices for Renewable Energies and sustainable mobility.



2015

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



2014

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



2011

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

## Design Awards

**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



**2017 - 2018**

Epta is awarded in 2018 in the Store section for the Benet Smart project. In 2017 the Group is the winner of Shop-in-Shop category with the 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**

#EPTABricks received an award for offering an innovative solution.



**2016 - 2015 - 2014**

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



**2015**

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



## 11

## SUSTAINABILITY

## Epta: Three Pillars of Sustainability

Sustainability seeks to develop and implement the methods and behaviours that balance the consumption of resources with the impact of that consumption on the environment in an economically viable manner and one that enhances the quality of life. At Epta, we strive for this 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 2019 **which will again be supported by independent validation**.

**Figure 6.**  
**Sustainability dimensions**  
*From economical to sociocultural side*



## Some other pillars of Sustainability

Figure 7.  
Epta's other  
sustainable  
initiatives

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



Since **2008** Epta group communication materials (catalogues and brochures) are printed on **recyclable paper** and without plastic parts.



In **2012** first electric car in the Costan facility.



**2012** Campaign "**Disegna la sicurezza**" in Costan facility: Costan organized an award for all direct employees children asking them to draw safety at work.



**2013** represents Epta's digital turning point: 90% of the paper printed material was phased off to the advantage of **digital catalogues on the Apps and websites**.



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



In **2015** Epta 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**.

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.



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

## Ongoing projects

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



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



The group has approved a new project to install a **photovoltaic plant** in Casale and Solesino factory (Italy), that will be completed in **2021**



**The Smart W-in project**, that allow Epta Italy employees to work from another location different from the offices, will be extended to all Epta Italy employees for 2 days per week



# Validation Statement



TÜV AUSTRIA CERT GMBH conducted an independent validation of the information contained in this Corporate Social Responsibility Report 2020. 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 1<sup>st</sup>, 2019 to December 31<sup>st</sup>, 2019. Whenever it is appropriate, the development of KPI's of the previous two years are reported.

The number of represented production sites increased to 11, 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), Columbus (USA)). The Headquarter in Milan as the managing unit for the whole group also is represented in this report, as well as the sales organisations Epta Germany (Germany) and Epta International (Hungary)

The audit process of TÜV AUSTRIA CERT GMBH is compliant with ISO 19011:2011. Our audit techniques provide reasonable assurance, that this CSR Report 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, ISO 14001, OHSAS 18001 and ISO 45001 management systems. Epta France still runs an effective 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, ISO 14001, OHSAS 18001, ISO 45001, the Energy Management System according to ISO 50001:2018 and the CSR Report 2020 according to GRI Standards Core Option.

## Conclusion:

Based on our final validation audit in the EPTA group headquarter in Milan via video conference (due to Covid-19 travelling restrictions and energy saving) on July 24<sup>th</sup>, 2020 and the addressed recommendations raised in this final validation audit EPTA's CSR Report 2020 complies with the GRI Standards Core Option requirements. EPTA's established documented information (policies, organisational charts, objectives and targets, directives, work instructions, database, data collection sheets, internal and external communication, internal audits, corrective and preventive action, etc.) is supporting the sustainability development process of the whole group.

Vienna, August, 24<sup>th</sup> 2020

Dipl. Ing. Werner Gargitter  
External Lead Auditor ISO 9001, ISO 14001,  
OHSAS 18001, ISO 45001, ISO 50001  
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TÜV AUSTRIA CERT GMBH

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Certification Body

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# APPENDIX

**SUSTAINABILITY**  
THAT REFLECTS OUR  
**IDENTITY**

J u l y 2 0 2 0

## Self-regulatory code

Board of directors	Position	Chairman Chief Executive Officer	Deputy Chairman Director	Director	Director	Director	Director	Director	Director	Director	Director
	Members	Nocivelli Marco	Triglio Godino Piero	Nocivelli Alessandro	Chiostrri Sergio	Nocivelli Mariasarena	Nocivelli Enrico	Mira D'Ercole Marina	Wenzel Hans Udo	Triglio Godino Daria	Patrizia Gianguialano
	Date of birth	1966	1945	1972	1947	1970	1964	1956	1951	1976	1959
	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	28/03/2019
	In office from to	28/03/2019 - 2021 statement approval	28/03/2019 - 2021 statement approval	28/03/2019 - 2021 statement approval	05/05/2016 - 28/03/2019	28/03/2019 - 2021 statement approval					
	Relative (yes/no)	Yes	Yes	Yes	No	Yes	Yes	No	No	Yes	No
	Executive	X	X								
	Non executive			X	X	X	X	X	X	X	X
	Independent							X	X		X
	N. other important positions**	1							6		2
	Participation in meetings(*)	10/10	10/10	10/10	1/1	9/10	8/10	9/10	10/10	10/10	9/9
	Control and Risk Committee	Participation (*)			10/10				9/10		
Position (**)											Chairman
Remuneration committee	(*)					5/5			5/5	5/5	
	(**)								Chairman		

