



LIVING  
*better*

OUR COMMITMENTS & VALUE-CREATING  
ACTIONS FOR OUR STAKEHOLDERS

2023 ACTIVITY REPORT

SOMFY 

# SOMFY IS CONTINUING TO IMPLEMENT ITS STRATEGIC ROADMAP DESPITE THE MARKET SLOWDOWN

Within a weaker economic environment, SOMFY recorded a drop in its sales after several years of growth. The Group is maintaining its strategic focus and investing to confirm its role as a key player in the connected home and the energy performance of buildings. Update with Jean Guillaume Despature, Chairman of the Board of Directors, and Pierre Ribeiro, Chief Executive Officer.

## How did SOMFY perform in 2023?

P. R. — Like other players in the building industry, SOMFY has been operating in a challenging environment marked by inflation, which is impacting purchasing power, and by the rise in interest rates, which is restricting households access to credit. The resulting deep crisis in the property market, particularly in new builds, is impacting our business. The drop in the number of property transactions results in a decline in renovation and upgrading work in buildings. Beginning in the fourth quarter of 2022, the slowdown in our activity continued throughout 2023. After several exceptional years in the wake of the health crisis, our sales and profits are down, a result of the weaker economic environment. However, our financial position remains sound with a low level of debt.



## How has SOMFY responded to safeguard its position?

P. R. — We reacted immediately to retain room for manoeuvre by reducing our expenses and simplifying our processes, and by taking action on our inventories and trade receivables. Our agility and responsiveness made it possible to preserve our cash position. We have also returned to a good level of service rate with our customers after a tense period in relation to semi-conductors. It is partly the result of our work to redesign our products to incorporate new generation electronic components, which are readily available on the market. We have also continued our transformation, reflected in the digitalisation of our internal processes and the efficiency of our digital infrastructure, to better serve our customers.

J. G. D. — We've remained offensive by acquiring the Dutch company De Haan Westerhoff, positioned on the buoyant solar shading solutions repair market, primarily for commercial buildings. Our delisting in February 2023 gave us the freedom to set the pace of our transformation and to seize opportunities as they arise.

***“We have remained offensive by acquiring the Dutch company De Haan Westerhoff, positioned on the buoyant solar shading solutions repair market, primarily for commercial buildings.”***

**Jean Guillaume Despature**



***“We have continued to roll out our execution plan, 2025 One Way, by enhancing the customer experience, launching new connected ranges and strengthening our multi-brand organisation.”***

**Pierre Ribeiro**

## What have been the major improvements for your customers?

P. R. — Despite the economic climate, we have continued to roll out our execution plan, 2025 One Way. We've enhanced the customer experience by launching Somfy Pro Portal, a website designed to improve the digital experience of our professional customers. 2023 also saw the launch of two new connected ranges that were very well received by the market: the RS100 Solar io motor in Europe and a range of Zigbee 3.0 bi-directional motors in the United States. Additionally, we've strengthened our multi-brand organisation to address the specific needs of our markets. With our strong and complementary brands, we are able to address all our customers' expectations with the right solution in the right place.

## What progress is SOMFY making in terms of non-financial performance?

P. R. — We are structured to make CSR a true differentiator, as well as a growth driver. The appointment of a dedicated Director, who is a member of the Executive Committee, along with the acquisitions in recent years – De Haan Westerhoff and Répar'stores – reinforces our commitment to develop a more sustainable business model.

J. G. D. — Our CSR roadmap is ambitious. It is built around three pillars – Planet, People and Prosperity – which have indicators integrated into our annual non-financial reporting. In terms of the environment, 2023 marked an 18% reduction in our scope 3 greenhouse gas emissions compared with 2019 and more than 71% of Somfy products sold were ACT FOR GREEN® eco-designed. A virtuous circle is being put in place given that our professional customers are committed to the circular economy and opt for the best products in terms of carbon performance to improve their own footprint.



## How are you approaching 2024?

P. R. — We want to support our customers as best we can in this challenging environment. Whilst we expect a business slowdown and are faced with a sluggish economic outlook, we are determined to successfully combine our transformation with market share gains. Our products are well positioned on a market driven by long-term trends: connectivity and the energy efficiency of buildings. We are confident in the future and are preparing for it by investing in a new factory in Portugal and in our future logistics base in western France.



The introduction of two new divisions, Digital and CSR, underscores the critical role these areas play as strategic and distinguishing features of SOMFY Group. These areas aim to meet market demands, enhance value for our customers, and boost collaborator engagement.

