

Manutan, European leader in B2B e-commerce

Specialising in the distribution of
equipment and supplies to
companies and local authorities

Best
Workplaces™

250 à 1 000 salariés

Great
Place
To
Work.

FRANCE
2022



All you need. **With love.**



An all-in-one product and services offering

that enables our customers to operate efficiently and sustainably every day



1

A hybrid distribution model that combines the strengths of digital technology and a close relationship

- **Items** selected to meet **B2B requirements**
- Expertise in **e-commerce** across 26 platforms
- Consolidated **logistics** with **cutting-edge** technology

2

Innovation led by customers' experience

- Digital technology to meet customers needs and achieve **excellence**
- **Made-to-measure services**
- A **personal service** for large companies in optimising **class C purchases**

3

Employee development, a fundamental part of our strategy

- The Manutan University
- An entrepreneurial spirit that aims for **continuous improvement**
- Working methods that are **collaborative** and **agile**



OUR COMMITMENT: to satisfy all our stakeholders, monitored with 4 indicators:

- customers: '**With love customer**'
- suppliers: '**With love supplier**'
- employees: '**With love employee**'
- CSR: '**With love planet**'



The story of a human adventure

a family business on a European scale



Brigitte Auffret

Group Deputy Chief Executive Officer



« At Manutan, our **2,200 Group employees** share strong **common values**, and are at the heart of our strategy. With their development, on a **continuous improvement** basis, we aim to boost our entire ecosystem. »

Xavier Guichard

Group Chief Executive Officer



« The company, founded by my grandfather in 1966, now extends all over Europe. Over the years, the company has kept its DNA of **maintaining a close customer relationship**. Whether it's in the product selection, the delivery, advice or complementary services, **every moment of contact is special**. »

Pierre-Olivier Brial

Group Deputy Chief Executive Officer



« Our passion for innovation, digital solutions and commerce drives us to do even better every day, and to propose **new solutions** to our customers, **guided by their evolving needs**. »



The strength of the Manutan group with a long-term vision



3 divisions

companies,
local authorities
and tradespeople



2,200
employees



27 subsidiaries
in 17 countries

+ 700,000
references
and a wide
range of
services



Partnerships
with 3,000
suppliers



66%
digital orders



240,000 m² of
stock across
12 warehouses



€906 millions
turnover in
2021/22



04

Tailored expertise

for all our customers, split into three divisions



COMPANIES

(Europe)

Manutan: The promise of 'Well-working' and the optimisation of class C purchases thanks to a general product range and complementary services (example: collection and recovery).

Ikaros, Kruizinga and Rapid Racking : specialists by product range.



LOCAL AUTHORITIES

(France)

Manutan Collectivités: products and services for the world of education.

Casal Sport: sports equipment.

Papeteries Pichon: school supplies and books; educational and teaching materials.



TRADESPEOPLE

(United Kingdom)

IronmongeryDirect: hardware products for building tradespeople.

ElectricalDirect: electrical supplies for electricians.



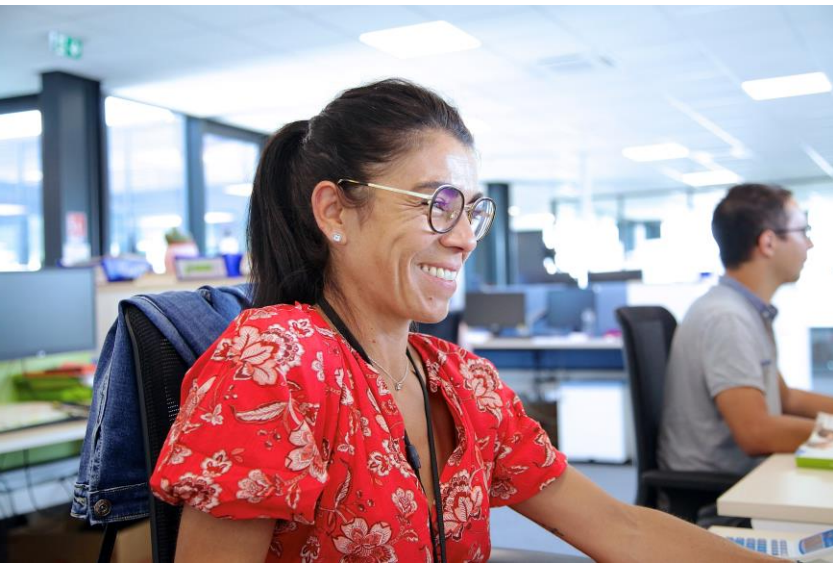
**It's all there. And our heart's in it. **Trustworthy*

