



Sustainability that reflects  
our identity

Corporate Social  
Responsibility Report 2012





Epta

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our identity

Corporate Social  
Responsibility Report 2012

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All of the entered data **relates to 2011** year for the facilities in Limana (Italy), Hendaye (France), Bradford (UK) and the Milan offices (Italy) that represent 70% of the total production of the Group.

## A letter from the Managing Director

We believe that the **CSR Report** must necessarily 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 authentic determination. This year **Epta** has resolved to take this course of action. It is a very important decision: our approach aims not only at communicating and bearing witness to what we have already accomplished, but it is a **COMMITMENT TO DO EVEN BETTER**.

It is a natural path for us; it allows us to focus even more on one of the most important goals that have always set for ourselves and that we aim at every day: **SUSTAINABILITY**.

Create sustainable values is for us 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**. A topic that reflects the origin of the companies that have merged into our group. An almost two centuries old background of commitment, of care for the customer, for the products, for the corporate staff, as well as for all the **Epta** stakeholders. An extensive background that confirms the will for **Epta** 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**, so building a greater present and a more widely shared social progress. And dreams make us imagine and create a better world.

When confronted with a new challenge, it is also necessary to focus on a few numbers, so that later we can be able to objectively assess our many accomplishments. This is just as important as the commitment to set higher and higher goals for ourselves.


Here is why it is our intention to present some indexes that will be available for reference in this report and to set two new goals for the next three years:

- **1 reduce by 33%** the energy used in the production of refrigerated cabinets.
- **2 increase up to 33%** the high efficiency products included in our range of offer.

Next 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



## Epta a growing group year after year

Prestigious brands in commercial refrigeration for Mass Retailers like Costan, Bonnet Névé, George Barker, Eurocryor and Misa, **2,500 employees** and a turnover of about **500 million Euro both in 2011**: 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 **9 manufacturing facilities** located in **France, Italy, UK, Turkey, China, Colombia and Argentina** for a total of **190.000 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. **Epta's** yearly production capacity is **100,000 units** today.



## CORPORATE Social Responsibility and Sustainability

### CSR POLICY STATEMENT - Epta Group

Epta, European leader and global partner in the commercial refrigeration market.

