

Manutan, a leading player

in Europe's multichannel B2B retail sector

All you need. **With love.**



Great
Place
To
Work.

Best Workplaces™

De 250 à 1 000 salariés

FRANCE

2020

The history of a people-focused company



- **Manutan, a family-run company**

and a leader in the mail order industry, was founded in 1966 and is now led by Xavier Guichard, the grandson and son of the founders

- Manutan went public in 1985

- **Our 2,300 employees** are empowered and united by a strong set of values

- **Our 26 subsidiaries** are located in 17 European countries

- **Our unique, dynamic and unlimited product range** responds to all the needs of businesses, local authorities and trade customers

- Driven by steady profitable growth, our Group's turnover reached **€774 million in 2018/19**

A unique positioning strategy

“ Manutan has forged **a unique place in Europe's B2B retail sector.**

*Our extensive European family shares the same ambition and the same commitment of combining the **force** of a European industrial distributor with a unique and **tailor-made** relationship and service approach*

”



Xavier Givichard,
CEO,
Manutan Group



- Manutan operates in a **vast and diverse market** in Europe, worth an estimated €100 billion*
- Two far-reaching changes are taking place: **digitally-enabled** enterprises and local authorities and an increasingly **globalised procurement function**
- **Manutan is one of the few companies** to combine strong local presence with an integrated European strategy, a cutting edge digital platform and close human contact with its customers

*Source: Manutan Group

A strong mission...



...and a shared culture

At Manutan,

we define commitments
and we do our utmost to
honour those commitments
through our actions
and initiatives.

At Manutan,

we believe in **simplicity**
and solve problems
without delay.

At Manutan,

we continually learn,
share and
move forward.

Our shared culture

At Manutan,

we are **open individuals,**
active listeners, warm people
and believers in treating each
other **as equals.**

At Manutan,

we know how to **recognise**
our strengths, laugh at
ourselves and **celebrate**
our victories.

At Manutan,

we know that **long-lasting**
companies are those
that make their
customers happy.

An organisation based on **three divisions**



Businesses

**Streamlined
procurement**

- **Savin'side** method and application for Key Account customers
- **European agreements** with a harmonised and a specialist product range
- Bespoke sourcing and stock holding
- VMI (vendor-managed inventory and vending machines)
- Personalised catalogues and deliveries
- Real-time **delivery tracking**



Local Authorities

**All the equipment and materials for
local authorities and educational
organisations**

- **Turnkey equipment solutions** for local authorities
- Development of the **"new classroom"**
- **"cmaliste.fr"**: a dedicated website where teachers and parents can buy their school supplies
- Installation and equipment for multi-sports grounds
- Services tailored to the customer from delivery through to installation



Trades

**Expertise in serving
the trades**

- Call centre open **7 days a week**
- **Next-day deliveries** (including Saturday and Sunday)
- Products with a five-year warranty
- Free product returns

