

# Manutan

## A European leader in BtoB e-commerce



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# A family-run business with a European-wide footprint

## Organised into three divisions

Nearly 60 years of success in a few figures

**1M**

customers

**4,000**

suppliers

**2,500**

employees

**€1.01bn**

revenue  
in 2023/24

**13**

logistics sites

*i.e. 220,000 m<sup>2</sup>*

**+850,000**

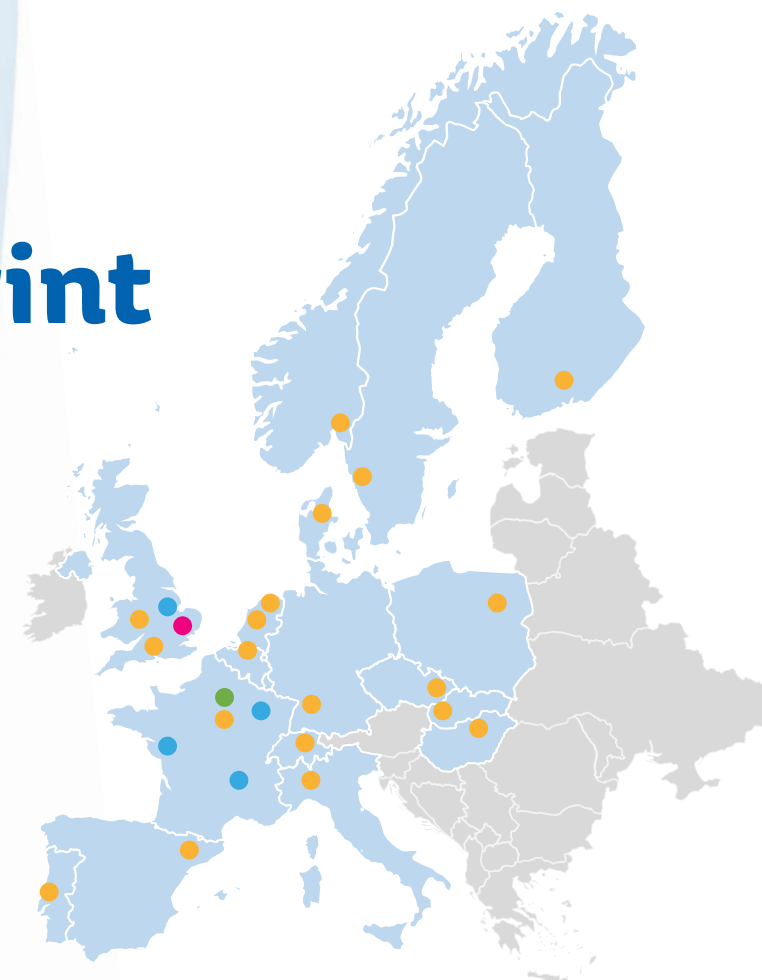
products

**17**

countries

**25**

subsidiaries



- Enterprise Division
- Local Authorities Division
- Traders Division
- Manutan International

# Enterprising for a better World

By building a sustainable BtoB model where all our stakeholders can develop and progress



To achieve our ambitions, we keep a close eye on **six key performance indicators**, including four specific to our ecosystem



## Turnover

Total sales



## Operating income

Company profitability



## With Love Customers

Satisfaction of our customers



## With Love Suppliers

Relations with our suppliers



## With Love Planet

Reduction in our CO<sub>2</sub> emissions\*



## With Love Employees

Employee experience

# Our history

Some key dates...



1966

**Manutan**, France's first mail-order company for industrial equipment, is **founded by André and Jean-Pierre Guichard**

1973

The company begins its European expansion strategy by **acquiring "Key"** in the United Kingdom

2000

The company opens its first **e-commerce platforms**

2007

Revenue reaches **€500 million**, with **25%** from online sales

2011

Manutan opens its **European Centre in Gonesse** (France), symbolising the Group's determination to improve social commitment while developing business as well as its human and environmental vision.

2013

The Group divides its organisational structure into **three divisions: Enterprises, Local Authorities and Traders.**

2019

Manutan **acquires Kruizinga**, heralding a major shift towards a more circular business model

2021

Manutan inaugurates **two ultra-automated logistics hubs** at the **Papeteries Pichon** site and its head office in **Gonesse**

2024

Manutan **acquires Findel** and forges its status as **Europe's leading** retailer of educational equipment and supplies

Revenue reaches **€1.01 billion**, with **65%** from online orders

2025

**Twelve subsidiaries** across the Group obtain **Great Place to Work®** certification

# Our culture

At Manutan, we like...