Specifically, the Executive Committee strengthens the Group's capacity to navigate the short-term uncertainties of a fluctuating economic environment and address the long-term environmental and societal challenges that the Group intends to meet through strong solutions.

This team now boasts a variety of profiles and skills strategically positioned to advance SOMFY Group's strategic agenda and achieve its 2030 Ambition.



- **Bruno Barlet**, CSR Director
- **Jean-Claude Rivier**, Head of Engineering & Customer Satisfaction
- **Tobias Schaper**, Group CFO
- **Valérie Dixmier**, Deputy CEO in charge of People, Culture and Organization
- **Sébastien Picot**, Head of Sales and Brands
- **Pierre Ribeiro**, Chief Executive Officer
- **Guillaume Deudon**, Chief Digital Officer
- **Bénédicte Simond**, Head of Products & Services
- **Bruno Stragliati**, Head of Operations & Supply Chain

# PROFILE

SOMFY is an international, independent, and family-owned company and is the reference for “Living Better”. As a player in the connected home and its use cases, the Group brings innovations to homes and buildings in terms of comfort and well-being, safety of people and property, and energy savings. SOMFY designs, assembles, and distributes motors and automated systems—integrated into blinds, shutters, doors, and gates—and the intelligent systems that control them. It also distributes connected products and digital applications.

SOMFY is always on the lookout for new uses and needs to develop new products that operate with other players’ products in the connected home and building sector. Active in the building and renovation markets, the company reduces its solutions’ carbon footprint and makes them accessible to as many people as possible through its locations on five continents and its portfolio of complementary brands. With solutions adapted to each market, SOMFY builds a relationship of trust with its customers and partners, based on the excellence of its products and services.

**THIS IS HOW SOMFY WRITES THE FUTURE OF HOUSING FOR BETTER LIVING EVERY DAY, AND WE DO SO BY BEING USEFUL AND RESPONSIBLE.**

# VISION: INSPIRING A BETTER WAY OF LIVING, ACCESSIBLE TO ALL

## AMBITION

**TO BE THE PREFERRED PARTNER FOR WINDOW AND DOOR AUTOMATION FOR HOMES AND BUILDINGS**

## RESOURCES

### Human

**6 395 employees,**  
41 % in France et 59 % internationally

### Intellectual

**18 R&D centers in 8 countries**  
 ▶ 8 % of sales invested in R&D  
 ▶ 74 % of employees received training during the year <sup>1</sup>

### Industrial and commercial

**8 production sites in 5 countries**  
**Commercial presence in 59 countries**

### Financial

▶ Historical and long-lasting family shareholders  
 ▶ Financial robustness

### Environmental

▶ Team dedicated to carbon footprint  
 ▶ ACT FOR GREEN® <sup>2</sup> eco-design process since 2015

### Societal

▶ SOMFY Foundation since 2004

## TRADES

- ▶ Research & Development
- ▶ Purchasing
- ▶ Assembly
- ▶ Marketing – Prescription
- ▶ Sales
- ▶ Distribution

## MARKET TRENDS

- ▶ Energy efficiency
- ▶ Connected buildings
- ▶ Digitalization of uses
- ▶ House as a refuge

## ORGANIZATIONAL PRINCIPLES

- ▶ Architecture by functions
- ▶ Customer-centric culture
- ▶ Digitalized organizational model

## APPLICATIONS

- ▶ Shutters and solar protection
- ▶ Interior blinds and curtains
- ▶ Smart Home
- ▶ External awnings and pergolas
- ▶ Access and Security

## VALUE CREATED

### PLANET

- ▶ **34 %** reduction of greenhouse gas emissions from Scopes 1 & 2 vs. 2019 <sup>3</sup>
- ▶ **18 %** reduction of greenhouse gas emissions of Scope 3 <sup>3</sup>
- ▶ **71,1 %** of products sold have followed the ACT FOR GREEN® eco-design process <sup>2</sup>
- ▶ **8 %** reduction in annual electrical consumption per motor
- ▶ **83 %** of electricity from renewable sources

### PEOPLE

- ▶ **6 %** of employees received a promotion
- ▶ **25,3 %** of women in management
- ▶ **25** tailor-made, in-house training courses available, to all employees

### PROSPERITY

- ▶ EcoVadis Silver Medal

### Finance

**Sales of € 1 447 m**

**Current operating result of € 201 m**

### Customers

- ▶ **12 892** customer interactions via My SOMFY Lab
- ▶ **2 185** patents in portfolio
- ▶ **8,1 %** of sales generated by new products in the last two years <sup>4</sup>

### Partners

- ▶ **4 000** experts
- ▶ Longevity of the supplier relationship

### Regional anchoring

- ▶ **690** solidarity days

<sup>1</sup> Scope of social reporting.

