



Epta

Sustainability that reflects
our identity

Corporate Social
Responsibility Report 2015





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A letter from the Managing Director

We believe that the **CSR Report** must hold a central place in our Group philosophy. It is an important step that represents a consistent and universal expression of the principles and values that underlie our style as a company and it has to be addressed with real determination. It is thus our great pleasure to inform you that we are continuing down the path we started four years ago, by creating the 2015 edition of our CSR. This confirms our will and our focus on **SUSTAINABILITY**-oriented social progress.

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

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

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

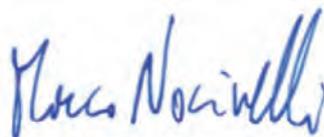
We strongly believe that committing to research and to the creation of solutions that optimise the utilisation of natural energy sources should be a founding policy for every industrial organisation. In the past three years **we have reached and even exceeded the important goals that we set for ourselves:**

1. we have reached **more than 50% of energy saving products** in our range.
2. we have chosen sustainability aware suppliers. This decision has made it possible to reach another goal: **increasing the use of renewable-source electrical energy up to 33%:** Epta exceeded this goal in 2014 by reaching **36%**. Just as importantly, we have reduced energy consumption in the past three years. Measured in kilograms of oil equivalent per manufactured unit, this achievement resulted in a **20%** reduction, exceeding the 5% that we were aiming at.

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

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

I wish you all a great job.



Marco Nocivelli

COMPANY PROFILE

Epta a growing group year after year

Prestigious brands in commercial refrigeration for Mass Retailers like Costan, Bonnet Névé, George Barker, Eurocryor, Misa and Iarp, **4000 employees** and a turnover of about **680 million Euro in 2014**: all of this is Epta, a Group with headquarters in Milan, with an efficient widespread international presence in **35 countries**, including outposts in Asia, Middle East, South America, Africa, through its own network, agents and dealers.



A highly competitive, focused business

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

Think globally, act locally

With **10 manufacturing facilities** located in **France, Italy, UK, Turkey, China, Argentina and Thailand** for a total of **300.000 sqm**. The Group does business mainly in **Europe** but also in **Middle East, Africa, Asia and South America**: strategic places from a financial standpoint. And Epta is always particularly sensitive to the development of local resources: in 2013 Epta has established a new company in Chile, Epta Pacifico Sur SA and opened two new offices in Saudi Arabia and Malaysia. Epta has acquired Cold Service Group Limited, specialised in the installation and maintenance of turnkey refrigeration and air-conditioning systems in the UK. Epta's yearly production capacity is **200,000 units** today.



CORPORATE Social Responsibility and Sustainability

CSR POLICY STATEMENT - Epta group

Epta, multinational group specialised in commercial refrigeration.

Our Philosophy

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

Our Principles

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

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

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

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

Our Commitments

Society:

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

Safety:

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

Environment:

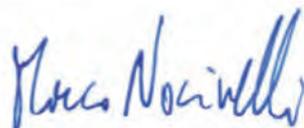
We commit to continuously improve the environmental performance of our business and products by reducing emissions, conserving natural resources and optimising the use of sources of sustainable energy and materials. This is underpinned by our investment in research into cutting-edge environmental innovations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

Customers and Products:

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

Suppliers and Sub-Contractors:

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



Marco Nocivelli / Managing Director

COMPANY

TRANSPARENCY

Dialogue and objectivity Epta's idea of Social Balance

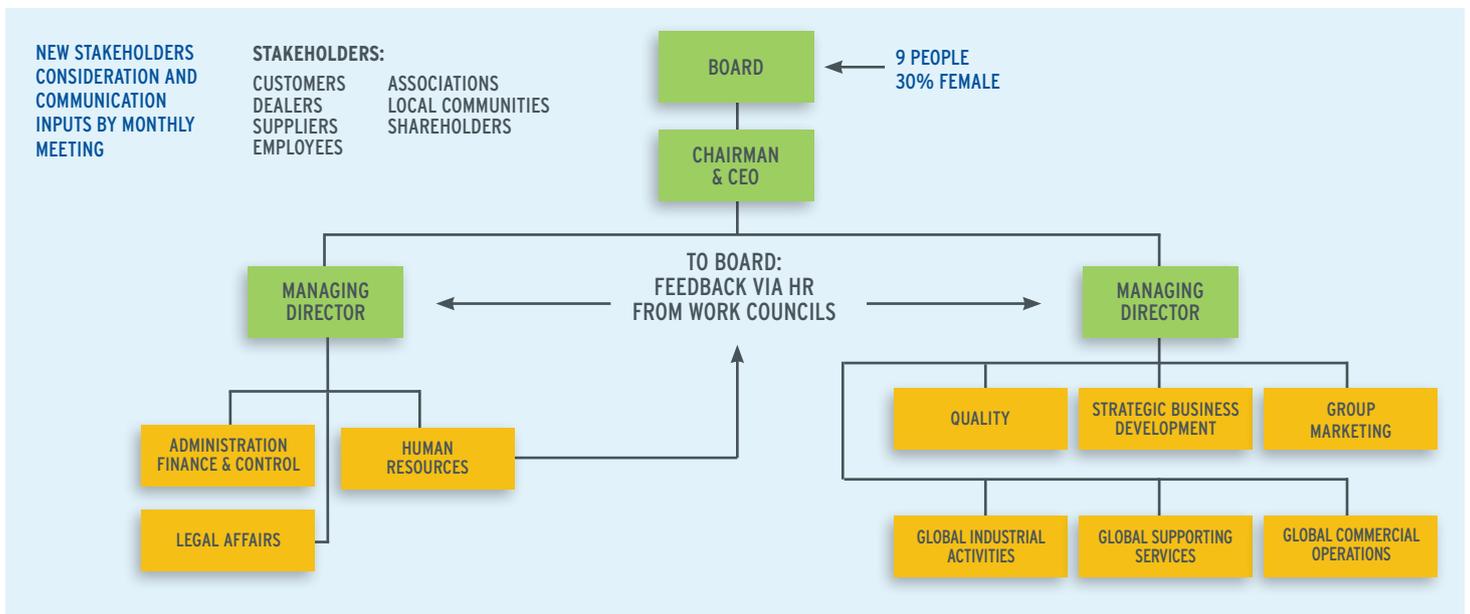
At Epta the most advanced technology comes together with concrete, efficient sustainability and constant consideration for the environment and for people. We strongly believe sustainability is not only a concept, but a set of objective substantiated data. These are the premises that have directed the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