DIRECTORS WHO LEFT OFFICE DURING FINANCIAL YEAR 2019: Sergio Chiostrri  
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: 10

Remuneration Committee: 5

\* 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	Substitute auditor	Acting auditor	Substitute auditor	
	Members	<b>Carabellese Adriana</b>	<b>Regalia Federico</b>	<b>Zingarini Giovanni</b>	<b>Baudo Antonella</b>	<b>Zingarini Nicola</b>	<b>Ponziano Luigi Natale</b>	
	Year of birth	1950	1956	1942	1974	1968		
	First appointment date*	23/12/2003	23/12/2003	03/05/2013				
	In office from to	28/03/2019 - 2021 statement approval	28/03/2019 - 2021 statement approval	05/05/2016 - 28/03/2019	28/03/2019 - 2021 statement approval	05/05/2016 - 28/03/2019 statement approval	28/03/2019 - 2021 statement approval	
	Independent	Yes	Yes	Yes		Yes		
	Participation in meetings **	6/6	6/6	4/6		2/6		
	N. other positions***	17	11					

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

The term of office of the Board of Statutory Auditors expired upon the approval of the 2019 Financial Statements

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

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

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

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

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

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

<b>Self-assessment of adherence to Code recommendations</b>		<b>Level of implementation</b>
<b>14</b>	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?	
<b>15</b>	Is the figure of the Chairman of the BoD separate from the figure of the Chief executive officer?	
<b>16</b>	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?	
<b>17</b>	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?	
<b>18</b>	Is there at least one Committee within the BoD, dedicated to specific matters of corporate governance (e.g. Remuneration, Control and Risks, Appointments)?	
<b>19</b>	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?	
<b>20</b>	Within the scope of the internal control systems, is an internal audit function and an organisational system and relevant Supervisory Body (SP) pursuant to Legislative Decree 231/2001 envisaged?	

