GROUP POLICY FOR OUR MANAGEMENT SYSTEMS

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

Epta - **interprets the needs of its clients,** resulting in sustainable refrigeration technologies that, with an eye to the future, that create value for customers **all over the world with the least environmental impact**.

Thanks to an experienced management team, Epta supports, promotes and shares with all Stakeholders a culture based on the principles of sustainability, reliability and quality of the solutions offered and on principles of safety, competence and employee development.

Epta and its leadership are fully committed to Certified Management Systems, developing an integrated vision of shared value creation within the company, defining, implementing and monitoring corporate policies, decisions and activities with a long-term perspective, placing stakeholder expectations and requests at the heart of the strategy and deeply integrating operational and financial performance with "non-financial" performance.

Epta has all the technical and people resources needed to strengthen, analyse and continually improve the certified Management Systems in order to achieve our aims and objectives:

1. To be committed to operate in compliance with the highest standards and applicable laws and regulations. To conduct its business through a transparent and responsible approach, capable of maintaining the trust of shareholders and stakeholders because we believe that good corporate governance is essential to generate positive impacts on the environment and society.
2. To promote a quality mindset with the goal of designing, manufacturing and delivering products and services that incorporate, within the boundaries of the specifications, the latest and most innovative solutions, with zero defects, reliable, safe and best performing by monitoring our processes through internal and external audits. Upon release of its products, we ensure they all comply with customer requirements and that our measurement and monitoring equipment remains calibrated.
3. Comply with and meet applicable legislation and other requirements that affect our business and products, taking care of our workers by committing to providing safe and healthy working conditions, applying safe procedures and ensuring excellent communication with all stakeholders.
4. Adopt a "risk-oriented" approach to mitigate its effects and pursue continuous improvement strategies by identifying, analysing and reviewing our processes.
5. To be committed to respond to the challenges posed by climate change by analysing our potential environmental aspects to reduce their impacts on the environment. Adopt a proactive commitment which is expressed in an improvement process that optimises and reduces the use of energy, water and other resources utilising green and sustainable sources, where available, to protect the environment for future generations.
6. To be committed to improve our employee experience through consultation and participation of our people and their representatives and offering a comprehensive training and growth program. We are committed to spreading the culture of inclusivity because we firmly believe that interpersonal differences foster better co-operation between individuals.
7. To work in co-operation with external providers. We expect the highest standards of conduct and performance and promote the pursuit of sustainable solutions.
8. To guarantee the protection of personal data by collecting and processing in compliance with existing regulations.
9. That all Epta entities remain committed to inform all their employees and collaborators of this policy.

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