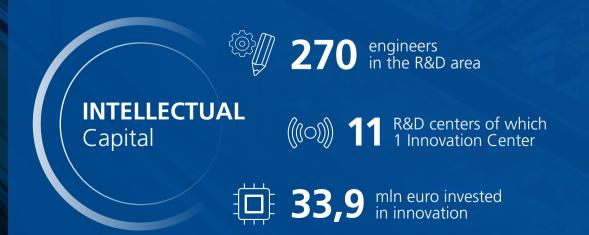


# Sustainability HIGHLIGHTS 2023

**Key Numbers** 



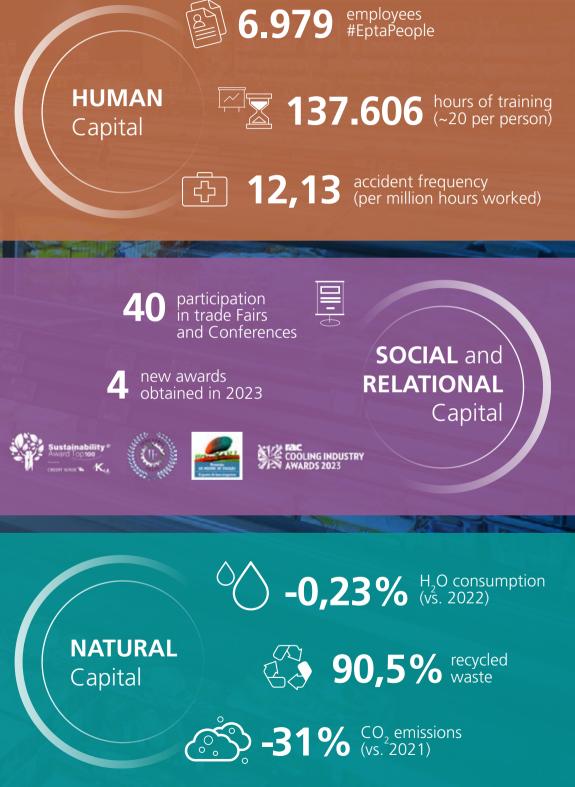
11 production plants Productive 100% products available with natural refrigerants Capital **100** Countries served





Capital

**OVERVIEW** 



## **Group Profile**

Epta is a multinational industrial group active on five continents, specializing in commercial refrigeration.

## What we do

We specialize in the design, manufacture, sale, installation and servicing of complete refrigeration solutions such as refrigerated counters, cold rooms and refrigeration systems equipped with state-of-the-art technologies and high-quality design for the Retail and Food & Beverage world.

## How we operate

We interpret the needs of consumers from the most diverse countries, resulting in sustainable refrigeration technologies that, with an eye to the future, create value for customers all over the world with the least environmental impact.

**TURNOVER 2023** 

22% The Americas

72% Europe and the Middle East

6% Asia-Pacific

## **Mission, Vision and Values**

## **Our Mission**

We focus on the success of our customer's point of sale.

We talk about a "simple" purchase because we are to all intents and purposes a "one-stop-shop" provide an all-inclusive service that starts from shop design and codevelopment of solutions, goes through implementation and the possibility of tele-control and tele-management, and ends with after-sales service and disposal of old equipment. A "zero hassle" philosophy that allows the customer to focus on their core business.

We talk about a "safe" purchase because we are reliable and **certified,** a distinguishing factor in our industry.

Finally, we speak of an "appealing" purchase because we are able to customize solutions for our customers, optimizing the merchandising of the products on display.

'Proud to contribute to the success of our customer's sales outlet. Simple, safe and appealing purchases."

## **Our Values**

In order to achieve the goal of excellence that Epta has set itself since its inception, we rely on a series of principles and values that represent genuine foundations of the entire organization, underpinning the strategies, decisions and actions that characterize our daily actions.

Principles and values that are clearly expressed in our Code of **Ethics** are confirmed and pursued by all of us at Epta as well as by all those who work with our Group.





interacts.