<sup>2</sup> SOMFY’s internal eco-design process, certified by an independent third party and formalised by PEP Ecopassport.

<sup>3</sup> Reduction in absolute value of emissions from energy consumption according to the market-based methodology.

<sup>4</sup> Reduction in relative value, based on the number of motors sold, of indirect emissions concerning the entire value chain.

<sup>5</sup> Somfy brand.

<sup>6</sup> Excluding Teleco Automation.

# CSR ACTIONS AT THE HEART OF THE COMPANY PROJECT

At SOMFY, we set the mission of Living Better. To achieve this, we are committed to a resolute approach to Sustainable Development, emphasizing the impact of our CSR initiatives at the core of our value chain. Following the 2022 edition, this 2023 activity report outlines initiatives that illustrate the integral role CSR has assumed within our global strategy. We'll see seven major actions that embody our commitment and illustrate the challenges we face in responding to environmental, social, and societal issues.

In my previous position as Head of Sales for the Group and within Somfy France, I've engaged with numerous clients and recognize that we are at a pivotal moment. Environmental respect requires more seamless integration into our business models for the benefit of all. By 2050, the impacts of climate change will only intensify, particularly with regard to heatwave peaks. As a leading player in the solar protection sector, our role is to start equipping buildings now to anticipate these phenomena.

I am convinced that we can make a positive impact and that together—clients, suppliers, and collaborators—we will reinvent the future of our profession.

## Sustainable Partnerships with Suppliers

SOMFY Group places ethics and long-term investment at the center of its supplier relationships. This approach ensures a responsible supply chain and strengthens mutual commitments towards a more sustainable future.

## Collaborator Engagement

At the heart of our People Project is our collaborator engagement. SOMFY Group actively promotes the embodiment of our corporate culture. By involving every team member in this dynamic, we foster a work environment where diversity and collective energy serve our clients and communities.

## Customer Relations at the Core

We are committed to offering our clients quality, innovative, energy-efficient solutions while ensuring optimal comfort. Our connected platform, TaHoma®, available to all Group clients, allows for the creation of personalized scenarios that adapt to everyone's lifestyle. It thus optimizes the efficiency of automation for openings and solar protections, enhancing the user experience daily.

**Bruno Barlet,**  
**CSR Director**

*"I invite you to explore the pages of this report to discover how, together, we are building a more sustainable and innovative future."*

## ACTION 1

# CONNECTED SOLUTIONS: ALLIES IN BUILDING ENERGY PERFORMANCE

• PLANET • PROSPERITY

In the fight against climate change, the building sector is on the front line. Across Europe, the entire industry is mobilizing to reduce its environmental footprint and energy consumption, in line with the ambitious goals of the Green Deal.



SOMFY Group promotes the automation of solar protections and connected equipment, guided by market needs and the work of associations like ES-SO.

The goal: to enhance building energy efficiency while ensuring user comfort, in both summer and winter.



### AMY® SUN PROTECT IO : GOLD INNOVATION AWARD WINNER

Recently awarded at the R+T 2024 show for its innovation, Amy® sun protect io redefines the standards of indoor thermal management during heatwaves.

With this control point, management truly becomes proactive thanks to an integrated temperature sensor and onboard intelligence that command the lowering of solar protections before the room temperature becomes excessively high. Amy® sun protect io is easy to use, and its installation is similar to that of a standard control point for our industrial clients or installers.



### IN POISSY, MOTORIZATION IS THE ALTERNATIVE TO AIR CONDITIONING



As part of its heatwave plan, the city of Poissy (France) adapted 13 school buildings to heatwaves by equipping them with 616 motorized external blinds. The goal was twofold: to maintain an acceptable temperature in summer (below 27°C) and to avoid installing air conditioners. With a 5-degree drop in classroom temperatures between May and September, without sacrificing natural light, the trial was a success. "We've received very positive feedback on both the improvement in comfort and the practicality," explains Lydie Grimaud, Deputy Mayor of Poissy. "Previously, schools had slat blinds that had to be manually raised individually. The new ones are electric, equipped with a remote control, and teachers can quickly lower or raise them independently." According to Dominique Bulle, the city's energy manager "there are no technical barriers to using this type of solution in other municipalities. Given the benefits, in terms of comfort, CO2 emissions, and cost, the city of Poissy is considering installing this system in other buildings, such as nurseries or retirement homes."

