Campo San Martino, Padua (IT), 04th November 2026

Security of Arneg Remote Management Services

In recent days, several grocery retailers in Italy and other European countries have experienced cyberattacks targeting refrigeration control systems. Based on the investigations conducted so far, there is no indication that ARNEG service management platform or the systems used by the Company call centres have been compromised. **No evidence has emerged of intrusions into stores through ARNEG'S remote management infrastructure**.

Arneg designs, manufactures and installs commercial refrigeration solutions and supports its customers with after-sales assistance, monitoring and remote management services. In Italy, these services cover more than **2,600 stores**: protecting refrigeration systems and maintaining service continuity are part of the daily commitment.

ARNEG's proprietary platform uses encrypted VPN connections to connect to stores, role-based access controls, and tools for logging access and activities.

These safeguards form part of Company established approach to cybersecurity, which includes **ISO/IEC 27001 certification**, the leading international standard for information security, with a particular focus on continuous monitoring and employee training. ARNEG continues to invest in the technological and organisational development of services, strengthening security measures, authentication mechanisms and access controls.

The recommendations that ARNEG consistently provided to customers align with the guidance in the security bulletin issued by Italy's National Cybersecurity Agency (ACN) and anticipated some of its key measures: preventing direct exposure of supervisory systems to the internet, using secure VPN connections, and segregating refrigeration systems from other corporate networks. The Company also continues to help customers check access arrangements, configurations and necessary updates, while maintaining the active dialogue with ACN established in recent weeks.

Security also depends on maintaining correct configurations at store level. ARNEG therefore asks customers to coordinate any changes to connections and remote access arrangements with its technical contacts. Disconnecting these connections can interrupt monitoring and alarm management, preventing the Company from providing its remote management and support services.

To date, the available technical analyses **show no evidence that Arneg systems have been involved**. The Company continues to monitor the situation and will share any relevant updates through its official channels. ARNEG usual service contacts remain available for questions, reports or checks on store configurations.

Arneg S.p.A.

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Arneg was formed in 1963, in the northern Italian province of Padua. The founders, Roberto Marzaro and Luigi Finco immediately gave the company a set of strong principles and moral values, typical of the popular culture of the Veneto region and clearly expressed in a quote by Roberto Marzaro: "Dreaming with courage, ethics, common sense and imagination". This is the spirit that has guided Arneg's growth and its belief in the effectiveness of products that respond to the pressing themes of environmental protection, energy saving and respect for the individual. Today, the company is international leader in the design, production and installation of complete commercial refrigeration systems and equipment for the retail sector. Arneg stands out for its ability to produce custom designs that combine excellent performance, sustainable innovation and energy optimisation with true Italian style.

The Arneg Group

Arneg is an international group, leader in the design, production and installation of equipment for the retail sector. The Group is present worldwide through its main brands: Arneg, Incold, Intrac, Oscartielle, Frigo Tecnica Internazionale and, recently, Frigomeccanica too. This last brand, a historic Italian company specialising in the Ho.Re.Ca. sector and furnishings for bars, ice cream parlours, pastry shops and businesses serving food and drink, introduces a new market segment to further enrich the offering of the Arneg Group. With this latest acquisition, the Group has further consolidated its global presence, which now consists of 23 production plants and 21 trading companies and representative offices around the world. This position of leadership is the result of synergy between all the companies in the Group along with a shared heritage of competence, experience and vision fed by a worldwide network of production and distribution sites. Every decision the Group makes is aimed at producing tangible results – solutions that promote lasting, sustainable development, and that generate real benefits for customers, communities and for the future of the planet.

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