**14 + 2** 

## **Our vision**

We want to be the "preferred local partner" because we have always believed in sustainable development, in the creation of shared value and in the contribution that business can make to improve the territories, organizations and communities within which it operates and with which it actively collaborates and

We invest in initiatives aimed at protecting the environment, developing people and creating a safe, collaborative and stimulating working environment with respect for

We use "ultimate technology and design" to make our products safer, better performing and more environmentally friendly and such that they actively contribute to the success and growth of our customers and all our Stakeholders.

"The preferred local partner for customised product and refrigeration system solutions. The ultimate technology and design for the unique store."

We look with enthusiasm at the challenges that our time offers us, trying to seize the opportunities for growth and improvement. With this in mind **we have initiated** collaborations with innovative start-ups and sponsored research projects aimed at developing smart and connected products capable of capturing and satisfying the new needs of our customers and their target markets.

For example, the growing development of proximity shops, new ways of click&collect and fast shopping, the reinterpretation of discount formats and IoT technologies that are rapidly spreading, driven also by the development of AI and Business Intelliaence.

## **Business Lines**

The Group segments its activities on the basis of reference markets and the product or service offered, thus identifying three Business Areas or Business Units (BU).



It includes research, development production and marketing of complete commercial refrigeration systems for large and small-scale retail trade.

It includes research, development, production and marketing of refrigerated counters with an incorporated unit (so-called "plug-in") and the provision of after-sales services for **operators** in the food, hotel and catering industry.

It includes the provision of after-sales services such as:

- > maintenance and replacement;
- > qualified consulting and training activities;
- activities of energy regualification and adaptation of technical provisions;
- remote surveillance and performance management;
- decommissioning and recycling services for large and small retailers.

These services are provided with reference to products manufactured by third parties.



Retail solutions for the whole world



Design and planning of custom spaces



### **Retail Solutions**





Retail solutions for the whole world



Retail solutions for North and Central America

### **Specialized Brands**

## eurocryor

Dedicated solutions for speciality stores

Plug-in solutions for Food & Beverage and Ho.Re.Ca

### Solutions and Services



Design, engineering and installation of technical products and systems

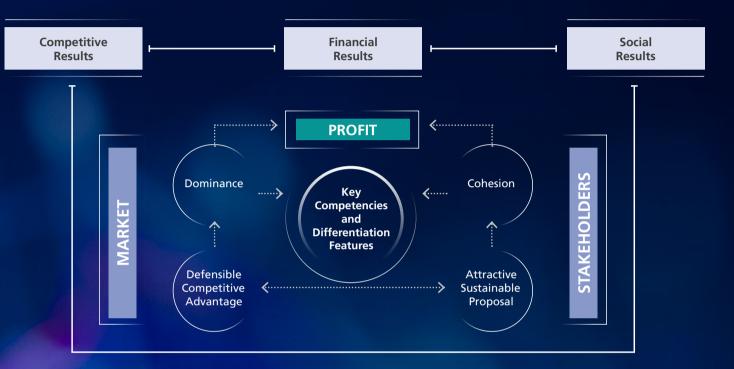


Services and after-sales support

## **Epta's Entrepreneurial Formula**

## How we create shared value

Our value creation model is based on a solid and defensible competitive advantage, created through the development of key competences and differentiating factors, complemented by ESG opportunities and logic, the development of digitalization and transparent dialogue with all our stakeholders, in order to generate a relationship of trust with a view to creating shared value in the long term.



**Epta's approach to the creation of sustainable value is embodied in the company's strategy,** through a criterion capable of seizing opportunities for economic development, but that always takes into account the social and environmental impacts that may result.

With this in mind, **competitive results, social results and economic results are synergetic and self-sustaining**, with a virtuous logic of shared and sustainable long-term value creation.

## **Our Integrated Vision**

Developing an integrated vision of the creation of shared value within a company means defining, implementing and monitoring the company's policies, decisions and activities with a long-term perspective, placing the expectations and demands of stakeholders at the heart of the strategy and deeply integrating operational and financial performance with "non-financial" performance.

