



# EPTA QUALITY POLICY

2024



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## COMMITMENT OF THE CEO

Dear readers,

At Epta, **quality** has always been the focus for designing offerings that are able to intercept the continuous evolutions of refrigeration in the Food Retail, Food & Beverage, and Ho.Re.Ca. sectors. We are an **independent global player focused on commercial refrigeration**, to provide our customers with **innovative, sustainable** and **high-quality** solutions whose purpose is to meet and anticipate their needs. Consequently, the constant pursuit of quality drives us to deliver products and services that are not only **reliable** and **safe** but above all **compliant with the latest regulations**, offering an unparalleled Customer Experience. We never compromise on their quality, safety and conformity, which are guaranteed by a strict adherence to the regulatory requirements of each market in which we operate and by the numerous certifications we have obtained and constantly updated over time - such as CB IECEE scheme certificates, PED notified body certificates and Eurovent Certita certificates. The reliability and excellent quality of our products, instead, stem mainly from our robust design, end-to-end quality management system and continuous improvement system, in addition to the competence of our Epta people.

At Epta, our **Quality Policy** summarizes the essential elements of our commitment for **excellence** and includes:

- Fostering a quality mind-set with the objective of developing, manufacturing, and **providing products and services with zero defects that are trusted and preferred** by our customers and deliver on our promise to enable safe and best performed products.
- **Complying with relevant laws and regulations** as well as internal requirements,
- Continuously challenging ourselves to improve the quality management system to **guarantee product safety, prevent quality incidents and eliminate defects** through the review of quality objectives and results,
- Encouraging **participation and promotion** of quality responsibilities amongst all employees and third parties through standards, education, training and coaching, supervision, and effective communication.

So, care for **quality, innovation and sustainability** have always been the trademark of Epta's products and services. This choice supports the commitment to constantly **improve our performance and to exceed our customers' expectations** by offering a vast catalogue of high-quality products and services that is able to meet any kind of need.

**Cav.Lav. Eng. Marco Nocivelli**

Chairman and CEO



## MEETING OUR COMMITMENT

We are involved in and dedicated to achieving **high Quality standards** for our products and services through the application of the **Epta Integrated Management System (IMS)** for Quality & , Health, Safety & Environment. Fully aligned to ISO standards, IMS for Quality & HSE is implemented across our organization and verified by independent third-party certification bodies.

We act every day to create sustainable value and to act effectively and efficiently with the aim of

1. Guaranteeing **product safety** and full compliance by respecting our policies, principles, and standards with full transparency,
2. Performing **Quality Processes** by capturing all the complexities,
3. **Harmonizing and Standardizing** the Quality Processes throughout the Product life cycle,
4. Ensuring and enhancing preference and consistency by **valuing what our customers value** and by offering products and services that always **meet or exceed our customers' expectations**,
5. Striving for **zero defects and no waste** by constantly looking for opportunities to apply our continuous improvement approach to deliver competitive advantage, by continuously identifying and assessing any risks associated with our activities and ensure appropriate control measures are in place.
6. Engaging everybody's commitment across our complete value chain and at all levels of our organization to build the **Epta Quality mind-set**.

Quality is first and foremost about **trust** in our products, our services and in our brands. But Quality is also more than this. It is about **delivering what we promise in everything we do**. Each one of us has the power to influence Quality and trust through our leadership, dedication and passion.

We must continue to enhance both the quality of our people and the quality of our products, as they mutually support each other. This connection is integral to our sustainability, contributing to financial and competitive success.

## EPTA QUALITY POLICY

Epta is a large industrial Group present over five continents to meet the needs of commercial refrigeration for Retail, Food&Beverage and Ho.Re.Ca., interpret the consumer cultures of different countries, give life to sustainable "cold technologies" of the future, and create value for the customers in every part of the world.

Our value creation hinges on **innovation** and our commitment to **environmental, governance, and social issues**. This dual focus drives us to develop technologies that support our customers' green transition, renewing stores and giving them a new lease of life, both in terms of performance and aesthetics, and contribute to a more **sustainable future**. We also invest in our own sustainable future through consistent review of our environmental stewardship and governance, and the well-being of our people, communities and stakeholders.

**Quality is paramount** to the delivery of our vision to be the preferred local partner for customized



product and refrigeration system solutions, in constant pursuit of improving life at the market and living up to our mission to earn trust and create demand for our brands in a digital world. This starts with quality and how we manage quality.

Epta with all its subsidiaries in EMEA, Americas and APAC passionately believes in the importance of quality that translates into a **continued commitment to deliver innovative, high-quality products and services** and to constantly improve them to meet and anticipate the needs of our customers.

Our values "**Achieve Sustainable Growth**," "**Be a global player**," "**Create Innovation**," "**Develop our talents**" "**Ensure ESG-D priority**," drive and guide all of us working at Epta, and together with strategic imperatives, require from us to deliver safe, reliable, and high-quality products for our customers and consumers.

To ensure the achievement of these objectives and excellence in quality, we are committed to developing and maintaining a quality management system based on the **ISO 9001: 2015** standard, which takes account of the context within which the Company operates. This standard, along with our values and behaviors, **guarantees the satisfaction and trust of all the stakeholders** and spans our entire business defining all our quality requirements for engineering, procurement, manufacturing, sales and distribution, services and listening to the voice of our consumers and customers.

We ensure working with suppliers that guarantee the same **commitment and dedication** to quality that defines us. We **train** our employees to be always up to date on the latest standards and quality requirements. We operate in **compliance with all legal requirements and regulations** in force in the countries where we operate. We continuously identify and assess any risks associated with our activities and ensure appropriate control measures are in place.

By respecting these principles, we implement the criteria for continual improvement identified in this Quality Policy.

Our Leadership Team demonstrates the commitment to these values and expects and encourages that all people at Epta fully confirm the letter and spirit of this commitment towards Quality.

At Epta, **teamwork, engagement, ownership, and support** by everyone are crucial for achieving our quality objectives. In this context, we are committed to providing the required leadership, management and resources and we will ensure that the Quality Policy is **reviewed annually** and communicated to employees and third parties. At its core, Quality is first and foremost about **trust in our products, our services and in our brands**. But Quality is also more than this. It is about delivering what we promise in everything we do. Each and every one of us has the power to influence Quality and trust through our **leadership, dedication and passion**.