#### 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's** 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.

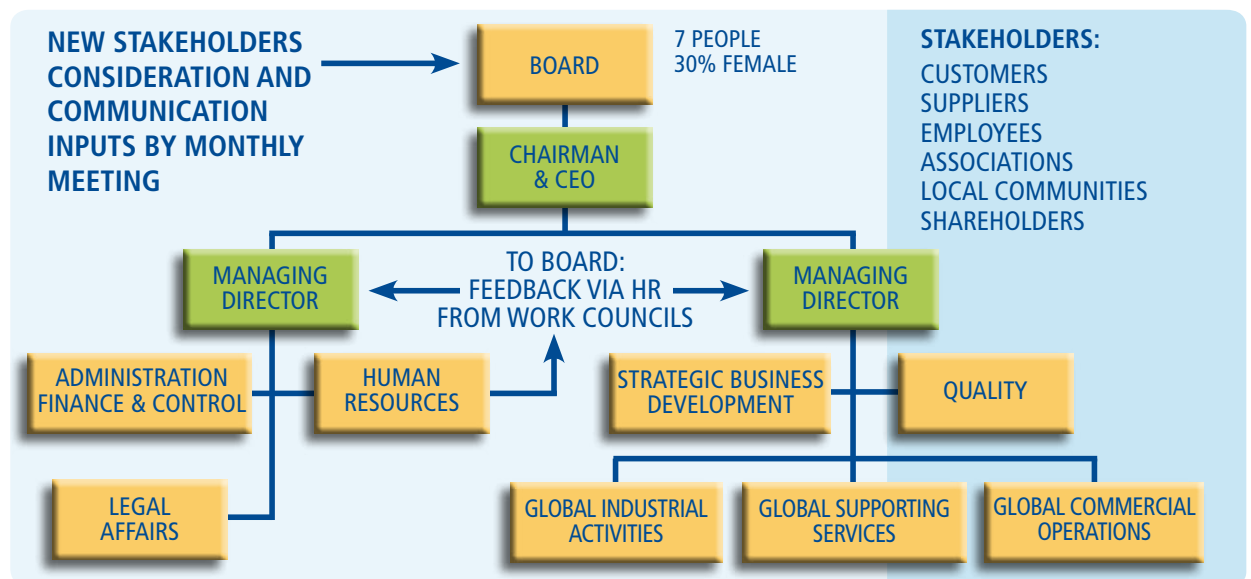


**Marco Nocivelli / Managing Director**

## 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. These are the premises that have directed the Group in drafting a social balance: a way of establishing an effective dialogue with all of the stakeholders, to express its philosophy and its vision, the results obtained and the future goals for growth. In doing so, **Epta** was inspired by the GRI (Global Reporting Initiative) guidelines, a universally recognised model for reporting the financial, environmental and social performance of an organization (see appendix pag. 21 for the GRI Index C+ level). **Epta** then drafted a C+ Level report through **TUV Austria Cert GmbH**, 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 have supported the group's comprehensive validation. Because sustainability is not only a concept, but a set of objective substantiated data.

## Governance, commitments and engagement



## Epta Ethic code

A public statement that contains the general principles and rules of conduct to which the Group Epta gives a positive ethical value. In particular, the code directs the conduct of Epta cooperation in sign of respect and trust with all stakeholders, ie those individuals or those organizations whose contribution is considered necessary for the achievement of the corporate mission.



## 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.

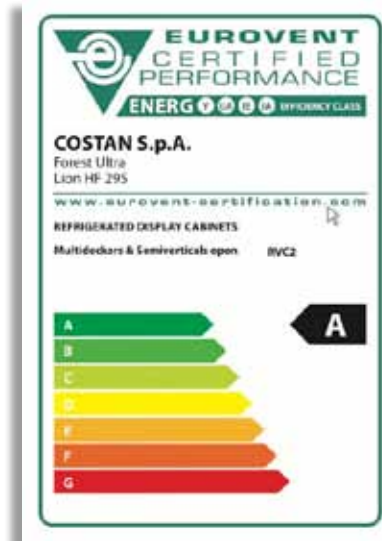
As early as in 1996 Epta Group was certified **ISO 9001**. Subsequently this quality management system was extended to the other Group Companies, Bonnet Nèvé, George Barker, Eurocryor, Misa, Epta Argentina, Epta Deutschland, Epta Iberia, Epta Istanbul, Epta Qingdao and Epta VSD Engineering.

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 Costan, Bonnet Nèvé, George Barker, Eurocryor and Epta Istanbul were awarded.

Starting from 2011 Bonnet Nèvé and George Barker 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 electrical household appliances and air conditioning equipment. Eurovent independently checks the energy performance of the cabinets according to the international **ISO 23953** 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.



*The Lion vertical Costan brand case, certified class A, offers energy consumption at least 45% less respect to the market average.*

### ISO 9001:2008

Epta Milano / ITA (Headquarter)  
Costan / Limana / ITA  
Bonnet Neve / Hendaye / FRA  
Bonnet Neve / Chatou / FRA  
George Barker / Bradford / GB  
Epta Deutschland / Mannheim / GER  
Euro Cryor / Solesino / ITA  
MISA / Pomezia, Roma / ITA  
Epta Iberia / Vic / ESP  
Epta Argentina / Rosario / ARG  
Epta Istanbul / Çorlu / Turkey



### ISO 14001:2004

Costan / Limana / ITA  
Bonnet Neve / Hendaye / FRA  
Bonnet Neve / Chatou / FRA  
George Barker / Bradford / GB  
Euro Cryor / Solesino / ITA  
Epta Istanbul / Çorlu / Turkey

### OHSAS 18001

Bonnet Neve / Hendaye / FRA  
Bonnet Neve / Chatou / FRA  
George Barker / Bradford / GB



Management Service  
The Certification Body  
of TÜV SÜD Asia Pacific TÜV SÜD Group

**ISO 9001:2008**  
Epta China (Qingdao)



**ISO 9001:2008**  
VSD ENGINEERING ENTERPRISES PTE LTD

## Epta's vision of sustainability

All of the brands in the Group have in common the vocation to promote eco-compatible development, in respect of the environment.