## Relationships and Care

Listen to others and speak **as equals**

Share **constructive feedback**

**Celebrate victories** and build a strong **team spirit**



## Performance and Continuous improvement

Keep things **simple**

Commit to **ambitious goals**, striving to surpass both them and ourselves

Continually **learn and develop**



## Technology and data

Combine the **strengths of both digital and human resources**

Rely on **data** to make decisions

Use **technology** for the benefit of all



## Customers and Entrepreneurship

Innovate and **care for our customers**

**Explore** new opportunities

**Challenge ourselves** to go faster and further!

# Satisfying our customers every day

Our customers, whether businesses, local authorities or traders, **face a number of challenges** in delivering their purchasing strategy.



Digitisation



Security



Save money



Social  
responsibility



Reliability



Compliance



Regulations

To provide our customers with effective long-term support, we provide **a one stop shop for products and services.**



# Alliance model

To maximise value for our customers

## ALL YOU NEED

An extensive and digitised range of products and services



## WITH LOVE

All the power of close customer relationships

## Our advanced purchasing solutions

Advanced e-procurement solutions, procurement optimisation (Savin'side®, CSR 360) and bespoke product offer



## Our value added-services

Sales force for personalised advice and contractualised relationship, project expertise, quotation and supply chain services, product collection and reuse, Product Environmental Impact Score



## Our foundations

Extensive product offer (+ 850,000 references), responsible range (near 90,000 sustainable references\* and second-hand offer), owned brands with great value for money, quick and effective web platforms, supply chain excellence





# Bespoke expertise

for all our customers  
in the three divisions



## Enterprises

**Manutan:** the promise of "Well-Working" and streamlining long-tail purchases through a range of general-purpose products and complementary services.

**Kruizinga, Rapid Racking:** specialising in specific product families.



**KRUIZINGA.NL**  
Opslag- en transportmiddelen

**RapidRacking**  
Quicker to help. Faster to deliver

## Local Authorities

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

**Casal Sport:** sports equipment and materials

**Papeteries Pichon:** school supplies and books, educational equipment and materials.

**Findel Education:** school and educational equipment



**CASAL  
SPORT**

**PAPETERIES  
Pichon**  
au service de l'Éducation

**FINDEL**

## Traders

**IronmongeryDirect:** ironmongery products for the building trades.

**Ironmongery  
Direct**

# Cutting-edge logistics

same-day/next-day deliveries

**13**

logistics sites

**220,000 m<sup>2</sup>**

of storage capacity

**110,000**

products in stock

**15,000**

orders sent every day

Our warehouses are equipped with the latest technologies, including cutting-edge automation systems and equipment to guarantee:



# Together, let's actively contribute towards



## A better planet

By engaging our value chain and leading it towards zero environmental impact.

*FRET21 commitment, installation of solar panels, fleet of hybrid and electric vehicles*



## A better society

By embarking all our stakeholders and providing an inclusive environment for growth and development.

*Twelve subsidiaries holding Great Place to Work® certification, operational excellence training (LEAN), programme to improve the employee experience in our warehouses*



## A better business

By transforming our business activity and its entire ecosystem in order to develop a model that combines performance, sustainability and ethics.

*Product Environmental Impact Score, collection and reuse service, eco-friendly product range, EcoVadis certifications*



# A better planet

Have a positive impact on the environment while remaining economically viable.



## Reach our goal of net-zero

greenhouse gas emissions and encourage our stakeholders to pursue the same objective.



## Optimise the resources associated with our business activities

and engage our value chain to embrace the circular economy.



## Prioritise less polluting and more sustainable alternatives

for transportation and packaging.

# A better society

**Build a responsible and inclusive ecosystem.**



## Support inclusion and diversity

by allowing everyone to find their rightful place and express the qualities that make them special.



## Provide the best working environment

and empower all our employees with the means to take action and make their contribution.



## Help foster economic and social development

in the communities in which we are established.



# A better business

Ensure that our actions contribute towards a better performance.



## Guide our ecosystem

*(suppliers, partners, employees and customers)* towards a circular economy.



## Innovate by proposing products and services

that respect the environment and fulfil our customers' needs.



## Ensure ethical and transparent conduct

when working with our stakeholders.



