



20 PANORAMA 20

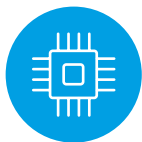
PEOPLE FIRST



At Sonepar, our job is to make our customers' lives easier. Our associates are our core strength and we are successfully tackling the digital transition head on thanks to them. All our associates have an incredible appetite for success, conquest and generating profit; they are our driving force. I am extremely proud of the fact that we have remained a humane, family Group despite our size and our success and I thank the women and men who have made this possible. At Sonepar, we are all committed for the long term; we are Sonepar, Powered by Difference.

— **Marie-Christine Coisne-Roquette**,
Chairman

Powered *by* **Difference**



OVER 100,000 PRODUCT REFERENCES AND SOLUTIONS

With our large catalogue of products and services, we aim to be “*La Référence*” – the standard setter – in our industry.



A FAST-DEVELOPING GROWTH MARKET

Although we are currently the market leader, our Group owns less than 10% in market segment share: our growth potential is almost limitless.



DEVELOPING FUTURE ENERGY-EFFICIENT SOLUTIONS

We strive to limit our daily impact on the environment and promote sustainable products and solutions in our business environments.



A FULLY-INTEGRATED VALUE CHAIN

We integrate and interconnect solutions to ensure a flawless customer experience and swift, reliable delivery of high-quality products.

ELECTRICAL PRODUCTS & SERVICES DISTRIBUTION LEADER

ACTIVITIES

We are an independent, family-owned Group specializing in innovative electrical products, solutions and services.

Powered by Difference

Sonepar is Powered by Difference: everyday our 48,000 highly committed associates work to make the wishes of our customers, suppliers, fellow associates and family shareholders come true. Together, we touch the lives of people across our diverse planet, making it better and more sustainable. We focus on both global and local initiatives, and collective success. Sonepar is no ordinary company: we are different, and proud of our difference, and that is what makes us “*La Référence*”.

Sonepar develops its business activities through outstanding service, strong customer engagement and a pioneering approach that combines local, hands-on experience with global strategy.

€24BN

GROUP SALES IN 2019

1
MILLION
CUSTOMERS

3,000
BRANCHES

48,000
ASSOCIATES

115
DISTRIBUTION
CENTERS

145
OPERATING
COMPANIES

48
COUNTRIES

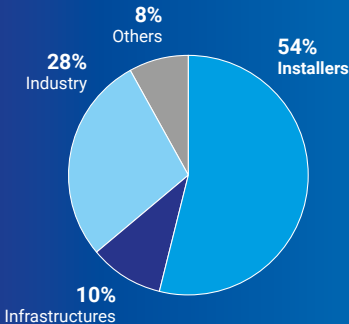


NO.1
IN 13 COUNTRIES

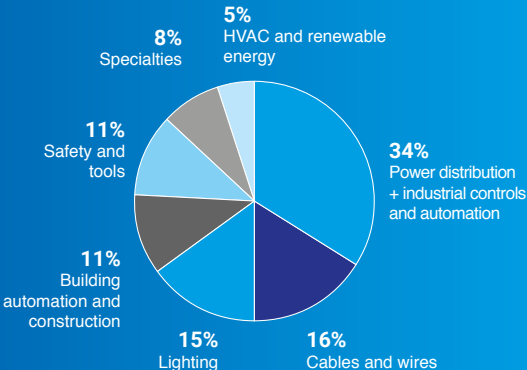
NO.2
OR 3 IN 16 COUNTRIES



CUSTOMER-GENERATED
REVENUE



ACTIVITY-GENERATED
REVENUE



CUSTOMER EXPERIENCE AND DIGITAL TRANSFORMATION

BUSINESS MODEL

At Sonepar, we strive daily to invent tomorrow's solutions. Our associates' innovative initiatives drive the Group forward and open up new horizons for our customers and for the planet.



DIGITAL TRANSFORMATION

Sonepar's digital enterprise strategy towards an omnichannel experience will generate unlimited opportunities for our associates and customers, including increased customer services and support.



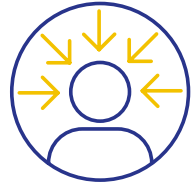
SKILLS

By preparing its associates to adapt, be daring, learn and (self-)improve, we promote fair and individual career development and ensure that the right people are assigned to the right role.



PLANET

Sonepar is at the heart of the energy transition. The Group is fully committed to placing the planet at the core of its business activities and preparing for future energy transition challenges.