This commitment has a name: **Eptology**. And it is reflected in the projects, the research, the behaviours, the production processes of every company in the Group. A revolutionary concept expressed through four values.



**Quality**: the culture of quality applied to every activity, but also a tangible, verifiable expression of the reputation and reliability of Epta. A value also confirmed by the important certifications obtained.



**Technology**: the Group invests great resources in the development of innovative technology, with the goal of optimising not only product performance, but energy efficiency, as well.



**Ecology**: an eco-strategy that is implemented through decisions and solutions truly able to reduce environmental impact and energy consumption.



**Passion**: the energy and vigour of the passion that guides and drives each work within the Epta Group to generate sustainable value for the entire community, including Customers, Shareholders, employees and suppliers.

Today **Eptology** is also a website where everyone can learn about and share the **Epta** vision for authentic social progress.



# Eptology

## A concrete contribution For sustainable progress.

**Epta** research is always looking to innovation and development with a policy of sustainability and respect for the environment. ZERO°/EXTREM technology is one of the maximum expressions of these efforts, allowing a 20% reduction in the energy consumed by the refrigerated case and CO<sub>2</sub> emissions containment.



*Zero°/Extrem technology reduces energy consumption by*

# 20%

*compared to a standard solution"*

This and other important achievements, together with the use of photovoltaics at the Limana facility, has allowed the Group to obtain Government support in terms of incentives amounting to € 672,421.46\* that represents approximately the 7% of the total investments.

A virtuous circle that grows stronger year after year has been established, ensuring results that are increasingly better and in greater numbers.

\*No government present in the shareholding structure





## 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

Another important eco-sustainable achievement lies in the capacity of using systems with natural CO<sub>2</sub> refrigerant. A tangible example in support of this achievement : an average size point of sale (1,500 sqm) which fully implements this innovative refrigeration system, with about 747 tons of CO<sub>2</sub> savings in 10 years, equal to a full 50 hectares of forest.



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

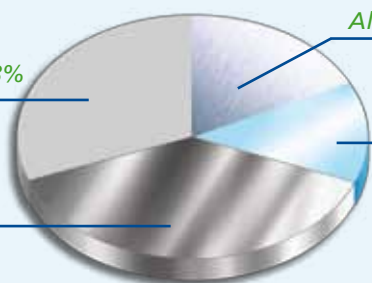
*The materials highlighted in green are recyclable*

*Polyurethane,  
iron, copper,  
Plexiglas... 30,8%*

*Aluminium 17,6%*

*Glass 13,6%*

*Steel 38%*



*The packaging used (carton, plastic film and wood) are completely recyclable (43 Kg per cabinet build)*

*approximately*

**474**

*tons of CO<sub>2</sub> saved  
in 10 years per supermarket,  
equal to*

**11.026**

*tree seedlings*

*grown for 10 years*

*[www.epa.gov/cleanenergy/energy-resources/calculator.html](http://www.epa.gov/cleanenergy/energy-resources/calculator.html)*

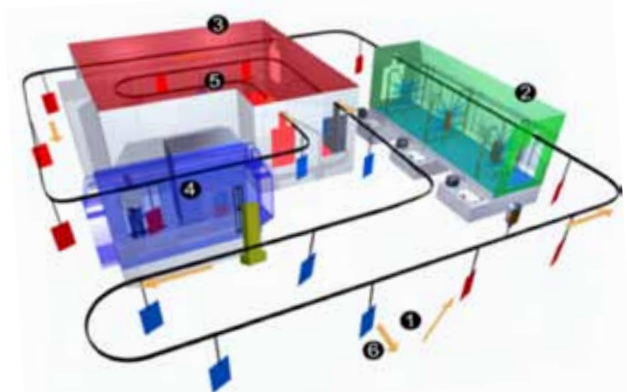
**More CO<sub>2</sub>  
for less CO<sub>2</sub>!**