An organisation based on **three divisions**

Business

Manutan



Industrial
supplies and
tools



Outdoor
areas



Office
supplies



Packaging



Safety



Health



Warehouse

Private
label

Manutan

By your side, every day

Ikaros



Absorbents
and wipes



Containment

Private
label



Ikaros®
Ikatex®

Kruizinga



Warehouse



Racking, shelving
and storage

Private
label

KRUIZINGA.NL®
Opslag- en transportmiddelen

Rapid Racking



Racking, shelving
and storage

Private
label

RapidRacking

Local Authorities

Manutan Collectivités



Technical
services



Furniture and
interior fit
outs



Audiovisual
and digital
solutions



Landscaping

Private
label



Manutan
Collectivités

Casal Sport



Sport and
leisure

Private
labels

**CASAL
SPORT**

GES

now one

Papeteries Pichon



Stationery



Teaching
aids



Educational
books

Private
label



Trades

IronmongeryDirect



Ironmongery

Private
labels

PROJECT

ALTO

A spec

touchpoint®

Morello

ELAN

AGLIO

Hampson

**ELDE
FORGE**

KLÜG
Intelligent Solutions

ASPECT

motion

ION

LASA

FORT
SECURITY

ELDEN

COLONIAL

ElectricalDirect



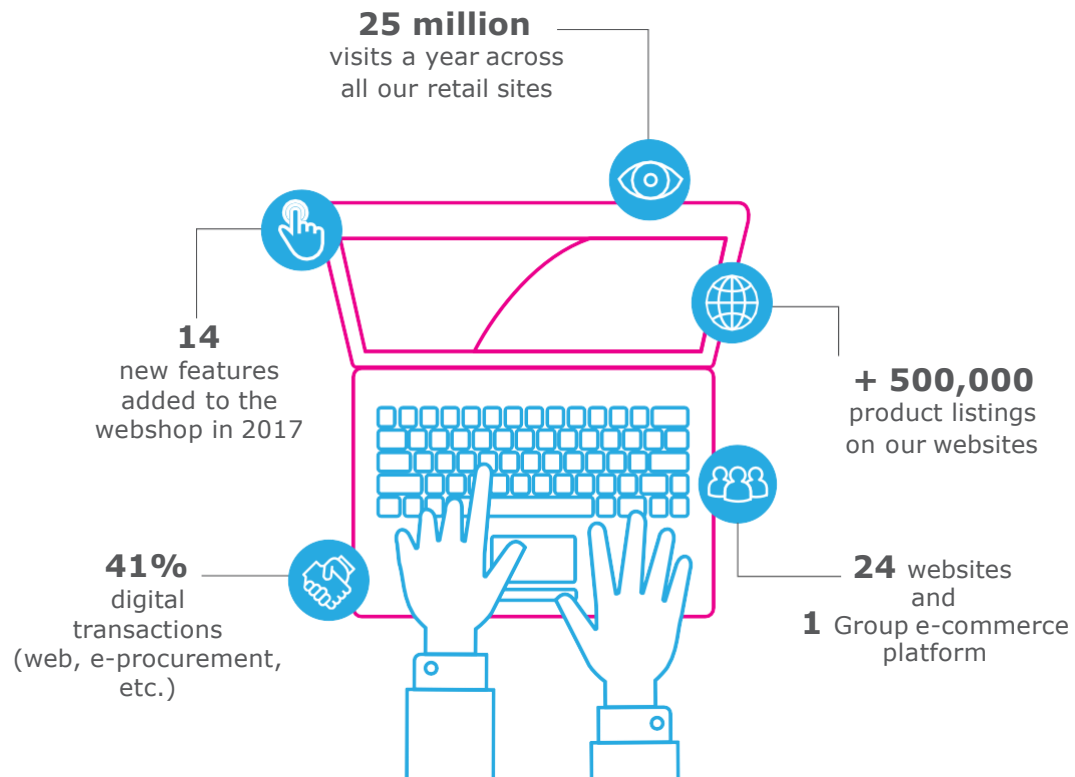
Electrical
supplies

Our key differences...

The strength and flexibility of digital technologies

- **A modern and evolving platform**

(track & trace, online returns, personalised accounts, online quotations, etc.)



- **Substantial internal investment**

2012 to 2017: **€25 million**

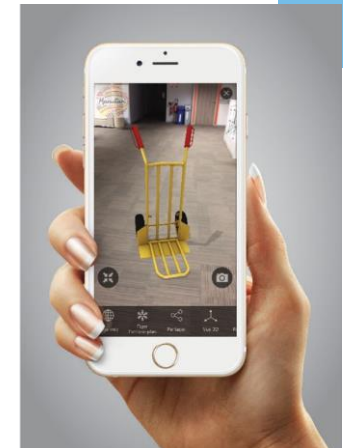
By 2020: over **€25 million**

including €10 million in digital marketing

- **A Digital Lab**

dedicated to technological innovation

(mobile app, augmented reality, 3D views, etc.)



...serving the needs of our **customers**

An effective CRM* strategy

“***unique model** targets all the key touchpoints in our customers' organisations (procurement, end users, etc.). Furthermore, **over 350 sales representatives** serve our Key Account customers and the export teams support all our customers around the world*”



Pierre-Olivier Brial
Deputy CEO,
Manutan Group

An enhanced supply chain organisation



- **A core product range** in stock for our customers
- **240,000 m²** of storage space across 15 warehouses
- **24-48 hour** deliveries throughout Europe
- **A vast product range** delivered directly to the customer
- Real-time **logistics management**, cross-docking and drop shipping

A company that puts **people** and the **environment**...

Our environmentally-friendly European Centre

- **With our sights set on the future,** our European Centre, which has achieved dual HQE certification for the high environmental quality of its office and logistic areas, clearly reflects our ambitions

- **A human and socially-responsible ambition** with a site that looks after both its staff and its environment



- **A business ambition** creating a modern tool to better serve our customers and to continue building the Group's long-term presence across Europe

...at the centre of its development

Employee development underpins our every action

“ Our University is also the place where **we develop the same mindset** and imagine the future ”



Brigitte Auffret,
Deputy CEO,
Manutan Group

- Through bespoke training programmes, our **University** helps our employees to develop their skills and to experiment with the Group's values



- Our **Sports Centre** and **Multimedia Library** are areas for progress and sharing



- Manutan France and Belgium have both achieved **Best Workplace 2018** status



All you need. **With love.**

DREDA Centre Européen Manutan
ZAC du Parc des Tulipes - Avenue du 21^e Siècle
95506 Gonesse Cedex - France

www.manutan.com