The economic and social context in which we operate is characterized by an everincreasing level of complexity, and every decision-making process is determined and influenced by a multitude of interconnected factors linked to the expectations of countless Stakeholders.

Successfully addressing these scenarios requires the development of an integrated and inclusive approach in areas such as:

- the definition of corporate strategies,
- activity planning, performance measurement,
- the ability to communicate to stakeholders through rigorous, transparent and comprehensive reporting processes.

In order to facilitate the adoption of an integrated approach to value creation it is necessary that the reporting activity is not limited to presenting the most significant financial data, nor does it dwell on the enhancement of the social and environmental impact created without highlighting its ability to generate economic value for the entire Organization.

The Integrated Report, therefore, becomes a tool for the implementation of the **strategy** and create a privileged relationship with Stakeholders, demonstrating the consistency between mission, business model, operational choices and results achieved, as well as the attention of the Group in ensuring a proper balance between short-term competitiveness and medium- to long-term sustainability.

## **ENVIRONMENT Circular Economy** Operations Products **INTEGRATED REPORT** Energy Efficiency > GHG Emissions Recycling Health & Safety > Water Consumption > Future Leader DfE/ Energy Saving > CO<sub>2</sub> / R290 > Elimination of harmful components Territories Initiatives Ecolabeling (Volunteering)





## **Product Development**

**EXPANSION OF THE RANGE** 

#### PRODUCT QUALITY

#### > ENVIRONMENTAL SUSTAINABILITY

These are the elements on which our R&D activities have focused.



In the Food Retail sector **we have focused on improving the energy and environmental performance of our products** also following the ban on marketing Energy Class G products in Food Retail and Food & Beverage Class E and F products in the European Union from September 2023.

We have continued to search for innovative solutions, in line with our history and the growing market need for efficient and sustainable products, both environmentally and economically:

 negative vertical counters for frozen products,

 positive vertical counters for fresh produce with glass doors and positive and negative plug-ins,

IoT (Internet of Things) technologies for connecting products, so that our customers can control the Cost Of Ownership and better plan their shops strategically (Geolocation and Fleet Management, Telemetry for preventive maintenance and Merchandising Data).



Significant investments in products dedicated to the US market will allow Kysor Warren to expand its offering with new technologies and merchandising solutions.

Regarding environmental and sustainability issues for products and services, the Group is working with the **European Commission** through manufacturers' associations such as ANIMA (Confindustria), Orgalime and Eurovent - in the process of creating laws and regulations to which it contributes as a Stakeholder with comments and proposals.

In addition, we participate directly in several **international standardization committees** - such as the European Organization for Standardization (CEN, CENELEC) and the World Organization for Standardization (ISO, IEC) - to contribute to the development of technical standards and regulations aimed at improving quality, safety, energy efficiency and environmental sustainability of products and services.

We are also an active participant in the **USA regulations** for which our products comply with safety (UL), hygiene (NSF) and energy efficiency (DOE) regulations. R&D

FOCUS

### Ecodesign and Energy Labelling

The extension of the applicability of the energy efficiency standards "Ecodesign" and "Energy Labelling" to our sector - which obliges all manufacturers to objectively highlight the consumption of different products - has enhanced in competitive terms the choice made back in 2008 with **voluntary adhesion to the "Eurovent" energy certification scheme** which guarantees the energy efficiency of our range.

In this context, the R&D department has an internal program called "EPTA DESIGN FOR ENVIRONMENT" that defines **three priorities in the design and development of new products**: **1) energy efficiency**, for production and use,

2) innovation of materials to reduce the consumption of resources and find solutions with a low environmental impact,

**3) recycling,** for the possible update of products and their disposal at the end of their life cycle.

## **Research Programs**

We continue our commitment to European and international research activities in line with the most sensitive topics for the commercial refrigeration sector.