## Energy conservation made real

The Group also constantly invests in developing innovative technologies aimed at better energy efficiency, applied not only to the production processes but also to the renovation of the facilities. A virtuous example is that of the Limana facility, where a cogeneration plant has been installed that, together with photovoltaic technology, can meet 80% of the entire facility's needs for thermal and electrical energy. A significant reduction in consumption has also been made possible thanks to an innovative logic: the hot air produced by the thermoelectric equipment is reused by the painting ovens.

*The water used in the painting division is collected, cleaned and reused.*



And the new painting line has doubled productivity, allowing a significant reduction in energy and water consumption. Energy efficiency well represented by **Epta** self-produced Energy, with 27% of the total reached in 2011.



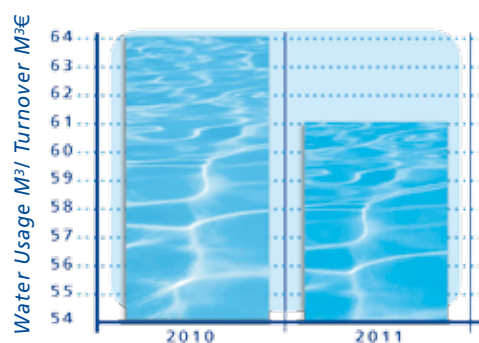
# 80%

*of the electrical energy needs of the Limana facility is self-generated corresponding to*

# 30%

*Epta self-produced electricity*

*Ratio between total water consumption and turnover million Euro*



# 4%

*reduced water consumption*

*Costan facility in Italy (Belluno), with photovoltaic system, co-generator and new painting system*

## 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.



A prestigious work method that is also made concrete in the choice to dedicate great attention to the local communities, choosing to employ over 44% of its personnel from the same province in which each single facility is based.

## 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, Hendaye (France) and Bradford (UK) facilities, have recently 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 this way, although Epta uses heavy production materials at its facilities like steel, it has succeeded in reducing the lost time injury rate from 134 in the 2010 to 106 in the 2011 (total number of lost days/total hours worked x 200.000) and continues in its efforts, through socially significant corporate initiatives like "Epta for safety", a program aimed at raising on-the-job risk awareness and the sharing of a culture founded on prevention.

# 44%

*of the personnel comes from the same province*

**MANAGERS:** Total 131  
91 % men  
9 % women

**INDIRECT:** Total 545  
89 % men  
11 % women

**DIRECT:** Total 1152  
87 % men  
13 % women

7 % **MANAGERS**  
30 % **INDIRECT**  
63 % **DIRECT**



*Safety communication campaign at the Costan and Eurocryor facilities*



## 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 2011 it provided its employees with almost 11,000 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.

# 11.000

*11,000 hours of employee training*



The choice was then made to share the excellent **Epta** experience in the realization of systems with natural CO<sub>2</sub> refrigerant, opening a Training Centre in the UK which, to date, has involved more than 100 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 100