# Towards a more circular model

In an effort to contribute to **changes in consumer behaviour**, we are focusing on reusing:

- **Electronic products**
- **Office and warehouse furniture**

In 2023/24:

**+ 400,000**  
**kg**

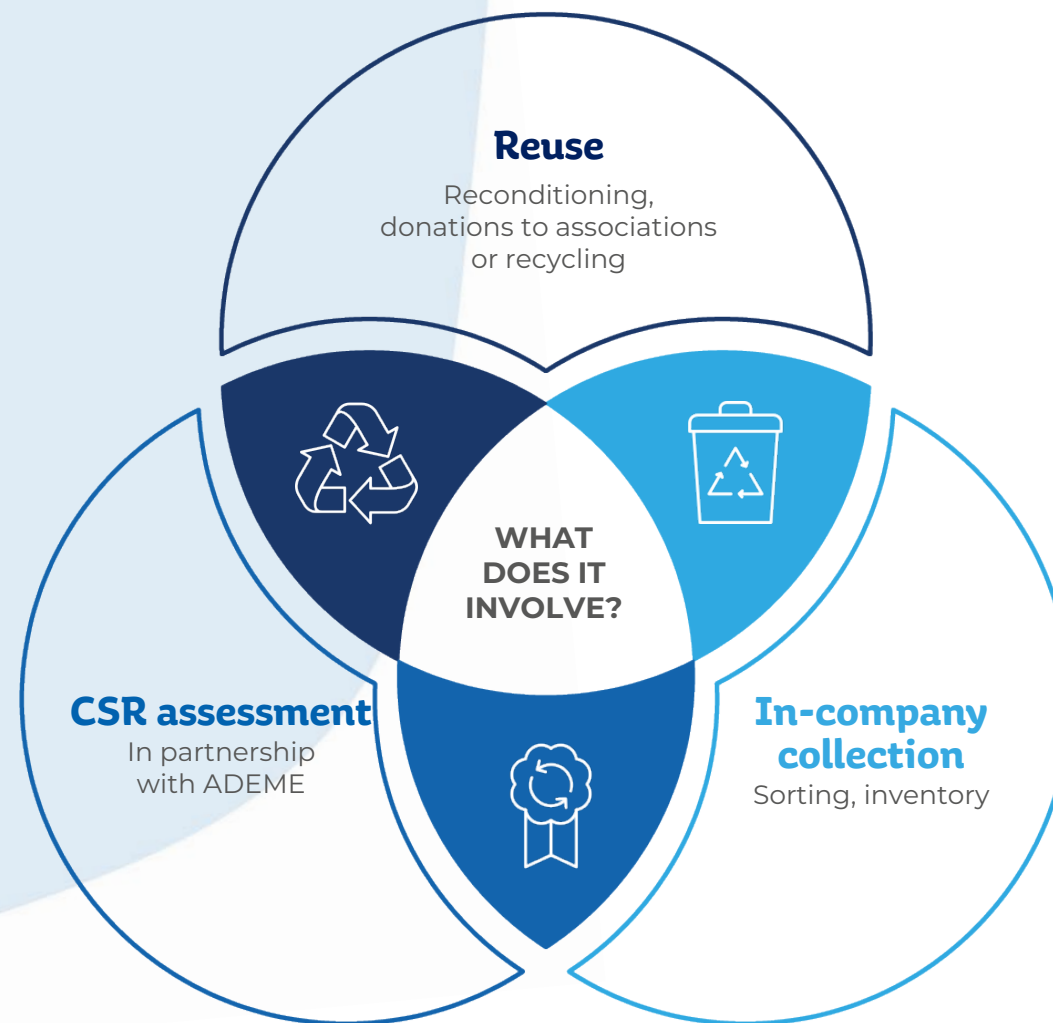
Equipment and collected

**11**  
**employees**

on back-to-work schemes supported

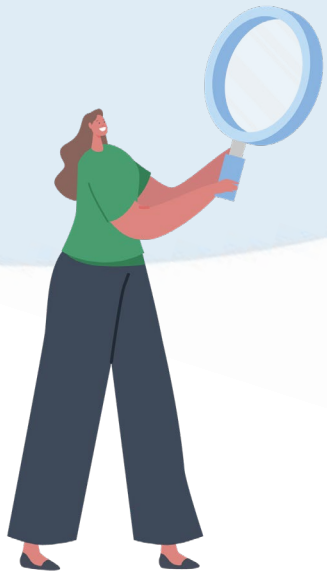
**33,000**  
**tons**

of CO<sub>2</sub> equivalent saved





# The Group Management Board





**CONTACT**  
Email address  
Telephone number

All you need,  
**With love.**