## Life-C4R

2019 saw the launch of Epta's Life-C4R - Carbon for Retail Refrigeration project, co-funded by the European Union and recognized within the EU LIFE Program, which aimed to **accelerate the market** deployment of a new generation of high-efficiency commercial refrigeration systems based on **R744/CO**, refrigerant and suitable for all weather conditions. At the heart of the project is the **FTE Full** Transcritical Efficiency patented by Epta. The data produced by the plants over the 3-year observation period were processed as part of a detailed consumption analysis and showed that our technologies guarantee an annual decrease in energy consumption of between 15% and 23% (when compared to traditional CO<sub>2</sub> plants).

### 2020

## Renad

In 2020 we launched the **three**year **RENAD** project, for the development of natural, sustainable and digital refrigeration solutions, in the Retail and Food & Beverage sectors based on three pillars: Ecodesign, IoT and natural refrigerants. A number of new solutions emerged from the project, including cashless payment with video recognition of product pick-up.

## 2022

## Life Vicorpan

In 2022, we took part in the LIFE VICORPAN project, co-funded by the European Union, **aimed at increasing the efficiency and recyclability of domestic and commercial refrigeration solutions**, reducing greenhouse gas emissions and facilitating the recycling of refrigeration appliances using vacuum insulation panels. The Group's commitment is reflected in the use of the new Vacuum Insulation Panels (VIP), developed as part of the initiative, for its products. 2050

## 2030

## Enough Program

Epta also took part in the EU-funded ENOUGH Program, which **has as its objective the decarbonization of the food chain** and brings together more than 28 partners including European companies, research institutes and universities. The project aims to spur the creation of new knowledge, technologies, tools, methods to enable the food sector to reduce greenhouse gas emissions (by 2030) and achieve carbon neutrality (by 2050).

#### FOCUS

DISCO

## **The Epta's Green-Facts**

At Euroshop 2023 we continued the dissemination of our Green-Facts, i.e. the concrete actions we take to reduce the environmental impact of our solutions.

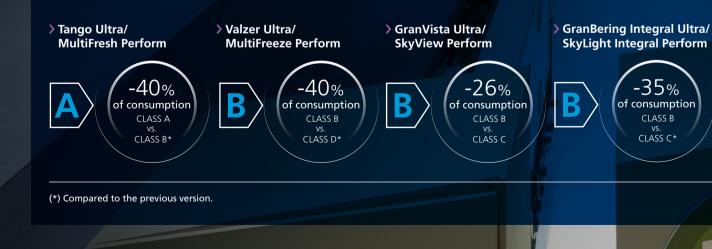
As part of the 1<sup>st</sup> Green-Fact "*Endless research in innovative system technologies*" is the commitment to making the use of CO<sub>2</sub>, as natural refrigerant, more efficient and profitable at all latitudes, even in the most extreme climates, which is embodied in the XTE (Extra Transcritical Efficiency) system. Developed in collaboration with Energy Recovery, a Californian company specializing in the creation of energy-efficient technologies for industrial and commercial plants, XTE involves the retrofitting of a widespread energy recovery device in water desalination in order to boost the plant's performance throughout the year: it starts working as early as +10°C and at temperatures above +40°C it allows savings of over 30% compared to a traditional transcritical system.

The 2<sup>nd</sup> Green-Fact "*A real green transition towards sustainability*" includes The UNIT, the innovative plug-in counter designed according to circular economy principles which includes:

> the use of materials such as sheet metal, glass, PLA and cork that make it 95% recyclable;

- > a modular construction that allows it to be easily disassembled to rationally dispose of its components and give them a new life;
- > the use of thermoelectric Solid State Cooling (SSC) technology, which avoids the use of any type of refrigerant.

The 3<sup>rd</sup> Green-Fact "*Best in class energy efficiency*" concerns the constant improvements in the energy class of our products.



THIN

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## **Staff policies**

**Respect for our people - the** "#EptaPeople" - and for the quality of a sustainable working life are key concepts on which Epta bases its shortterm and long-term growth. Our company's vocation is to make the most of human resources experience and interpersonal differences, fostering the building of inclusive cooperation and networks between individuals and proposing valuable professional development paths.