### POISSY PROJECT IN NUMBERS

13 school buildings equipped

616 blinds installed

€812 000 total investment

€200 000 per year in savings for the municipality

5°C drop in observed temperature

301,000 KW per year in energy not consumed

### WITH ES-SO, LEADING THE CHARGE ON THREE PILLARS OF SUSTAINABLE BUILDING



The European Solar-Shading Organization (ES-SO) brings together professional solar protection associations in the European Union. In 2023, its studies and seminars particularly highlighted the role of

intelligent solutions in making buildings more resilient to climate change.

A partner of the organization since its inception, SOMFY Group is committed alongside ES-SO to developing solar protections suited to all buildings. ES-SO is especially focused on improving contributions to building sustainability around three axes:

- **climate resilience**, through smart solar protection solutions,
- **energy efficiency** via the automation of openings and closings,
- **positive environmental impact** (reducing negative impact, improving quality of life) through innovative predefined scenarios.

### A NEW RANGE OF SOLUTIONS FOR THERMAL COMFORT

Motorizing your rolling shutters is already effective for insulating your windows. Adding automation turns rolling shutters into true solar protections, with the possibility of incorporating pre-configured scenarios. In summer, during heat peaks, this automation helps maintain an interior that's 4 to 7 degrees cooler<sup>1</sup>, significantly reducing the need for energy-intensive air conditioning. In winter, windows let in solar heat, helping to cut heating consumption by up to 30%<sup>2</sup>. This gradual improvement in thermal comfort as home equipment progresses is delivered by Somfy's new range of automation solutions. Paired with a motorized rolling shutter, the Amy® sun protect io control point already provides access to summer comfort by making solar protections intelligent, automatically lowering them before it gets too hot. Clients equipped with the connected TaHoma® switch solution can go further by using the pre-programmed Thermal Comfort scenario in the app to optimize comfort and energy savings, in both summer and winter, and gradually add devices (thermostats, external solar sensors, etc.) to maximize benefits and personalize automation.

<sup>1</sup> Maximum temperature compared to a house not equipped with solar protection. TBC Study for the French Building Federation: analysis of the energy contribution of rolling shutters - 2010.  
<sup>2</sup> Compared to manual solutions. Somfy Simulations implemented with the support of Carbone 4. Results vary depending on the size of the house, its geolocation, the year of construction, and window equipment (rolling shutters, adjustable sunshades), 2021.

**ACTION 2**

# ACT FOR GREEN®: OUR ECO-RESPONSIBLE COMMITMENT

• PLANET • PROSPERITY

92% of SOMFY Group’s carbon footprint comes from its products, particularly their standby power consumption. This issue, common to all electrical equipment, is even more significant as it also directly impacts our industrial clients’ carbon footprints. Since 2015, SOMFY has taken a proactive approach to leadership in this area by committing to a formal eco-design strategy through ACT FOR GREEN®.

## A DUTY OF TRANSPARENCY TOWARDS OUR INDUSTRIAL CLIENTS



Over the past two years, the environmental commitment among SOMFY Group’s manufacturing clients has matured. Subject to the same carbon footprint reduction goals, they expect from SOMFY not only virtuous products but also traceability of production data. That’s why ACT FOR GREEN® products sold by the Group come with an environmental impact statement in the form of a PEP ecopassport®. Serving as the product’s environmental identity, this objective and reliable evaluation is verified by an independent third party and is accessible to all. Now essential for industrial clients, the PEP ecopassport® also serves as a benchmark within the framework of French environmental regulation (RE 2020) and in the certification of tertiary buildings such as LEED or BREEAM.