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

## GRI Standards

### GRI STANDARDS DISCLOSURES

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

#### 1. Strategy and Analysis

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

#### 2. Organizational Profile

Profile Disclosure	Disclosure	Location of disclosure
102-1	Name of the organization	Page 7
102-2	a. A description of the organization's activities. b. Primary brands, products, and services, including an explanation of any products or services that are banned in certain markets.	Page 7
102-3	Location of the organization's headquarters.	Page 7
102-4	Number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	Page 8
102-5	Nature of ownership and legal form	Page 8
102-6	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries)	Page 7-8
102-7	Scale of the organization	Page 8
102-8	a. Total number of employees by employment contract (permanent and temporary), by gender. b. Total number of employees by employment contract (permanent and temporary), by region. c. Total number of employees by employment type (full-time and part-time), by gender. d. Whether a significant portion of the organization's activities are performed by workers who are not employees. If applicable, a description of the nature and scale of work performed by workers who are not employees. e. Any significant variations in the numbers reported in Disclosures 102-8-a, 102-8-b, and 102-8-c (such as seasonal variations in the tourism or agricultural industries). f. An explanation of how the data have been compiled, including any assumptions made.	Page 33
102-41	Percentage of total employees covered by collective bargaining agreements.	Page 33
102-9	a. A description of the organization's supply chain, including its main elements as they relate to the organization's activities, primary brands, products, and services	The supply chain is organized as below: <b>1.</b> Group Purchasing and Procurement Director <b>2.</b> Local Purchasing and Procurement Manager (each European Epta Plant) <b>3.</b> Global Buyer / Commodity Manager <b>4.</b> 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 46, 53, 54
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	Disclosure	Location of disclosure
102-45	List all entities included in the organization's consolidated financial statements or equivalent documents. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	<p><b>Epta Legal Entities:</b>  <b>Subsidiaries</b>                      Epta Iberia S.A. – Spain                      Epta France S.A. – France                      Iarp France Sas – France                      Epta Rack S.A. – France                      Epta Suisse S.A. – Suisse                      Epta Deutschland GmbH, Germany                      Epta Austria GmbH – Austria                      Epta International – Hungary                      Epta Polska sp.z.o.o. – Poland                      Epta George Barker &amp; Co (Leeds) Ltd – United Kingdom                      Epta Service Uk Ltd. – United Kingdom                      Epta Cold Service Ltd – United Kingdom                      Epta Refrigeration Denmark Aps – Denmark                      Knudsen Koling – Denmark                      Epta Istanbul Soğutma Sistemleri San.Tic.Ltd.Şti. – Turkey                      Epta Istanbul Pazarlama San.Tic.Ltd.Şti – Turkey                      Epta Technical Services UAE LLC – United Arab Emirates                      Epta Technical Services Ryhadh Llc – Saudi Arabia                      Epta (Qingdao) Retail Equipment Co. Ltd – China                      Epta Asia Ltd. - Singapore                      Epta Australia PTY Ltd– Australia                      Epta Refrigeration Philippines Inc. – Philippines                      Iarp Asia Co., Ltd – Thailand                      Iarp Services Co., Ltd – Thailand                      Epta Refrigeration Snd Bhd – Malaysia                      Epta Argentina S.A. – Argentina                      Epta Chile S.A. – Chile                      Epta Perú S.A. – Peru                      Kysor Warren Epta US Corporation – USA                      Kysor Warren de Messico S. De R. L. De C.V. – Mexico                      Epta Costa Rica Ltda                      Epta Refrigeration Romania Srl                      DAAS Impex Srl – Romania                      Sofrico S.A.R.L. – New Caledonia                      Linus Eco sp.z.o.o. – Polonia</p> <p><b>Related companies</b>                      Epta Suomi O.y. – Finland                      Epta Norway AS – Norway                      that represent 95 of the total production of the Group</p>
102-46	Explain the process for defining the report content and the Aspect Boundaries. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	Page 14 - 17
102-47	a. A list of the material topics identified in the process for defining report content.	Page 15
103-01	c. Any specific limitation regarding the topic Boundary.	Page 14
103-2	a. An explanation of the The management approach of the organization and its components b. A statement of the purpose of the management approach. c. A description of the following, if the management approach includes that component: I. Policies II. Commitments III. Goals and targets IV. Responsibilities V. Resources VI. Grievance mechanisms VII. Specific actions, such as processes, projects, programs and initiatives	Page 12, 18
102-48	Effect of any restatements of information provided in previous reports, and the reasons for such restatements.	The organization has not restated any information provided in the previous report
102-49	Significant changes from previous reporting periods in the Scope and Aspect Boundaries.	The organization has not changed the reported period in the Scope nor Aspect Boundaries

## Stakeholder Engagement

Profile Disclosure	Disclosure	Location of disclosure
102-40	List of stakeholder groups engaged by the organization.	Page 14
102-42	Basis for identification and selection of stakeholders with whom to engage.	Page 14
102-43	Organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	Page 14
104-44	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	Page 16, 17

## Report Profile

Profile Disclosure	Disclosure	Location of disclosure
102-50	Reporting period	Page 5
102-51	Date of most recent previous report (if any).	2019
102-52	Reporting cycle	Page 5
102-53	Contact point for questions regarding the report or its contents.	Page 72
102-54	<p>a. The claim made by the organization, if it has prepared a report in accordance with the GRI Standards, either:</p> <p>I. 'This report has been prepared in accordance with the GRI Standards: Core option';</p> <p>II. This report has been prepared in accordance with the GRI Standards: Comprehensive option'.</p>	Page 11
102-56	<p>a. A description of the organization's policy and current practice with regard to seeking external assurance for the report.</p> <p>b. If the report has been externally assured:</p> <p>I. A reference to the external assurance report, statements, or opinions. If not included in the assurance report accompanying the sustainability report, a description of what has and what has not been assured and on what basis, including the assurance standards used, the level of assurance obtained, and any limitations of the assurance process;</p> <p>II. The relationship between the organization and the assurance provider;</p> <p>III. Whether and how the highest governance body or senior executives are involved in seeking external assurance for the organization's sustainability report</p>	Page 11