Examples are the hybrid working policy that is suggested in compliance with local legislation, the promotion of an "Etiquette" that shares the **Good Habits** of working together, as well as the willingness to contribute concretely to supporting local communities with various voluntary initiatives. In particular, **the EptaGIVES** initiative was launched at the end of 2023, designed both to reward the commitment of #EptaPeople who are already involved in volunteering activities, and to provide an opportunity for those who wish to do so to increase their engagement in local communities, with the support of Epta.

Starting in 2024, #EptaPeople around the world will have the opportunity to use 8 hours of work per year to participate in volunteer activities.

## 6,979 people

at 31.12.2023

**Diversity & Inclusion** 

Among the D&I initiatives already in place, during 2022 we joined Valore D, the network of over 300 companies that - for over 10 years - has been promoting gender equality and an inclusive culture in Italy.

Adhesion was enshrined in the signing of the "Manifesto for Women's Employment" by Marco Nocivelli, Chairman and CEO, and the entire Executive Committee, testifying to Epta's focus on these issues and its commitment to valuing the uniqueness of each individual. https://www.eptarefrigeration.com/sites/default/files/document/press\_article/D%26I\_Manifesto\_ENG.pdf



## Training

Aware that the training and development of our people is fundamental to our daily pursuit of excellence, we offer a comprehensive training and development program for all our employees both at Group and local level.

During 2023, we delivered more than 137,606 total hours of training across all our sites (production companies and sales offices), thanks to a rich portfolio of in-person and remote activities, with the aim of increasing the total hours of training delivered in the period 2022-2025 by 65%.

Many of these training sessions were developed internally, asking more experienced colleagues to take on the role of trainer, in some cases after obtaining specific certifications from external bodies.

The result of sharing knowledge is certainly a greater involvement of participants, which is facilitated and more effective thanks to the added value that only internal trainers can transfer. One example is the **Women's** Mentorship Program in which female colleagues with senior roles and solid professional experience were paired with young colleagues with potential to grow into managerial roles.

In 2023, we consolidated the "EPTAcademy" - the new talent development program, defined and delivered together with SDA Bocconi - with an additional **40 participants from all over the world, representing** different business functions and generations.

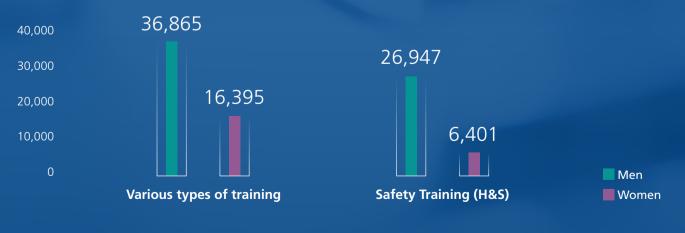
The program consists of two weeks of residential training, the first one dedicated to modern Management and Leadership principles and the second one dedicated to getting to know the company from a financial, commercial and Operations perspective. Within EPTAcademy, experiential initiatives related to the Leadership Model and aimed at promoting corporate identity, networking and ESG culture are organized. The positive feedback received from participants confirmed the value of EPTAcademy as an important development and networking opportunity.

The 2023 edition also implemented "EPTAcademy Alumni", a monthly update event led by university professors or industry experts that brings together all #EptaPeople who have attended EPTAcademy in previous years. A sharing moment structured in refresher sessions on macroeconomic topics, entrepreneurship and innovative leadership and management models, with a view to continuous learning.

A new training course dedicated to #EptaPeople joining the Group through acquisitions or joint ventures was launched. In particular, the onboarding available on the Epta4Me platform facilitates integration in the first months of work and knowledge of the Epta culture, basic company policies and processes, and is a valuable support in change management and the promotion of D&I issues. We also proposed a guestionnaire on corporate culture through which to choose specific actions to invest in order to facilitate collaboration and the spread of a serene working climate with new colleagues.