## KEY FIGURES

### OVER 160 PEP ECOPASSPORT®

used in various building regulations or certifications, such as RE2020, LEED, BREEAM, WELL

### 2030 AMBITION

to reduce the intensity of our scope 3 GHG emissions by 50 % (per number of actuators sold)

### 26 new ACT FOR GREEN® product ranges

in 2023: Ilmo 50 WT, Solus P&P, Sonesse Ultra AC, Sonesse 30 24V, T5S Auto é Autojob, Situo Variation RTS II, Ysia ZB, Izymo Variation

### 62,3% OF SALES VOLUMES are ACT FOR GREEN® products

## A GOAL: 100% ACT FOR GREEN® PRODUCTS BY 2030

Reducing the standby power consumption of products, curbing their obsolescence, and increasing the use of recycled, less carbon-intensive raw materials... ACT FOR GREEN® is SOMFY Group’s answer to the major environmental challenges posed by electrical and electronic equipment. Considered the most comprehensive in the market, its eco-design approach also continuously integrates the latest technical and technological advances. By 2030, SOMFY Group aims to achieve 100% of its sales with ACT FOR GREEN® eco-designed products (62.3% at the end of 2023). In the meantime, the company’s teams are ramping up efforts to rethink the design of its best-selling products and to extend this eco-design approach across all the Group’s brands. After Somfy in 2015 and SIMU in 2020, it’s BFT’s turn to introduce its first Act For Green access range motor in 2024.

**DID YOU KNOW?**



ACT FOR GREEN® is SOMFY Group’s eco-design approach. Products following it meet strict criteria: reduced standby consumption, extended battery life, ease of disassembly for repair and recycling, and the use of environmentally friendly materials and packaging.

*“Like many manufacturers, scope 3 of our carbon footprint accounts for more than 90% of our carbon impact. However, its reduction largely depends on the actions of our suppliers. With its eco-design approach, SOMFY has taken a lead in the market. As its products become more environmentally friendly, we benefit as well.”*

**Bruno CADUDAL, President of Atlantem, manufacturer of joinery and closures**



## AT BFT, BOTTICELLI BECOMES ACT FOR GREEN®

As the first motor in the access range to become ACT FOR GREEN®, Botticelli marks a milestone in the Group’s ability to apply eco-design to the legacy products of all its brands. Previously energy-intensive, Botticelli has undergone a complete redesign, allowing it to now boast a standby power consumption of less than 0.5 Watt. Beyond this figure, its entire environmental impact has been reduced, and its design has also been tailored to facilitate repairs, a significant step towards extending the product’s lifespan.

**ACTION 3**

# TAHOMA<sup>®</sup>, CONNECTING THE BRANDS OF THE GROUP

• PROSPERITY

Markets are evolving rapidly, and to meet the challenges they present, SOMFY Group has created a set of diversified and complementary brands. Each of the eight commercial brands targets specific market demands while contributing to a virtuous ecosystem. Together, they are shaping the future of living spaces by offering connected solutions for comfortable and energy-efficient buildings. Originally created to control Somfy products and those of its partners, the Group decided to open the TaHoma<sup>®</sup> ecosystem to SIMU, BFT, and Teleco, the main professional brands of the Group. Thanks to a unique, intuitive, and easy-to-use interface, all of the Group's clients—from the most novice to the most experienced—can step into the world of the connected home. Here's an overview of how TaHoma<sup>®</sup> is being progressively incorporated into the brands.



## TAHOMA<sup>®</sup>, THE CONNECTED HOME CONTROL PLATFORM

With its launch in 2010, Somfy ushered the connected home into a new era! The TaHoma<sup>®</sup> ecosystem indeed provides a simplified interface to control all connected building equipment. Aimed at both complete beginners and expert users, the app allows for the creation of personalized scenarios tailored to everyone's daily life, from waking up to going on vacation. Since its inception, TaHoma<sup>®</sup> has continually enriched its offering to ensure extensive interoperability with key players in the connected home, allowing global control from a single application.



## SIMU SHIFTS TO TAHOMA<sup>®</sup>

In 2023, SIMU's LiveIn2 app opened to the TaHoma<sup>®</sup> application to offer more use cases to its customers. By early 2024, these customers had fully transitioned to this broader ecosystem, for a significantly enhanced experience. Customers now have access to more features to control their SIMU products—via a widget or voice, for example—and more preconfigured scenarios. Most importantly, with their TaHoma<sup>®</sup> app, users can manage all connected Somfy devices and those from brands participating in the "So Open with Somfy" program, as TaHoma<sup>®</sup> is an open ecosystem.



Be ahead

## BFT PAVES THE WAY FOR TAHOMA<sup>®</sup>

2023 also marks BFT's entry into the TaHoma<sup>®</sup> ecosystem thanks to EasyAXS, an innovation that makes gate motors connected and controllable through the TaHoma<sup>®</sup> app. Now, BFT customers can, for example, remotely control and check the comings and goings of their residence from their smartphone. For customers equipped with a TaHoma<sup>®</sup> solution, this interoperability offers the possibility of using personalized scenarios combining several home equipment devices such as the alarm, lighting, and more.