## Governance

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

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

### SPECIFIC STANDARD DISCLOSURES

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

Category: Economic		
Indicator	Disclosure	Location of disclosure
<b>ECONOMIC PERFORMANCE</b>		
201-1	<p>Report the direct economic value generated and distributed (EVG&amp;D) on an accruals basis including</p> <ul style="list-style-type: none"> <li>• Revenues</li> <li>• Operating costs</li> <li>• Employee wages and benefits</li> <li>• Payments to providers of capital</li> <li>• Payments to government (by country)</li> <li>• Community investments</li> <li>• Economic value retained</li> </ul>	<p>Revenues: Euro €987.819,28 Operating costs: Euro -€548.442,10 Employee wages and benefits: Euro -€87.035,15 Retained earnings: Euro €77.162,36 Payments to government: Euro €9.286,30</p>
201-4	<p>Report the total monetary value of financial assistance received by the organization from governments during the reporting period</p>	<p>Tax relief and tax credits, subsidies, investment grants, research and development grants, and other relevant types of grants, awards, royalty holidays, financial assistance from Export Credit Agencies (ECAs), Financial incentives, other financial benefits received or receivable from any government for any operation: 1.351.000 Euro</p>
<b>MARKET PRESENCE</b>		
201-2	<p>Percentage of senior management at significant locations of operation that are hired from the local community.</p>	<p>Page 33</p>
<b>INDIRECT ECONOMIC IMPACTS</b>		
203-1	<p>Development and impact of infrastructure investments and services supported</p>	<p>During 2019, the Epta Group continued to invest in new processes and new products in order to provide innovative technologies in the production process and in compliance with new regulations, health and environmental safety. The main investments are related to:</p> <ul style="list-style-type: none"> <li>- Investments for updating the painting process in Limana (Italy) and Hendaye (France);</li> <li>- Investments for the assembly process of new ranges of desks in Hendaye (France), Limana (Italy), Qingdao (China) and Cha Am (Thailand);</li> <li>- Investment for the introduction of natural refrigerant (R290-propane) for the new product lines in Hendaye (France) and Rosario (Argentina) according to EU regulations (fluorinated gases) and new market requests (Latin America);</li> <li>- Investments for the renewal and upgrading of polyurethane injection and thermal insulation systems for Bradford (United Kingdom);</li> <li>- Investment in new systems / machines for processing sheet metal parts in Limana (Italy), Solesino (Italy), Bradford (United Kingdom), Casale Monferrato (Italy) and Hendaye (France);</li> <li>- Structural interventions in the buildings of the following plants: Limana (Italy), Hendaye (France), Casale Monferrato (Italy), Solesino (Italy);</li> <li>- Expansion interventions in the factories of Qingdao (China) and Cha Am (Thailand);</li> <li>- Investments for the automation of the warehouse and the handling and logistics of materials in Limana (Italy) and Hendaye (France);</li> <li>- Investments in cutting materials for thermal insulation and in cutting electric cables in Limana (Italy);</li> <li>- Investment for decals in Casale Monferrato (Italy).</li> </ul>

## PROCUREMENT PRACTICES

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

Indicator	Disclosure	Location of disclosure
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## MATERIALS

		MATERIALS USED BY WEIGHT (KILOS) <i>Stainless steel</i> : 1.587.891,82 <i>Galvanized steel</i> : 22.078.846,11 <i>Plasticized steel</i> : 2.155.005,60 <i>Polyurethane (foaming)</i> 1.839.277,32 <i>Glass</i> : 6.407.844,63 <i>Metal - ferrous</i> : 2.575.869,73 <i>Copper</i> : 1.056.115,22 <i>Alluminum</i> : 1.731.020,62 <i>Plexiglas</i> : 431.964,62 <i>Paint</i> : 553.446,13
301-1	Materials used by weight or volume	
301-2	Percentage of materials used that are recycled input materials	<i>Alluminium</i> : 4,28% <i>Steel</i> : 63,89% <i>Glass</i> : 15,85%

## ENERGY

302-1	Energy consumption within the organization	Energy consumption within the organization <i>Gas m3</i> : 3.702.244,15 <i>Water m3</i> : 114.911,02 <i>Electricity</i> : 123.556.161.060,00 Kjoules
302-3	Energy intensity	Page 31
302-4	Reduction of energy consumption	Reduction of energy consumption thanks to fotovoltaic cogenerator: 16.708.374.720,00 Kjoules/Year
302-5	Reductions in energy requirements of products and services	Page 31
303-1	The reporting organization shall report the following information: a. A description of how the organization interacts with water, including how and where water is withdrawn, consumed, and discharged, and the water-related impacts caused or contributed to, or directly linked to the organization's activities, products or services by a business relationship (e.g., impacts caused by runoff). b. A description of the approach used to identify water-related impacts, including the scope of assessments, their timeframe, and any tools or methodologies used. c. A description of how water-related impacts are addressed, including how the organization works with stakeholders to steward water as a shared resource, and how it engages with suppliers or customers with significant water-related impacts. d. An explanation of the process for setting any water-related goals and targets that are part of the organization's management approach, and how they relate to public policy and the local context of each area with water stress.	Total water withdrawal by source: 114.911,02 m3