- In drafting a social balance:
- Establishing an effective dialogue with all of the stakeholders,
- Expressing its philosophy and its vision,
- Reporting the results obtained and then
- Identifying future goals for growth.

In doing so, Epta has been inspired by the GRI (Global Reporting Initiative) guidelines, a universally recognised model for reporting the financial, environmental and social performance of an organization. Epta drafted a C+ Level report and requested TUV Austria Cert GmbH, to undertake the group's comprehensive validation. TUV Austria is an independent validation agency that is familiar with the Group ever since 1996 and whose control procedures in the Quality, Health, Safety and Environment domains.

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.



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.

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 "Values and Code of practice" at the link:

<http://www.eptarefrigeration.com/en/highlights/information-kit/brand-identity-fr>

A certified reputation for a responsible future

A goal that is common to all the Group Companies is sustainable social growth and the construction of real progress. This commitment constantly aims at the highest standards of excellence and becomes tangible in Epta's certifications.

As early as in 1996 Epta group was certified **ISO 9001**. Subsequently this quality management system was extended to the other Group Companies, Epta France, Costan, Eurocryor, Epta Argentina, Epta Deutschland, Epta Iberia, Epta Istanbul, Epta Qingdao, Epta VSD Engineering, George Barker, IARP(Italy), IARP (Asia), Misa and Cold Service.

In the following years the Group invested in refurbishing their facilities, which soon became paragon factories. This was acknowledged by the **ISO 14001** certification that Epta (Milano), Costan, Epta France, Epta Istanbul, Eurocryor, George Barker, IARP (Asia), IARP (Via Enrico Motta) and Cold Service became awarded. Starting from 2011 Epta France, George Barker, IARP (Asia) and Epta (Milano), Eurocryor, Costan, Epta Istanbul and Cold Service became **OHSAS 18001**-certified in the areas of Occupational Safety and Health. Epta strongly believes in the value of certifications and has opted to be certified through a truly objective logic for its products too: this is why Epta outsources the assessment of its products to **Eurovent**, the agency used by the major manufacturers of refrigeration and air conditioning equipment. Eurovent independently checks the energy performance of the cabinets according to the international **ISO 23953-1-2** standards.

Moreover, Epta cooling packs and systems are **PED**-certified (Pressure Equipment Directive) in Costan, coldrooms are certified **ETA MARK** (European Technical Approval) and **HACCP** certification (Hazard analysis and critical control points) in Misa. Epta Deutschland, was awarded the **SCC** certification for installation and servicing activities as well as the **WEEE** certification for the disposal of electrical and electronic equipment.



* With best configuration

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

UNI EN ISO 9001:2008

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

UNI EN ISO 14001:2004

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

OHSAS 18001:2007

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

PAS99:2012

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



Marcatura CE celle

MISA / Pomezia, Roma / ITA

HACCP Food Safety Programme

MISA / Pomezia, Roma / ITA

PED (Pressure Equipment Directive)

Costan / Limana / ITA



THE EPTA WAY UP

Epta's vision of sustainability

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

EXPERIENCE

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

EFFICIENCY

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

EXCELLENCE

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

EVOLUTION

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

INNOVATION

New innovation goals for sustainable development

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

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

Eurocryor is home to the Dynamic System, a revolutionary technology for ideal preservation of meat products that reduces weight and mass loss by 96% over 24 hours. Moreover, it reduces total energy consumption (TEC) at least by 20% compared to other cabinets, and provides additional savings in water and cleaning agents. This and other important innovative solutions, as the willing to improve energy performances of the Group factories (i.e. photovoltaic use at Limana facility), has allowed the Group to obtain Government support in terms of incentives amounting to € 1.156.000*. A virtuous circle that grows stronger year after year has been established, ensuring results that are increasingly better and in greater numbers.