## TELECO JOINS THE TAHOMA<sup>®</sup> ADVENTURE

One year after its integration into SOMFY Group in July 2022, Teleco's io products became compatible with the TaHoma<sup>®</sup> ecosystem. This was made possible through close collaboration between their development teams. This collaborative effort enabled the integration of Teleco's outdoor equipment, including its bioclimatic pergolas, into the TaHoma<sup>®</sup> app scenarios, thereby enriching the world of connected living and the experience of Teleco's customers.



**ACTION 4**

# SOMFY ENHANCES THE DIGITAL EXPERIENCE FOR ITS INSTALLER CUSTOMERS

• PROSPERITY

Building on the launch of its SomfyPro omnichannel purchase portal for installer customers in 2022, the Somfy brand continues to digitalize their experience to boost performance. More than just a B2B e-shop, SomfyPro now consolidates all the tools needed to enhance sales, streamline installation, and improve the maintenance of Somfy equipment through training, marketing support, and efficient lead management. Since 2023, SomfyPro has also integrated services that make the professionals' work on installation and maintenance operations easier. In the spotlight.



Launched in April 2021, the Help Me application has replaced the traditional paper manuals accompanying Somfy's B2B products. The app provides installers with unprecedented support through simplified, step-by-step tutorials tailored to each task. With content translated into 36 languages, professionals can access information in their preferred language, regardless of the country they are working in. Offering the ability to access these tutorials anywhere, even without an internet connection, Help Me ensures optimal assistance and increased efficiency in the field.



**250**

PRODUCT RANGES

**15**

MILLION SHEETS OF PAPER SAVED

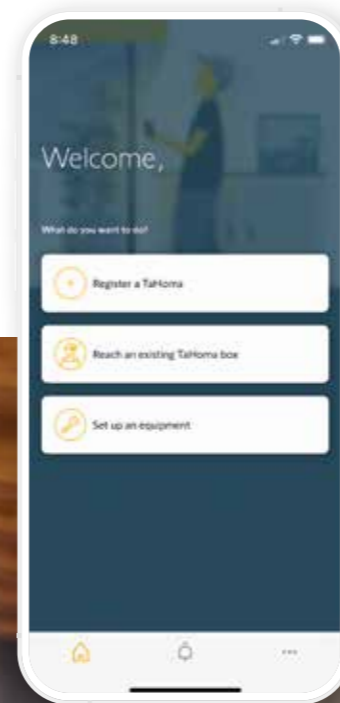
**36**

LANGUAGES AVAILABLE



**TAHOMA PRO**

To commission a complete connected installation for a client or to add new equipment, installers simply need to follow the guide in TaHoma Pro. This app interacts with the TaHoma® box and its equipment, facilitating the configuration and setup of associated, connected motors. Another advantage is that installers can perform many operations without requiring the end user's presence. This app is available in Europe, America, and Oceania. TaHoma Pro also allows manufacturers to factory-configure Somfy products that incorporate the open connectivity protocol Zigbee.