## 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 &amp; WASTE

306-1	Total water discharge by quality and destination	The organization does not have the technologies for reporting these data
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PRODUCTS & SERVICES		
301-3	Percentage of products sold and their packaging materials that are reclaimed by Category	The organization is not responsible for packaging material disposal and it has not the possibility to collect this kind of information.
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 2019: 577. Rate: 11% . Employee turnover: 18,71% 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	<p>The reporting organization shall report the following information for employees and for workers who are not employees but whose work and/or workplace is controlled by the organization:</p> <ul style="list-style-type: none"> <li>a. A description of the processes used to identify work-related hazards and assess risks on a routine and non-routine basis, and to apply the hierarchy of controls in order to eliminate hazards and minimize risks, including: <ul style="list-style-type: none"> <li>I. how the organization ensures the quality of these processes, including the competency of persons who carry them out;</li> <li>II. how the results of these processes are used to evaluate and continually improve the occupational health and safety management system.</li> </ul> </li> <li>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.</li> <li>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.</li> <li>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.</li> </ul>	Page 34

## TRAINING &amp; EDUCATION

404-1	Average hours of training per year per employee by gender, and by employee category	Average hours per employee category: indirects 7, direct 4, managers 21
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## DIVERSITY &amp; EQUAL OPPORTUNITIES

405-1	<p>a. Percentage of individuals within the organization's governance bodies in each of the following diversity categories:</p> <ol style="list-style-type: none"> <li>I. Gender;</li> <li>II. Age group: under 30 years old, 30-50 years old, over 50 years old;</li> <li>III. Other indicators of diversity where relevant (such as minority or vulnerable groups).</li> </ol> <p>b. Percentage of employees per employee category in each of the following diversity categories:</p> <ol style="list-style-type: none"> <li>I. Gender;</li> <li>II. Age group: under 30 years old, 30-50 years old, over 50 years old;</li> <li>III. Other indicators of diversity where relevant (such as minority or vulnerable groups).</li> </ol>	<p>a. female 44%, male 56%. &lt; 30 years old 0%, 30-50 years old 33%, &gt;50 years old 66%</p> <p>b. female: 21%, male 79%. &lt; 30 years old 12,75%, 30-50 years old 56,61%, &gt;50 years old 30,64%</p>
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## EQUAL REMUNERATION FOR WOMEN &amp; MEN

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

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

Indicator Disclosure

Location of disclosure

## INVESTMENT

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

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

### Society

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

### ANTI CORRUPTION

205-2	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	
205-1	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>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.</li> <li>d. Total number and percentage of governance body members that have received training on anti-corruption, broken down by region.</li> <li>e. Total number and percentage of employees that have received training on anti-corruption, broken down by employee category and region.</li> </ul>	Not significant. The Group will soon provide an internal audit function while in the meantime, with the support of an outside company we will define procedures which include the anti corruption standards
205-3	Confirmed incidents of corruption and actions taken	

### PUBLIC POLICY

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

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

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

414-2	<ul style="list-style-type: none"> <li>a. Number of suppliers assessed for social impacts.</li> <li>b. Number of suppliers identified as having significant actual and potential negative social impacts.</li> <li>c. Significant actual and potential negative social impacts identified in the supply chain.</li> <li>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.</li> <li>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.</li> </ul>	<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</p>
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**Product Responsibility**

Indicator	Disclosure	Location of disclosure
<b>CUSTOMER HEALTH AND SAFETY</b>		
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	<p>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</p>	<ol style="list-style-type: none"> <li>1. The sourcing of components of the product or service, for all electrical components is always included in all user instructions</li> <li>2. Content, particularly with regard to substances that might produce an environmental or social impact (refrigerant gases), is always included in all installation instructions</li> <li>3. Safe use of the product or service, included in all user instructions</li> <li>4. Disposal of the product and environmental/social impacts, always included in all user instructions</li> </ol> <p>Percentage of significant product or service categories covered by and assessed for compliance with such procedures: 100</p>
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**MARKETING COMMUNICATIONS**

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

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

Corporate Social  
Responsibility  
Report 2020



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