

sonepar.com



sonepar

Panorama

20
21



Powered by Difference



People First

At Sonepar, our job is to make our customers' lives easier. Our associates are our core strength and thanks to them, we are successfully leading the digital and energy transition head on. All our associates have an insatiable appetite for success, creating the future 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 accomplishments and I thank the women and men who have made this possible. Looking back at 2020, I applaud the way in which our associates around the world united to overcome the crisis that we went through and continued in our mission to deliver first class customer service. At Sonepar, we are all committed for the long term; we are Sonepar, Powered by *Difference*.

Marie-Christine Coisne-Roquette, Chairman

Powered *by* **Difference**

Electrical Products
& Services Distribution Leader

Activities

Sonepar is Powered *by* Difference: everyday our 45,000 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 combines local, hands-on experience with global strategy.



Over 100,000 products references and solutions

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



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 fast-developing growth market

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



A fully-integrated value chain

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

€23BN

Group Sales 2020

Sonepar is an independent family-owned company with global market leadership in B-to-B distribution of electrical products, solutions and related services. Through a dense network of 100 brands spanning 40 countries, the Group has an ambitious transformation agenda to become the first global B-to-B electrical distributor to provide a fully digitalized and synchronized omnichannel experience to all customers.

1 million

Order lines per day

150

Distribution centers

2,800

Branches

+100

Brands worldwide

45,000

Associates

40

Countries

230

Sustainability initiatives

30%

Online sales

N°1

in 11 countries

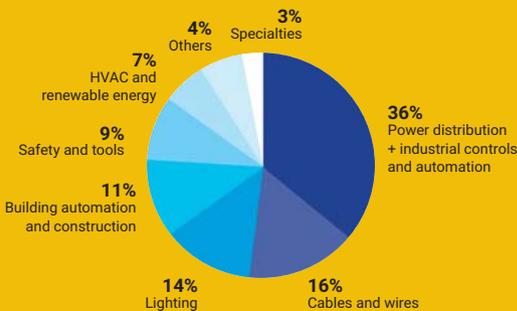
N°2

or 3 in 18 countries

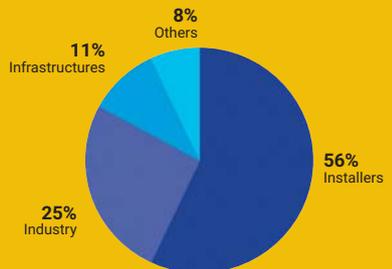
Drawing on the skill and passion of its 45,000 associates, Sonepar had sales of €23 billion in 2020. Sonepar makes its customers' lives easier, over the counter, visiting customers, by phone or online, – however we're needed. Sonepar's ambition is to become "La Référence" – the standard-setter for all its stakeholders.



Activity-generated revenue



Customer-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.



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.



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.



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
21



Driving the digital transformation

Sonepar is engaged in an ambitious transformation to become the world's leading B2B electrical distributor serving customers with the most advanced automated and digitalized omnichannel processes in the industry. Sonepar strategic plan called "Impact" is based on four pillars: People, Customer, Performance, and Planet.

Sonepar has always demonstrated its unique ability to continuously anticipate trends and turn them into business opportunities. For over 50 years, we have been bringing innovation into the field for our building and industrial customers.

Since the beginning of the COVID-19 crisis, most of Sonepar's 2,800 branches remained open even in the worst moments of the pandemic to serve our customers working in vital sectors: hospitals, data centers, and critical infrastructures. Our associates were extraordinary. They have demonstrated their resilience and have continually strived to provide our customers with the great service they deserve. This unique crisis has proven, if needed, that Sonepar is really Powered by Difference.

Philippe Delpech, Chief Executive Officer



impact



Logistics Network

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

Promoting Clean Energy Solutions

Electricity is the clean energy of the future and our vision is to become the world leading electrical distributor, accelerating the market adoption of clean energy solutions, a circular economy and net zero emissions.

Operational Excellence

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

COVID-19 Pandemic

During the COVID-19 crisis, our 2,800 branches remained open whenever possible and adapted their business models to ensure that we ensure business continuity for our customers.

Performance



Planet



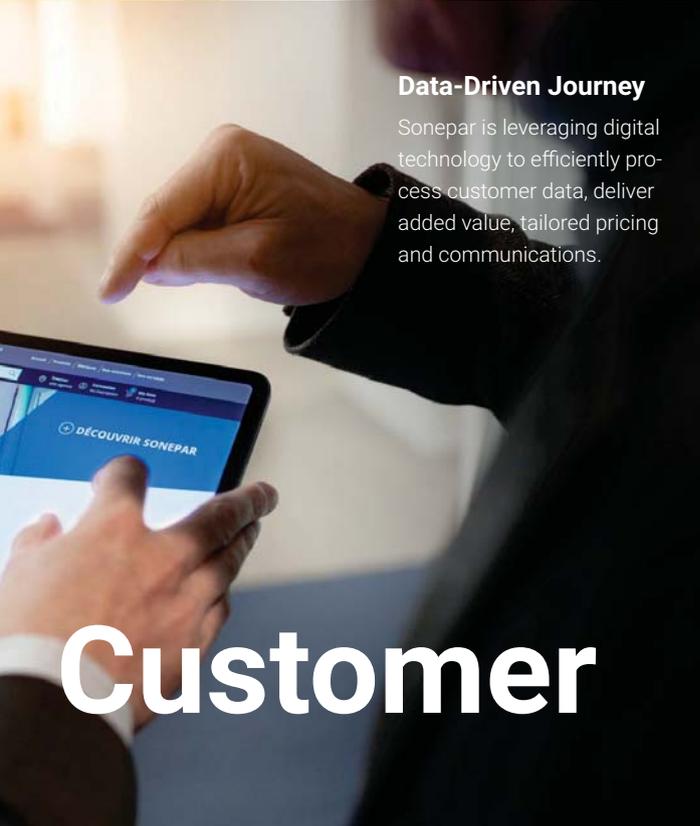


Carbon Footprint

Sonepar is committed, every day, to reducing its environmental footprint to limit the global temperature increase below 2°C.

Energy Transition Academy

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



Data-Driven Journey

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

Seamless Experience

We're here to serve our customers: over the counter, visiting customers, by phone or online, working side-by-side with you – however we're needed.

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.

Customer

People

Powered by Difference

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

The Associate Experience

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

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%.



Photo credits: Lukas Bieri,
Yann Bourdin, Philippe Gérardin,
Sebastien Millier, Dominik Obertreis