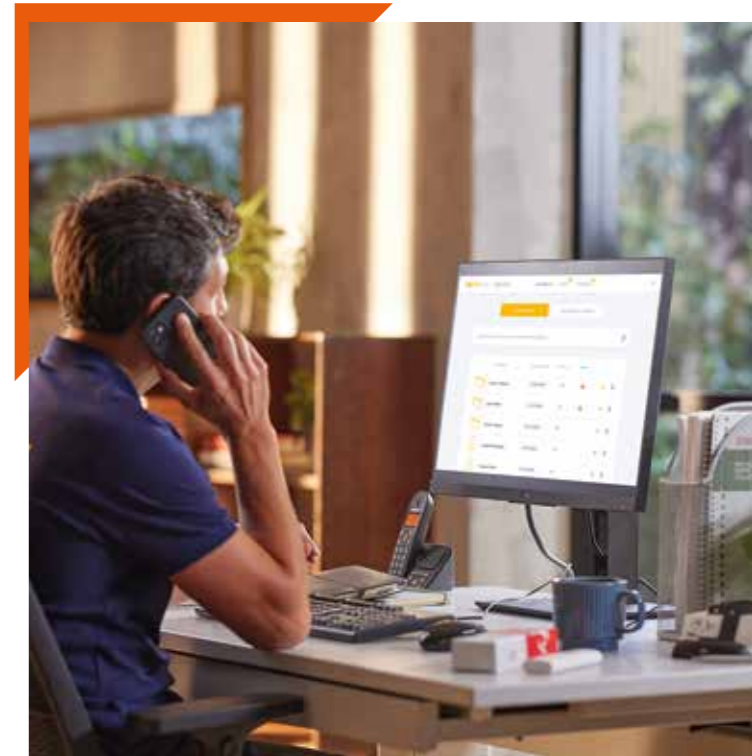


**38,000**

DOWNLOADS

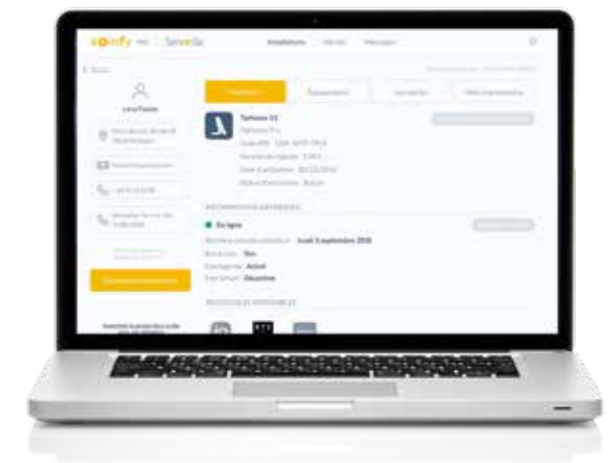
**4,000**

ACTIVE USERS EACH MONTH



**Serv(e)Go**

Following the installation of a TaHoma® box, professionals can view their entire portfolio from this web application, accessible via the SomfyPro portal. Serv-e-Go enables installers to remotely supervise their network of connected installations, diagnose problems, and perform remote maintenance operations. For instance, they can add a remote control point, saving travel time. The tool also receives alerts, allowing proactive problem-solving. By identifying issues reported by products, Serv-e-Go is highly useful for effectively preparing on-site interventions for clients.



## ACTION 5

# FORGING PARTNERSHIPS: SOMFY'S COLLABORATIVE APPROACH WITH SUPPLIERS

• PROSPERITY

Because SOMFY purchases all the components that make up its products, its relationships with suppliers are crucial. The Group is committed to strengthening these relationships with a spirit of reciprocity and co-construction.

To materialize this ambition, the Group has established a code of conduct that clearly defines the ethical, social, and environmental standards its suppliers must adhere to. This framework aims to ensure their commitment to principles of responsibility while also encouraging them to actively engage in continuous improvement. Thus, SOMFY Group and its partners together build a more balanced and sustainable relationship, marking a turning point in how they conceive and experience commercial cooperation.

In 2023, SOMFY Group innovated by creating the "Relation Impact Index." This indicator, assessing the quality and depth of its relationships with suppliers, has become a crucial barometer of their collaboration. For this inaugural year, the "Relation Impact Index" was established and measured based on a comprehensive survey that collected the perceptions and expectations of its suppliers. With an initial score of 2.83 out of 5, the index reveals room for improvement, reflecting successes and challenges to address. Annual surveys will track its evolution, measure the impact of actions undertaken, and nourish the long-term relationship for mutual benefit. In 2023, the implementation of the "Relation Impact Index" has already enabled SOMFY Group and its suppliers to work together on three axes of improvement:

- ▶ RESPONSIBLE APPROACHES,
- ▶ ENHANCED TRANSPARENCY,
- ▶ INTENSIFIED SHARING

## RESPONSIBLE APPROACHES

As key players in SOMFY Group's value chain, suppliers are involved in a responsible purchasing process. In addition to its Sustainable Purchasing Policy, the Group has incorporated an environmental criterion in selecting its suppliers and requires each to sign the code of conduct issued at the end of 2022. All these elements contribute to establishing a healthy relationship between SOMFY and its suppliers.

***"SOMFY is a company that values both the environment and people, boasting a robust social policy. Its dedication to ongoing efforts and innovation further sets it apart."***

***Sophie Tornel, Key Account Manager at Capgemini.***

## ENHANCED TRANSPARENCY

Economic uncertainties such as inflation and rising costs highlight the need to work together transparently. SOMFY Group decided to take it a step further by initiating a collaborative approach with its suppliers. In 2023:

- ▶ Workshops were organized with suppliers experiencing inflation rates exceeding 20%,
- ▶ In one year, in collaboration with them, SOMFY Group modeled the cost structures of suppliers representing 40% of its purchases, allowing for a more accurate adjustment of purchase price evolution,
- ▶ This 360-degree view of its suppliers' challenges enabled the Group to support them in implementing plans to improve their industrial performance, which is particularly key in this period of inflation.