RevUP technology improves Energy efficiency of

11%
compared to another closed cabinet and

62%
compared to an open one

Dynamic system technology reduces total energy consumption (TEC) by

20%
compared to a standard solution

*No government present in the shareholding structure



THE NEW COMPLETE REVUP FAMILY
revolutionize the shopping experience

ENVIRONMENT

The beneficial impact of eco-friendly logics

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

Innovation in refrigeration

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

In the name of leading innovation, a new installation was set up in Caleta Olivia, Argentina, with Costan's contribution. This is the first supermarket with transcritical CO₂ refrigeration in South America. A sustainable ecostore with a low environmental impact featuring Eco₂Small CO₂ equipment, a medium and low temperature direct refrigeration pack.

The properties of R744 gas (CO₂) provide numerous advantages in terms of carbon footprint reduction and plant efficiency. This natural fluid has a GWP (Global Warming Potential) equal to 1, i.e. the lowest value among the refrigerants available on the market.

EPTABLUE
Improved refrigeration efficiency
up to

20%

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

-43%

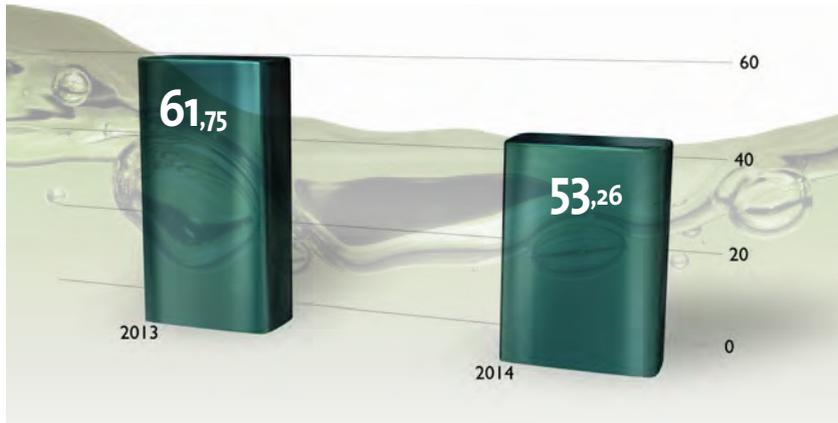
Reduced refrigerant charge
up to

-75%



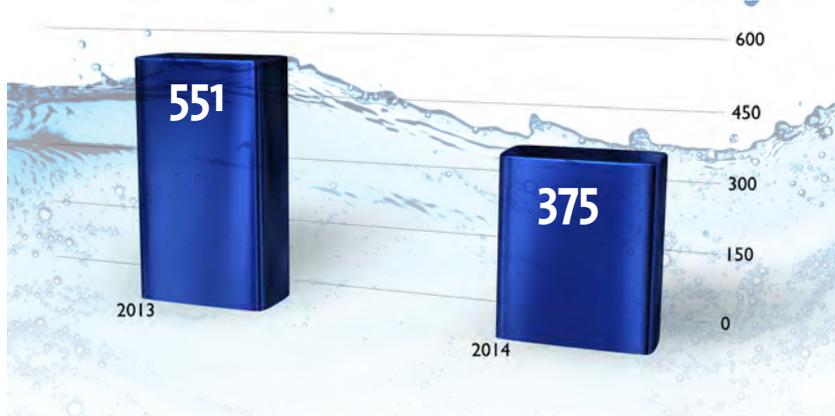
Energy conservation made real

Epta is constantly seeking solutions to improve energy efficiency at the Group's plants. Opting for energy self-production, like photovoltaic and co-generation systems and implementing advanced technology on manufacturing processes has resulted in improved general performance levels: the **KOE** - kilogram of oil equivalent per manufactured unit - has dropped from 61,75 in 2013, to 53,26 in 2014, with a reduction exceeding 14 percentage points.



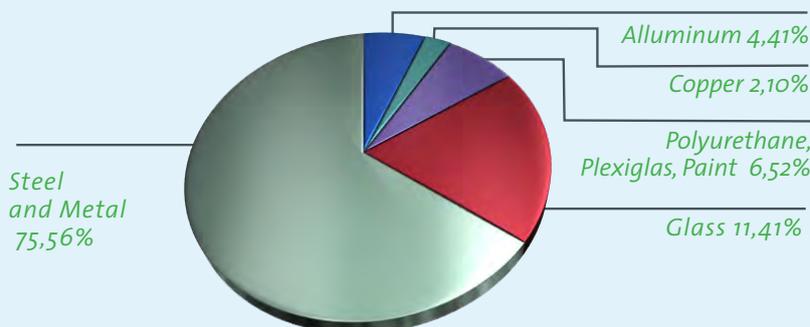
KOE (Kilogram Oil Equivalent per manufactured unit)

The Group's effort also resulted in a reduction of **water consumption**, applied both to production and to water use across the facility. The improvement is even more evident here: water consumption per produced unit for the entire Group dropped from 551 litres in 2013 to 375 litres in 2014, with a decrease of over 31 percent.



water consumption

The materials highlighted in green are recyclable



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

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

HUMAN RESOURCES

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

Epta's vocation is to give value to the experience of the human resources, in respect of the interpersonal differences, building cooperation and networks between individuals. In doing this the Group is committed every day to offer safety, training and growth opportunities to everyone who works within the Group.