20h average hours of training per person

## HOURS OF TRAINING PROVIDED







new training Center

## **Responsible management** of the Supply Chain

Globally, we count on a base of about 2,700 active suppliers (-12% compared to 2022) that develop a purchasing volume of approx. 44.2% of the Group's turnover. 2,700 suppliers

Our network benefits from long-established technical/commercial partnerships consolidated over time with the major industrial groups that are world leaders in the refrigeration business. **The ten top players in the Epta purchasing network (raw material/components) are worth 17% of the total purchasing turnover in 2023.** 

The purchasing department provides a substantially centralized approach to sourcing, contracting and purchasing activities that, through the structure of "commodity managers", manages strategic commodities globally for the Group. Local Purchasing/Procurement departments remain focused on material/service procurement activities to ensure the necessary management flexibility required by local markets.

Uncertainty in the markets and discontinuities in the global supply chain determine the application of risk minimization criteria for our global/local sourcing strategies:

- diversification of supply sources, with the elimination of the singlesource condition for critical suppliers and the expansion of the supplier base according to geographic diversification criteria;
- > governance over strategic commodity management processes, with the optimization of the organizational model for the progressive centralization of sourcing and purchasing.

The pillar of the supply risk minimization strategy is the digitization program for P2O (Procurement to Order) and Supplier Relationship Management processes, which has been completed in the EMEA area in Italy, France and Germany and will be extended to Turkey and the UK in the first half of 2024, to be then completed in the APAC and LATAM area between 2025 and 2026. This is an important step of improvement in the governance of business processes, as it ensures compliance with corporate GOAs/ POAs and digital traceability of all approval chains related to order and supply contract management activities.

In accordance with the Group's ESG policy, the Procurement function launched a Sustainable Procurement project in 2023, which focuses on the Due Diligence of our Supply Chain with regard to compliance with ESG requirements under international standards and local legislation, integrating:

 services for the continuous monitoring of improvement plans together with critical suppliers,
digital and AI tools to identify and mitigate supply risks related to ESG requirements.



3

## **Our Environmental Policy**

In our role as industry leaders, we have a responsibility to combat climate change, with the aim of not damaging and depleting the ecosystem around us, thus preserving it for future generations.

With this in mind, we analyze potential impacts, including financial ones, to improve our resilience and seize the opportunities that the ecological transition can offer **us** through strategies inspired by a management that is sensitive to these issues and translated each year into concrete projects that nurture the creation of a strong sustainability culture within the company and among our suppliers.

#### What we are doing

- In our foreign production sites, we are progressively implementing environmental (ISO 14001) and energy (ISO 50001) safety systems, both to respond to the evolution of technical and regulatory requirements, and to implement the systematic collection of indicators preparatory to the definition of improvement plans, such as the control of the qualitative parameters of our atmospheric emissions, in line with the legislative requirements of the countries where we are located.
- We have activated some emission offsetting projects with reforestation activities both in Italy and abroad.
- We are gradually adding electric or hybrid vehicles to the company pool to make our mobility more and more sustainable.

-55% CO, emissions by 2027

ET? -120.8t CO<sub>2</sub> emissions (vs. kerosene)

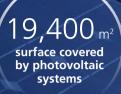
All of our staff's business flights on routes covered by Air France-KLM (from 2001) and Lufthansa( from 2023) involve the use of SAF (Sustainable Aviation Fuel), a fuel with a low environmental impact that reduces CO<sub>2</sub> emissions compared to conventional fuels and in whose production and development we participate with a financial contribution.

#### THE MAIN MEDIUM-TERM OBJECTIVES

ESG Advisory Committee + ESG Dire Implementation of the Strategic Reducing the carbon footp Launch of Epta's ESG Acade Assessment Ecov Increased certified renewable sou Increased self-production from photovol

Continuous improvement activ

**ENVIRONMENT** 



ESG Training Worldwide with Altis and Cattolica University

	2023	2024	2025	2026	2027
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## **Energy consumption**