CUSTOMER EXPERIENCE

We are becoming increasingly customer centric and apply a new strategic marketing approach, based on customer data, to fully meet future customer needs and expectations.



20 impact 20

DRIVING THE DIGITAL TRANSFORMATION



Since its creation, Sonepar has demonstrated its unique ability to continuously anticipate trends and turn them into business opportunities. Given that the digital transformation is probably the single greatest challenge the business world has ever faced since industrialization, the entire company created “impact”, our very first compliance-based strategic plan with four pillars: People, Performance, Customer and Planet. With impact, Sonepar will successfully navigate its digital transformation and consolidate its position as world leader.

— **Philippe Delpech**,
Chief Executive Officer

impact

ACQUISITIONS

Our robust financial position means that we are able to continue our international growth strategy: in 2019, over €800 million of sales joined Sonepar.



LOGISTICS NETWORK

Efficient logistics management through cutting-edge equipment, digital technology, and an increasingly efficient supply chain.

OPERATIONAL EXCELLENCE

Providing the best solutions and services via dedicated associates, powerful logistics and a solid, omnichannel distribution network.



PERFOR- MANCE

PLANET



PROMOTING ENERGY EFFICIENCY

We champion energy-efficient equipment to facilitate the energy transition in the building industry.

CARBON FOOTPRINT


We strive daily to reduce the Group's international carbon footprint and aim to become carbon neutral by 2040.



RAISING AWARENESS

Sonepar runs in-house e-learning sessions to raise awareness about sustainability and promotes energy-efficient products to customers.



A man with glasses and a blue Sonepar polo shirt is smiling and holding a tablet in his right hand and a small electronic device in his left hand. The background is a blurred office or showroom setting.

NO PROJECT TOO SMALL!

We identify customer needs and make solutions available at the right place, time and price, regardless of project scope and size.

SEAMLESS EXPERIENCE

Sonepar will increase customer centricity as the first global distributor to provide a fully digitalized omnichannel experience.

CUSTOMER

A close-up shot of two hands interacting with a tablet. One hand is pointing at the screen, which displays a map with various colored markers and icons. The other hand is also visible, interacting with the device.

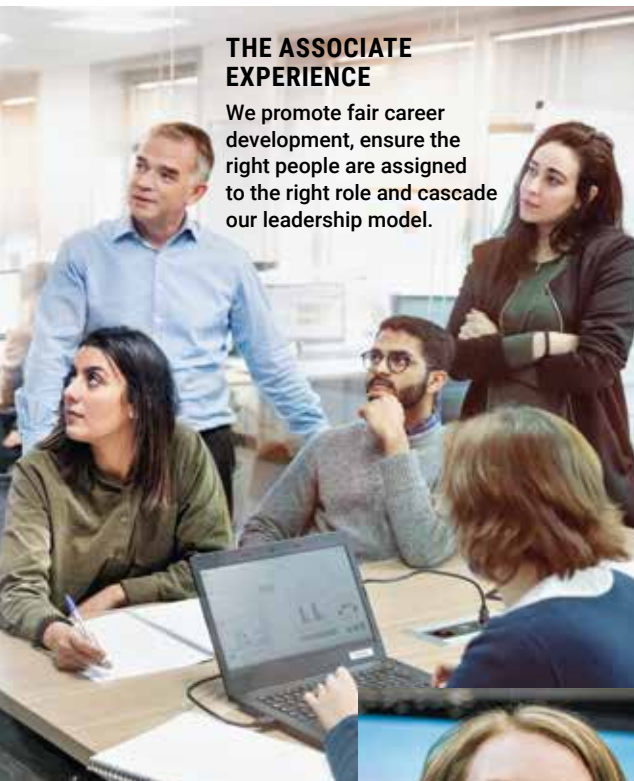
DATA-DRIVEN JOURNEY

Sonepar is leveraging digital technology to efficiently process customer data, deliver added value, tailored pricing and communications.

PEOPLE

THE ASSOCIATE EXPERIENCE

We promote fair career development, ensure the right people are assigned to the right role and cascade our leadership model.



POWERED BY DIFFERENCE

A unique employer brand based on four pillars: will to dare, succeed together, create the future, and local meets global.



TALENT

We attract the best talent and foster commitment: every year, our Group recruits 7,000 associates worldwide and our employee commitment stands at 92%.





sonepar

Powered *by* **Difference**