TYPE	Total	Male (%)	Female (%)
Managers	123	94	6
White collars	587	70	30
Blue collars	1221	88	12
CONTRACT	Total	Male (%)	Female (%)
Permanent	1843	83	17
Temporary	77	91	9
Interim	112	82	18
REGION	Total	Male (%)	Female (%)
Same factory's province	1509	83	17
Other province	268	88	12
Other State	107	73	27

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, in 2014 also Costan, Eurocryor and Epta (Milano) have been granted certification of conformity with the prestigious OHSAS 18001, an international 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 2014 is equal to 2,87 (-18%), compared to 2013 index of 3,51. The Lost Day Rate (total number of days lost per injury) is worth noting, which dropped from 78,68 in 2013 to 67,35 in 2014 (-14%).

Reduction of the injury frequency index

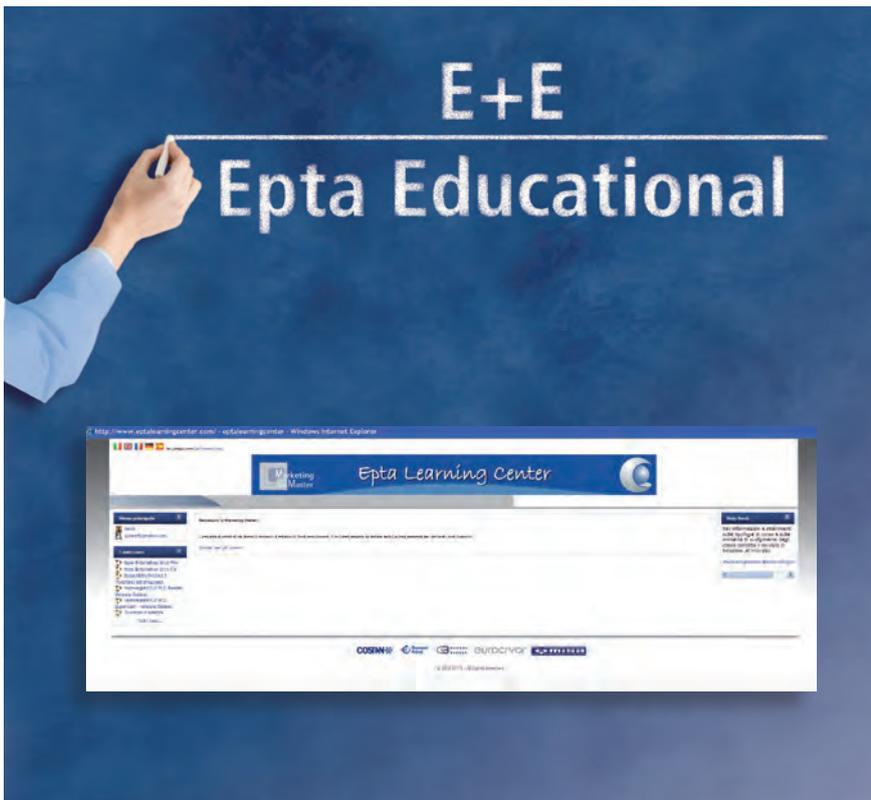
-18%

Lost Date Rate

-14%

Training for improvement

Spotlighting and supporting human potential in a continuous growth process. To reach this objective Epta constantly invests in the training and updating of its human resources: in 2014 it provided its employees with almost 16.721 hours of training. Thanks also to the e-learning platform, in use since 2009, the Group has been able to e-train the personnel of all departments, proving courses of a commercial nature on certification, safety/eco-sustainability and much more.



16.721

hours of employee training

The choice was then made to share the excellent Epta experience in the realization of systems with natural CO₂ refrigerant, opening a Training Centre in the UK which, to date, has involved more than **500** 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

500

professionals trained at the CO₂ Training Centre Epta in the UK

compared to 250 in 2013



A business built on connections

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



Epta participates in

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

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



CUSTOMER CARE

Attention and dedication

Epta's attention is always geared to meeting the customers' needs. Therefore, with the customary consideration it puts into its assistance processes, Epta has called upon its interlocutors to actively contribute to improving the services offered. A questionnaire on Customer Satisfaction in the areas of product, personnel and delivery was given out in 2011 to 250 installation sites (over a total of 2400), in 2012-2013 became 317 and in 2014 287. A general evaluation that varies from good to very good is an additional positive confirmation of Epta's commitment.