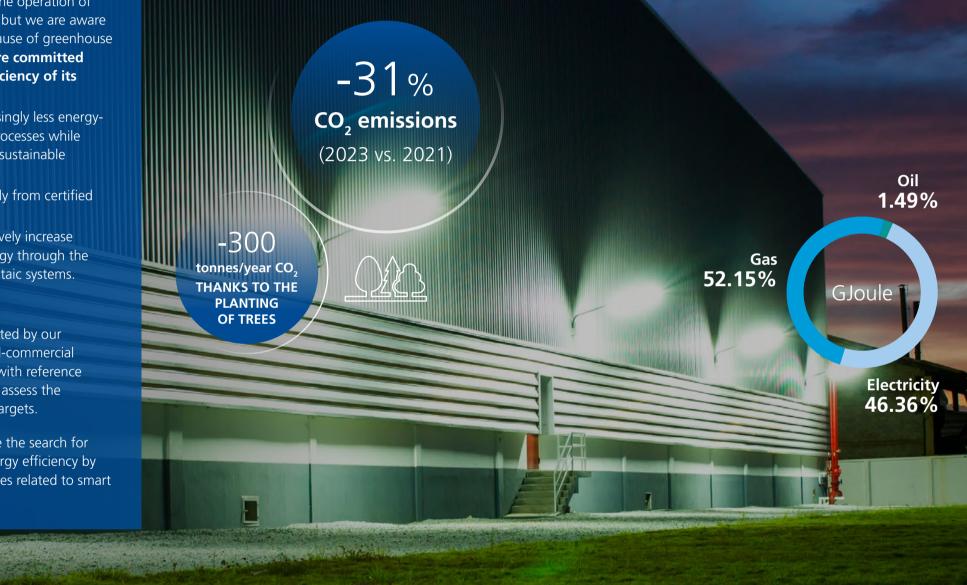
We cannot ignore the use of energy, as it is indispensable to the operation of our production facilities, but we are aware that it is also the main cause of greenhouse gas emissions and we are committed to maximizing the efficiency of its consumption, through:

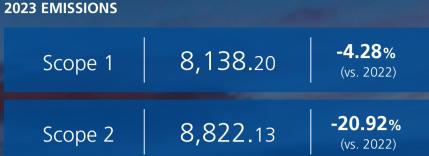
- the adoption of increasingly less energyintensive production processes while ensuring economically sustainable operations,
- a more conscious supply from certified renewable sources,
- a program to progressively increase self-generation of energy through the installation of photovoltaic systems.

#### Monitoring

The amount of  $CO_2$  emitted by our production and technical-commercial operations is compared with reference indicators to periodically assess the achievement of the set targets.

The results also stimulate the search for solutions to improve energy efficiency by applying new technologies related to smart factory logic.





The emissions covered by Scope 1 are gas and combustion oil. Commonly recognized factors were used for the transformation, namely, the factor 2.04 for gas and the factor 3.17 for combustion oil.

For a more granular analysis of emissions falling under Scope 2 (electricity), the emission factors of the individual countries where the production sites are located were taken into account.

ENERGY CONSUMPTION	Elettricità Gjoule	Gas Gjoule	Petrolio Gjoule	
2023	124,385	139,923	3,989	
2022	130,550	143,509	6,034	
2021	137,064	148,213	6,592	-1
ENERGY FROM RENEW	WABLE SOURCES	TTTT	%	
2023			41.74	
2022			39.44	
SELF-PRODUCTION FF	ROM PHOTOVOLT	AICS	%	
			and the state of the	

2023	7.57
2022	6.58
2021	5.84

## Water consumption

Climate change - often characterized by extreme weather phenomena - generates irregular water availability and also challenges the availability of this resource both quantitatively and over time, especially in areas of high-water stress.

Water is necessary for our production processes and we are aware of its importance as a primary and essential commodity: we are taking action to minimize its wastage and promote its increasingly responsible use, including through training and awareness-raising actions for employees and collaborators.

Safeguarding this resource - which is increasingly being exploited globally - is central to our objectives for a sustainable development path within which we are adopting:

- > closed circuit systems on all those systems that require massive use (e.g. for painting and glass grinding) so as to eliminate any waste,
- purification systems thus preventing any possible form of contamination, safeguarding biodiversity and protecting ecosystems.