*professionals trained  
at the CO<sub>2</sub> Training Centre  
Epta in the UK*

## A business built on connections

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



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

*Epta participates in*

# 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*





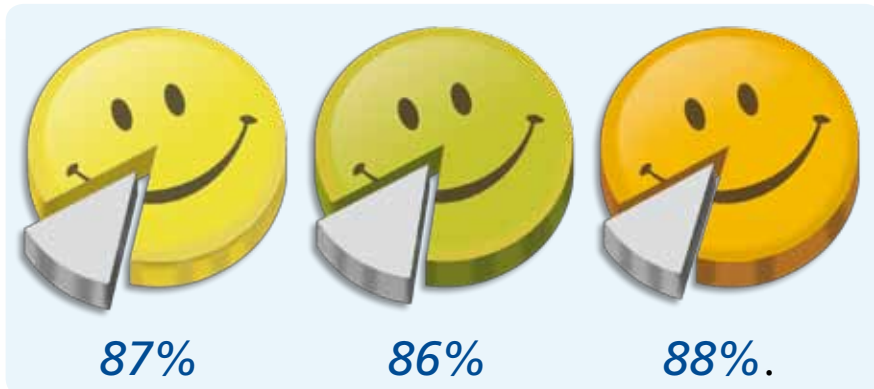
## Attention and dedication

**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 300 installation sites (over a total of 2.400) and this number will be increased to 1.000 in 2012. A general evaluation that varies from good to very good is an additional positive confirmation of **Epta**'s commitment.

customer satisfaction

customer service

installation



percentage of customers that say they are satisfied or very satisfied

# 250

installation sites  
**interviewed**  
in 2011

and more than

# 300

will be **interviewed**  
in 2012

Customer care



## 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.

With this in mind, **Epta** has adhered to ReCO<sub>2</sub>very, an environmental compensation project for the elimination of the carbon footprint, promoted in collaboration with the Italian Association "Amici della Terra" (Friends of the Earth). In order to lower to zero the level of carbon dioxide emitted, with the creation of the fittings for the stand during Euroshop 2011, the Group planted more than 70 age-old trees, the first step for the environmental upgrading of congested metropolitan areas. In concrete terms, the Group chose to adopt and promote eco-sustainable behaviours with an event that involved the public and the press.



And so, Ecology – but also social progress: today the Ethic Award, sponsored by the Sole 24ore Group, has reached its second edition, awarding the best sustainable initiatives promoted by retailers and industries in the foods sector, rewarding the ethical commitment of virtuous companies. The Group and the stakeholders share the same objectives and have set for themselves the goal of a responsible social future and the concrete growth of the public conscience: Eptology, the **Epta** vision of sustainability, communicated through many initiatives and the website [www.eptology.eu](http://www.eptology.eu).

With ReCO<sub>2</sub>very,  
the program  
of environmental

more than **70**

age-old trees  
were planted.



## 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**'s innovative drive won various editions of the Cooling Industry Awards: in 2006 for the best End-User environmental installation with transcritical CO<sub>2</sub> technology and an innovative cascade system. In 2007 **Epta** reconfirms its leadership in the design and installation of natural-refrigerant systems (CO<sub>2</sub> and hydrocarbon) for supermarkets: the new and prestigious Co-operative sales point in the centre of Manchester (UK) wins the 2007 Green Project" award.

Again in 2009 **Epta** were awarded the RAC Cooling Industry Award for the best eco-compatible installation in the Retail sector thanks to the Tengelmann Klimamarkt sales point of Mulheim an der Ruhr (Germany). The decisions underlying the construction of Klimamarkt and the optimisation of **Epta** refrigerating solutions afforded a 50% reduction in energy consumption compared to a conventional supermarket, with a dramatic drop in carbon dioxide emissions. The Bonnet Nèvé innovative straghts, in collaboration with CFD Nord, in 2012 obtained the Grand Prix du Froid for the Best Innovation in Concept and Solution thanks to the development and installation of a CO<sub>2</sub> transcritical system ( started in 2011 and completed in early 2012) and high performance vertical cabinets with double glass doors.