more than

287

installation sites interviewed in 2014

more than

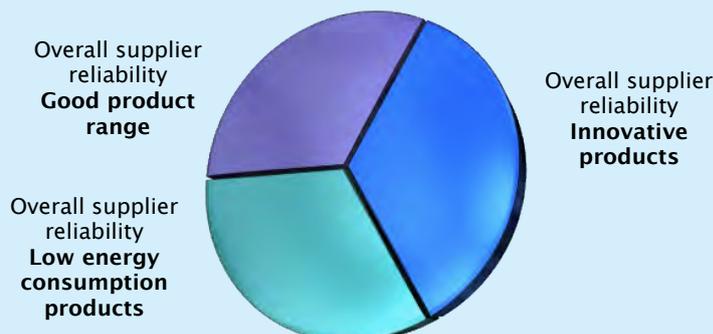
3.400

answers received during the interview

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

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

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



COMMUNICATION

Ethics and support pro-active communication

Ethics and support, two concepts on which Epta has based its corporate philosophy: these concepts meet, interact and are reflected in the Groups style of communication. In order to offer its contribution towards sustainable social development, Epta believes that it is important to promote initiatives that can generate renewal, and that it is equally important to participate in these experiences through communication. The Epta style of communication is geared to inform, to create the circulation of ideas and, finally, to share projects and values that look to the future and to an eco-sustainable economy.

In connection with the Universal Exposition Milan **Expo 2015**, the Group participates in a number of events, merging its own ethical and corporate values with the objectives of the event. Milan Expo's theme, "Feeding the Planet, Energy for Life" is in harmony with the values conveyed by the Group's communication. To confirm this, "**The Epta Way Up! Preserving Food Value**" concept was launched, and especially **#FoodValue** on the Social Media, which underlines Epta's capacity to increase the indispensable value of food. The Group's Brands uphold that value by the use of technology that preserves food in the healthiest way, presents its freshness and also respects the environment.

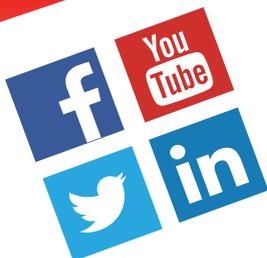
THE EPTA WAY UP!
PRESERVING
FOOD
VALUE



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

Epta's communication has distinguished itself on the most popular social networks, where it is more active than ever before: Facebook, Twitter, LinkedIn. Epta also has its own YouTube channel.

Yet the long-term social network goal is strengthening the Group's brand awareness, involving clients, suppliers and co-workers, but also in-house personnel as bearers of corporate sense of belonging.



AWARDS

A commitment that pays

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

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

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

In terms of sustainability our brand IARP has been awarded in 2013 by Unilever as one of their best suppliers. These are the words of the Chief Supply Chain Officer at Unilever about it: "this event presented us with a fantastic opportunity to recognize some outstanding examples of true excellence in our partners, who are leaders within their field. We are thrilled to award IARP SRL the Partner to Win Special Contribution Award for their commitment to working with Unilever to grow our businesses sustainably together". Epta achieves also the silver medal **in the 2014 ECO CARE**, an event **promoted by the German magazine "Lebensmittel Praxis" to award the best sustainability concepts** offered by retailers, food producers and suppliers of the supermarket business.

In 2012 Epta France, in co-operation with CFD Nord, received another respected award: the Grand Prix du Froid for the Best Innovation in Concept and Solution, thanks to the development and installation of a transcritical system and of high performance vertical cabinets with double-glass doors. Epta's innovative strength also won several editions of the **Cooling Industry Awards**, in 2006, 2007, 2009 and again in **2014 with an innovative system, in the category "Convenience Retail Project of the Year"**.



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



Meilleure innovation en
Concept et Application



Epta won the silver medal in the 2014 Ecocare

Epta was awarded:
2006 – 2007
2009 – 2014

Cooling Industry Awards



Convenience Retail Project of the Year



IARP was awarded by Unilever as one of their best suppliers

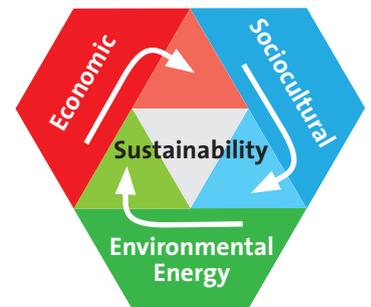
SUSTAINABILITY TODAY AND TOMORROW

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. To be effective, all of our efforts must integrate the three pillars, or dimensions, of sustainability - **environmental/energy, socio-cultural, and economic.**

TODAY 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

TOMORROW We look forward to the challenges in supporting our commitment to sustainability and dedicate the organisation to demonstrating the results of our work in 2016 **which will again be supported by independent validation.**



Some other pillars of Sustainability:

- Since 2007 Epta gadgets are made with recyclable materials (pens made from CD cases, shopping bags in recyclable plastic)
- 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
- In 2012 Epta used only electronic Christmas cards whilst supporting the UNICEF initiative "Own a colour".
- 2012 Campaign "Disegna la sicurezza" in Costan facility: Costan organized an award for all direct employees children asking them to draw safety at work.
- 2013 represents Epta's digital turning point: 90% of the paper printed material was phased off to the advantage of digital catalogues on the Apps and websites. To easily use the new app, all sales people are given their individual iPad.
- In 2013 once again, Epta sent out digital Holiday Greetings and this time decided to support Medecins sans Frontiers in their work for the Philippines.
- In 2014 Epta sent its digital format holiday greetings in support of UNICEF and sided with astronaut **Samantha Cristoforetti**, in her commitment against child malnutrition and infant mortality in the world. This is why Epta also launched #impresastraordinaria on the social networks.
- 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**".