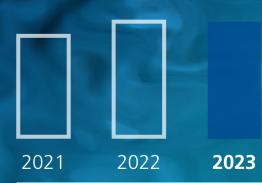
-0.23%

consumption

of H<sub>2</sub>O

vs. 2022

WATER RESOURCES	Production pcs.	Consumption m <sup>3</sup>	lt/pz	
<b>2023</b> <sup>(1)</sup>	206,470 pz.	113,800 m³	0.55	
2022	234,242 <b>pz.</b>	114,054 <b>m</b> ³	0.48	
2021	215,540 <b>pz.</b>	106,940 <b>m³</b>	0.50	



(1) The data are not comparable with those of previous years as the latter did not take into account the technical and commercial entities monitored from 2023 onwards.

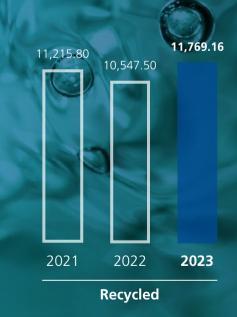
Note: the areas where Epta entities insist are not subject to water stress.

## Waste management

The application of an environmental management system in accordance with the international ISO 14001 standard enables us to manage waste rationally and efficiently.

We emphasize prevention, reduction, reuse and recycling in our operations: the results of this approach lead us to recycle more than 90% of the waste generated, thus creating a green circular economy.

An outcome entirely consistent with the design guidelines implemented for the development of new products, guided by the realization that waste materials can be a valuable resource, the value of which must be maintained for as long as possible.



90.5% recycled waste

#### **RECYCLED/DISPOSED** WASTE RATIOS

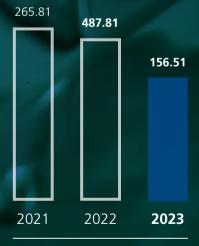
<b>2023</b> <sup>(1)</sup>	9.47
2022	7.68
2021	7.40

(1) The data are not comparable with those of previous years as the latter did not take into account the technical and commercial entities monitored from 2023 onwards.



1,230.77

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Hazardous

#### 16

## **Awards and Recognition**

Awards received over time acquire more value when they constitute an effective recognition of our commitment to quality, excellence and social or environmental progress.



#### **BUSINESS EXCELLENCE**

#### > Deloitte Best Managed Company 2019-2023

For the fifth consecutive year, we are one of Deloitte's Best Managed Companies, i.e. among the Italian companies that, through organizational success and a focus on social responsibility, generate a positive impact on the ecosystem in which they operate.

#### > Felix Industry Award

Also in 2023, we were awarded the High Budget Honour for performance in management and financial reliability.

#### > Award "From Father to Son - The taste of doing business".

We are the overall winners of the 12<sup>th</sup> edition, dedicated to Italian family businesses that demonstrate ability, care and dedication in continuing and enhancing the work from generation to generation, as is the case for Luigi Nocivelli (founder of Epta), and his son Marco (Chairman and CEO of the Group).



## > 2023 Sustainability Award

#### 2023 RAC cooling Awards

The project "Endless research in innovative system technology: the XTE - Extra Transcritical Efficiency" was awarded in the category "Refrigeration Innovation of the Year". XTE is the result of a collaboration with Energy Recovery Inc., a Californian company specializing in creating energy-efficient technologies for commercial and industrial facilities. The PX G1300™ energy recovery device is an innovative application of the PX Pressure Exchanger<sup>®</sup>, which has been the dominant energy recovery solution in desalination for over 25 years.

For a complete overview of prizes and awards received in Epta's history, please refer to the dedicated page on our corporate website

#### > 2023 Sustainability Leader (3<sup>rd</sup> consecutive year)

The award - curated by II Sole 24 Ore and the analysis company Statista - celebrates Italian companies committed to an ecological, ethical, social and governance transition, in order to highlight their responsibility and success in this area.

Sponsored by Credit Suisse and Kon Group, the award supports and highlights the best 100 companies that are committed to the planet.



**EPTA S.p.a.** • Via Mecenate 86 - 20138 Milan - Italy T: +39 02.55.403.211 • E: info@eptarefrigeration.com

sustainability@eptarefrigeration.com corporate.mktg@eptarefrigeration.com



## www.eptarefrigeration.com