*Meilleure innovation en Concept et Application*

*Epta was awarded:  
– 2006 – 2007 – 2009  
**Cooling Industry  
Awards***



*Best retail installation*



## 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 2014 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.



# GRI Index Level C+

	Gri G3		Level C	Where
Strategy and Analysis	1.1	Statement from the most senior decisionmaker of the organization	m	pag. 5 CSR report
	1.2	Description of the Key impacts, risks, and opportunities.		pag. 5 CSR report
Organizational Profile	2.1	Name of the organization	m	pag. 6 CSR report
	2.2	Primary brands, products, and/or services.	m	pag. 6 CSR report
	2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures	m	pag. 6 CSR report
	2.4	Location of organization's headquarters	m	pag. 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	m	pag. 6 CSR report
	2.6	Nature of ownership and legal form	m	pag. 6 CSR report
	2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	m	pag. 6 CSR report
	2.8	Scale of reporting organization	m	pag. 4 CSR report
	2.9	Significant changes during the reporting period regarding size, structure, or ownership	m	No significant changes made in 2011
	2.10	Award received in the reporting period	m	pag. 9, 18 CSR report
Report Parameters	3.1	Reporting period for information provided	m	pag. 1, 3 CSR report
	3.2	Date of most recent previous report (if any)	m	N/A
	3.3	Reporting cycle (annual, biennial)	m	Annual
	3.4	Contact point for question regarding the report or its contents	m	Fabrizio Lunghi ( Director of Quality - Epta Group)
	3.5	Process for defining report contents	m	Agreement within the CSR reporting Committee and Group General Manager
	3.6	Boundary of the report	m	Includes statistical Data from Plants in Limana (Italy, Hendaye (France) and Bradford (UK) and 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	m	Excluded for the time being are the Epta plants employing <200 persons
	3.8	Basis for reporting on joint ventures, subsidiaries, facilities,	m	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,	m	N/A
	3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	m	N/A
	3.12	Table identifying the location of the standard disclosures	m	pag. 20, 21 CSR report
	3.13	Assurance	m	Assurance Provider is TUV Austria, the 3rd party independent body currently performing all Management System Audits across the Epta Group. TUV are also a training provider for Epta on CSR Matters.
Governance Commitments and Engagement	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	m	pag. 8 CSR report
	4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement)	m	pag. 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	m	pag. 8 CSR report
	4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	m	pag. 8 CSR report
	4.14	List of stakeholder groups engaged by the organization	m	pag. 8 CSR report
	4.15	Basis for identification and selection of stakeholders with whom to engage.	m	pag. 8 CSR report
Performance Indicators	EN1 - EN 30	Environmental KPI's. (Results for EN1 - EN3 - EN4 - EN8 Reported on)	min 1 of 10	pag.12, 13 CSR report
	HR 1- HR 11	N/A	min 0 of 10	
	LA 1 - LA 14	Labour and Decent Work KPI's. (Results for LA1 - LA7 - LA10 - Reported on)	min 0 of 10	pag.14, 15 CSR report
	SO 1 - SO 8	Society KPI's. (Results for SO5 Reported on)	min 1 of 10	pag.16 CSR report
	PR 1 - PR 9	Product Responsibility KPI's. (Results for PR5 - PR6 Reported on)	min 0 of 10	pag.16, 17 CSR report
	EC1 - EC8	Economic KPI's. (Results for EC1 - EC4 Reported on)	min 1 of 10	pag. 6, 11 CSR report

## Validation Statement

TÜV AUSTRIA CERT GMBH conducted an independent validation of the information contained in this Corporate Social Responsibility Report 2012. 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, 2011 to December 31st, 2011. Data of the 3 main production sites in Limana (ITA), Hendaye (FRA) and Bradford (GB) representing 70% of the global production of the EPTA Group, built the source for this report.

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 2012, which have been drawn in the numerous audits for certification and surveillance of EPTA's ISO 9001, ISO 14001 and OHSAS 18001 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 all our samples, findings and recommendations concerning the CSR Report 2012.

### Conclusion:

Based on our final validation audit in the EPTA Group headquarter in Milan on January 17th, 2013 EPTA's CSR Report 2012 complies with the GRI: G3 C+ requirements. EPTA's processes are supporting the sustainability development process.

Vienna, January 30th, 2013

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Lead Auditor,  
TÜV AUSTRIA CERT GMBH



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# GRI Statement



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