RevUp Family: a new products range that will revolutionize and improve the consumers' shopping experience



Epta, with its Brands Costan, Misa and Eurocryor, is the official supplier for MasterChef Italia 2015

INDEPENDENT VALIDATION STATEMENT

Validation Statement

TÜV AUSTRIA CERT GMBH conducted an independent validation of the information contained in this Corporate Social Responsibility Report 2015. We were responsible for auditing and validating the information given in this report. Criteria of validation audit have been the GRI Sustainability Reporting Guideline G3, application level C+. The reporting period considering data and GRI performance indicators was January 1st, 2014 to December 31st, 2014. The number of represented production sites remained 5, covering 80% of the production of the group (Limana (ITA), Hendaye (FRA), Bradford (GB), Solesino (Italy) and Corlu (Turkey)).

The audit process of TÜV AUSTRIA CERT GMBH is compliant with ISO 19011:2010. Our audit techniques provide reasonable assurance, that the CSR report does not contain misstatements. TÜV AUSTRIA CERT GMBH also uses samples for validating the information of this CSR Report 2014, which have been drawn in the numerous audits for certification and surveillance of EPTA's ISO 9001, ISO 14001, OHSAS 18001 and BS PAS 99 Management Systems. This fact enlarges the number of samples and raises the assurance of the quantitative and qualitative information contained in this report. We provide EPTA with an audit report detailing our samples, findings and recommendations concerning the CSR Report 2015.

Conclusion:

Based on our final validation audit in the EPTA Group headquarter in Milan on May 20th and 21st 2015 EPTA's CSR Report 2015 complies with the GRI: G3 C+ requirements. EPTA's processes are supporting the sustainability development process.

Vienna, July, 3rd 2015

Dipl. Ing. Werner Gargitter
Lead Auditor
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TÜV®



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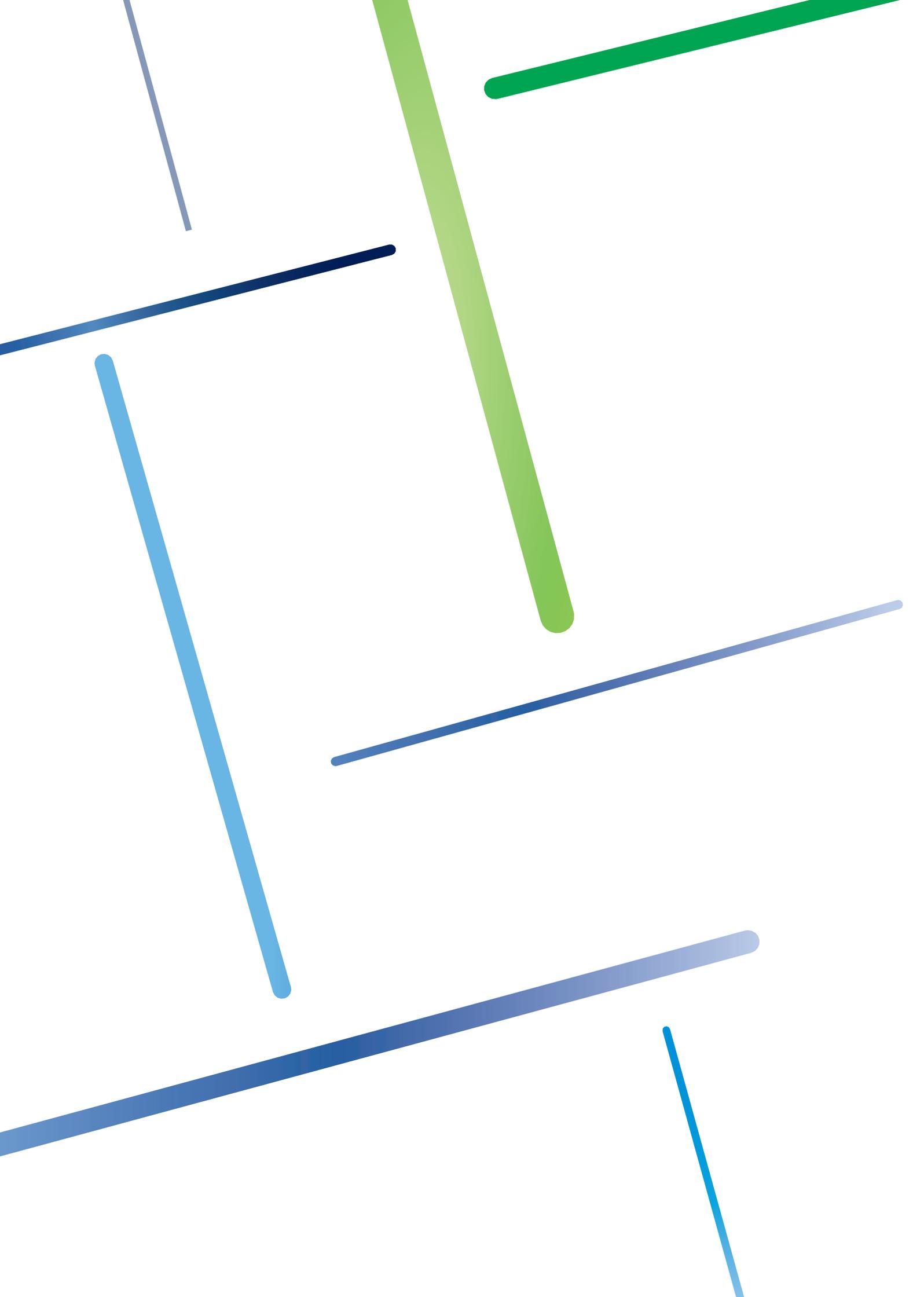
Company Register
Vienna / FN 288474 b