Digital technology – our daily ally

a model that puts the power of digital technology at the service of human needs



Digital innovation is at the heart of our corporate strategy. By combining **the power of human relations with the opportunities of digital technology**, we offer our customers, suppliers and employees a unique experience.



25 million
visits per year
to our e-commerce
sites

Savin'side®
methodology and
application to
optimise C-class
purchases

2-D and
3-D layouts

Digital
solutions
Punch-Out,
hosted
catalogue, API

66%
digital
orders

Product
configurators



06

Logistics at the cutting edge of technology

supplying our customers within 24/48 hours

Our warehouses, with a storage capacity of **240,000 m²** and spread across 12 platforms, are equipped with the **latest automation technologies** (storage optimisation and order preparation). We also provide **ergonomic work stations** for our employees.

€50 millions
of investments
in 5 years

10,500
orders
shipped
per day

Direct flux
management,
cross-docking and
drop shipment

2 new
warehouses
in 2021

80,000
references
in stock



07

Employee development

a firm belief

We believe in brainstorming and **collective intelligence** in order to go further and face future **e-commerce challenges**.

Our key projects

Learning Policy

To develop our employees' learning, in particular through our Manutan University. Everyone will benefit from at least **one day of learning per year**

Feedback Culture

Encouraging **better quality, more regular and more balanced feedback** to be shared with as many people as possible

Leaders of Tomorrow

To develop and retain **our talented internal employees** with the potential to become directors and leaders in the short and medium term



08

Our mission

We are **enterprising**

for a
better
World

...building a
business-to-
business model
where all our
stakeholders can
develop and
progress



Our everyday values

At Manutan we love...



Relationships & Care

- Listen to others and **speak as equals**
- Share **constructive feedback**
- **Celebrate victories** and build a strong **team spirit**



Performance & Continuous Improvement

- Keep things **simple**
- Commit to **ambitious goals**, striving to surpass both them and ourselves
- Continually **learn** and **develop**



Technology & Data

- Combine **the strengths of both our digital and human resources**
- Rely on **data** to make decisions
- Use **technology** for the benefit of all



Customers & Entrepreneurship

- **Innovate** and care for our **customers**
- **Explore** new **opportunities**
- Challenge ourselves to **go faster and further!**

Our CSR commitments

because 'Enterprising for a better World' requires daily efforts by everyone

1

LIMITING OUR CARBON EMISSIONS

- Reducing our carbon footprint
- Transport
- Alternatives to plastic

2

DEVELOPING A CIRCULAR SERVICE ECONOMY

- Recycling and reconditioning
- Renting and second-hand, proper consumption

3

PROMOTING A RESPONSIBLE OFFER

- Responsible products
- Responsible purchasing

4

ENCOURAGING EMPLOYEE DEVELOPMENT


- Skills development
- University accessible to all

5

SUPPORTING INCLUSION

- Disability
- Education
- Welfare organisations





The Manutan Group kindly thanks all employees, partners and customers who have given their permission for us to show photos of this support.

Centre Européen du groupe Manutan
ZAC du Parc des Tulipes
Avenue du 21^{ème} Siècle
95506 Gonesse Cedex
France

manutan.com



All you need. **With love.**