Epta

Appendix

Corporate Social
Responsibility Report 2015



G3.1 Content Index



Application Level
Epta

Sep 2015
Service

Application Level C

Assured by

STANDARD DISCLOSURES PART I: Profile Disclosures

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

1. Strategy and Analysis

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Reason for omission	Explanation for the reason for omission
1.1	Statement from the most senior decision-maker of the organization.	Fully	Page 5 CSR Report		

2. Organizational Profile

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Reason for omission	Explanation for the reason for omission
2.1	Name of the organization.	Fully	Page 6 CSR Report		
2.2	Primary brands, products, and/or services.	Fully	Page 6 CSR Report		
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	Page 6 CSR Report		
2.4	Location of organization's headquarters.	Fully	Page 6 CSR Report		
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	Page 6 CSR Report		
2.6	Nature of ownership and legal form.	Fully	Page 6 CSR Report		
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	Page 6 CSR Report		
2.8	Scale of the reporting organization.	Fully	Page 6 CSR Report + Number of employees: 1931 (LAI), Net sales: 458.6 Million €, Quantity of products provided: 87.121 units / year. Values relate to the scope of the report. Epta Group in total has 4000 employees and a turnover of €680M		
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	Page 6 CSR Report, new acquisitions: Cold Service Group Limited		
2.10	Awards received in the reporting period.	Fully	Page 9 and 19 CSR Report		

3. Report Parameters

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Reason for omission	Explanation for the reason for omission
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	Page 1 & 4 CSR Report		
3.2	Date of most recent previous report (if any).	Fully	2014		
3.3	Reporting cycle (annual, biennial, etc.)	Fully	Annual		
3.4	Contact point for questions regarding the report or its contents.	Fully	Page 30		
3.5	Process for defining report content.	Fully	Refer to Page 8 and Ethical Code (http://www.eptarefrigeration.com/en/highlights/information-kit/brand-identity-fr) Agreement within CSR reporting committee and Managing Director + CSR reporting Committee defines materiality, CSR reporting Committee defines priority of the topics within the report, Managing Director approves that above, Stakeholders using the report are: Internal customers; External customers; Banks; Associations.		
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	Page 4 CSR Report. Includes statistical Data from Manufacturing Plants in Limana and Solesino (Italy), Hendaye (France), Bradford (UK) and Çorlu (Turkey). Head office (Milan). Also in accordance with GRI reporting scheme for level C+		
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	Excluded for the time being are commercial office facilities only		
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	In accordance with the requirements of the GRI reporting scheme for level C+ and also Group Finance and Marketing		
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Not		Does not exist	No changes or re-statements

3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	No changes compared to the previous report		
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	G3 Content Index		

4. Governance, Commitments, and Engagement

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Reason for omission	Explanation for the reason for omission
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	Page 8 CSR Report		
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	Page 8 CSR Report		
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Fully	Page 8 CSR Report		
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	Page 8 CSR Report		
4.14	List of stakeholder groups engaged by the organization.	Fully	Pag 8 CSR Report (For Clarity) - Customers, Dealers, Suppliers, Employees, Associations, Local Communities, Shareholders		
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	Page 8 CSR Report (Refer to Diagram). It indicates the flow of communication of the Top management of Epta to the Board (incl indication of Male/Female inclusion), it denotes the feedback input directly from the workforce via work councils and HR also the selection route for new/potential shareholders and the listing of current stakeholders.		

STANDARD DISCLOSURES PART III: Performance Indicators

REPORT FULLY ON 10 CORE OR ADDITIONAL PERFORMANCE INDICATORS - AT LEAST 1 FROM EACH DIMENSION (ECONOMIC, ENVIRONMENTAL SOCIAL)

Economic

Indicator	Disclosure	Level of Reporting	Location of disclosure
Economic performance			
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Fully	Page 6 CSR Report (For Clarity) - Revenues: 457.563 €, Operating costs: 448.522 €, Employee compensation: 99.075 €, Retained earnings: 7.646 €, Payment to capital providers: 6.990 €, Payment to Government: 8.227 €.
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Not	
EC3	Coverage of the organization's defined benefit plan obligations.	Not	
EC4	Significant financial assistance received from government.	Fully	Page 11 CSR Report
Market presence			
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Not	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Not	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Not	
Indirect economic impacts			
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Not	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Not	

Environmental

Indicator	Disclosure	Level of Reporting	Location of disclosure
Materials			
EN1	Materials used by weight or volume.	Fully	Page 13 CSR Report (For Clarity) - Total materials used: 28.966.088,42 Kilograms, Total non renewable materials: 1.889.747,84 Kilograms, Total of direct materials used: zero.
EN2	Percentage of materials used that are recycled input materials.	Not	
Energy			
EN3	Direct energy consumption by primary energy source.	Fully	Page 13 CSR Report (For Clarity) - Total direct energy produced and used: 3.824.812.800 Kilojoules. All direct energy produced and used is completely renewable.
EN4	Indirect energy consumption by primary source.	Fully	Page 13 CSR Report (For Clarity) - Total renewable energy consumption: 18.207.723.697,56 Kjoules, Total non renewable energy consumption: 37.353.492.766,44 Kjoules. The consumption from primary sources by energy sources are Coal (14,16%), Natural Gas (23,32%), Nuclear (26,16%), Renewable (32,77%) and Other (3,59%).

EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Not	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Not	
Water			
EN8	Total water withdrawal by source.	Fully	Page 13 CSR Report (For Carity) - Total volume of water withdrawn from reservoirs only : 32.742 M ³
EN9	Water sources significantly affected by withdrawal of water.	Not	
EN10	Percentage and total volume of water recycled and reused.	Not	
Biodiversity			
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not	
EN13	Habitats protected or restored.	Not	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Not	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not	
Emissions, effluents and waste			
EN16	Total direct and indirect greenhouse gas emissions by weight.	Not	
EN17	Other relevant indirect greenhouse gas emissions by weight.	Not	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Not	
EN19	Emissions of ozone-depleting substances by weight.	Not	
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not	
EN21	Total water discharge by quality and destination.	Not	
EN22	Total weight of waste by type and disposal method.	Not	
EN23	Total number and volume of significant spills.	Not	
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Not	
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not	
Products and services			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Not	
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not	
Compliance			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Not	
Transport			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Not	
Overall			
EN30	Total environmental protection expenditures and investments by type.	Not	
Social: Labor Practices and Decent Work			
Indicator	Disclosure	Level of Reporting	Location of disclosure
Employment			
LA1	Total workforce by employment type, employment contract broken down by gender.	Partially	Page 14 CSR Report
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Not	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Not	

Labor/management relations

LA4	Percentage of employees covered by collective bargaining agreements.	Not	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Not	

Occupational health and safety

LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Not	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	Fully	Page 14 CSR Report
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Not	
LA9	Health and safety topics covered in formal agreements with trade unions.	Not	

Training and education

LA10	Average hours of training per year per employee by gender, and by employee category.	Fully	Page 15 CSR Report (For Clarity) - Total number of training hours for Managers: 4200, Total number of training hours for Indirects: 6558, Total number of training hours for Directs: 5963. The average Hours of training per employees category are: Managers - 35 hrs, White Collars - 14 hrs and Blue Collars - 8 hrs
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Not	
LA12	Percentage of employees receiving regular performance and career development reviews.	Not	

Diversity and equal opportunity

LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Not	
LA14	Ratio of basic salary of men to women by employee category.	Not	

Social: Human Rights

Indicator	Disclosure	Level of Reporting	Location of disclosure
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Investment and procurement practices

HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Not	
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Not	
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Not	

Non-discrimination

HR4	Total number of incidents of discrimination and actions taken.	Not	
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Freedom of association and collective bargaining

HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	Not	
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Child labor

HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Not	
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Forced and compulsory labor

HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	Not	
-----	--	-----	--

Security practices

HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not	
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Indigenous rights

HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not	
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Social: Society

Indicator	Disclosure	Level of Reporting	Location of Disclosure
Communities			
S01	Nature, scope and effectiveness of any programs and practices that assess and manage the impacts of operation on communities, including entering, operating and exiting.	Not	
Corruption			
S02	Percentage and total number of business units analyzed for risks related to corruption.	Not	
S03	Percentage of employees trained in organization's anti-corruption policies and procedures.	Not	
S04	Actions taken in response to incidents of corruption.	Not	
Public policy			
S05	Public policy positions and participation in public policy development and lobbying.	Fully	Page 16 CSR Report
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Not	
Anti-competitive behavior			
S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Not	
Compliance			
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Not	

Social: Product Responsibility

Indicator	Disclosure	Level of Reporting	Location of Disclosure
Customer health and safety			
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Not	
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Not	
Product and service labelling			
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Not	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Not	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	Page 17 CSR Report
Marketing communications			
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Not	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Not	
Customer privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Not	
Compliance			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Not	



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