By strengthening mutual trust, all these actions have enabled a fair and gradual reevaluation of purchase prices.

## INTENSIFIED SHARING

SOMFY Group's goal is also to better involve its suppliers in its corporate project and innovation needs, to derive mutual benefits. To this end, the Purchasing Department led two major events in 2023 to engage with its suppliers:

- ▶ An "E-Supplier Day", bringing together the Group's 191 major suppliers, was an opportunity to present them with the SOMFY 2025 One Way execution plan, its values, and the resulting common roadmap.
- ▶ Following a call for applications to which 60 suppliers responded, a "Supplier Innovation Day", held at SOMFY's R&D Center, allowed 10 of them to showcase their potential in technological innovation and sustainable development, while SOMFY experts presented the latest technical roadmaps.

***"Continue moving in this direction because it truly is the most effective approach with suppliers like us."***

***Robert Amler, Sales Manager at Hydra.***

***"Communicating improves our relationship, enables a better understanding of the market, and fosters transparency."***

***David Somma, Sales Director at Bolloré Logistics.***

***"We identified many opportunities."***

***Teva Laou-Hap, New Business & Technology Development Manager at Panasonic.***

***"We are lucky to have been able to discuss directly with SOMFY teams."***

***Marcel Hilbrink, Vice President of Products, Technology, and Engineering at UEI***

## DESIRED CULTURE, THE DRIVER BEHIND COLLABORATOR ENGAGEMENT

**Agility plays a crucial role in navigating the challenges and the increasing complexity of our environment. I firmly believe that today's successful entities are those that can swiftly adapt and are committed to investing in the future. This applies not only to our operational roadmap but most importantly to our People Project.**

We bear a significant responsibility to create a work environment that empowers everyone to manage complexity on their individual level and to deliver agile solutions that benefit the customer. This requires the introduction of innovative managerial practices that position managers as facilitators of their collaborators' development and impact. We have decided to roll out to all our teams the five behaviors that shape our desired culture, serving both as the company's foundation and as a source of influence beyond the Group.

Diversity is a pivotal component of our People Project, enriching our aspired culture. By encouraging our collaborators to incorporate individuals with disabilities into their teams and by making it easier for young people to participate in professional life, we amplify the impact of our HR policies through tangible and meaningful actions.

Beyond our walls, SOMFY Foundation initiatives have sparked a growing mobilization among our collaborators, fostering a sense of collective pride and affirming our shared sense of belonging to a group committed to making a difference. Their involvement in missions focused on environmental protection, equal opportunity, and sustainable living underscores their desire to have a positive impact on the communities in which the Group operates.

**Valérie Dixmier,  
Deputy CEO in charge  
of People, Culture,  
and Organization**

***“We have decided to roll out to all our teams the five behaviors that shape our desired culture, serving both as the company's foundation and as a source of influence beyond the Group.”***



**ACTION 6**

# THE ESSENCE AND IMPACT OF SOMFY'S DESIRED CULTURE

**• PEOPLE**

SOMFY is a unified international group, both a local and global company, with a transformation project that involves the commitment of every collaborator, step by step. Every individual is pivotal and is summoned to leverage their expertise while also cultivating suitable behaviors, all upon the bedrock of a robust corporate culture.

Yet, culture cannot be simply decreed! It must be carefully cultivated, represented, advocated, and safeguarded. Beyond mere values or directives, there are five specific behaviors that delineate the potential growth and daily application for each member of the Group, aimed at bolstering the strategic endeavors of the Group and navigating future challenges. The roll out of this culture builds on the Group's strengths, enabling a collective focus on prioritizing the consumer's needs.

Driven by leadership excellence, everyone is encouraged to adopt these five behaviors, firmly believing in their transformative potential at every tier.

A dedicated team, Learning & Development, facilitates the roll out of this desired culture through reflection workshops and engaging activities. This approach to corporate education has been honored with the Impact Award by the panel of the daily Swile, Usbek & Rica, & the Numa teams.

Explore how collaborators embrace the behaviors of this desired culture!



## ACTION 7

# IGNITING ENGAGEMENT: SOMFY GROUP'S DRIVE FOR SOLIDARITY

### • PEOPLE

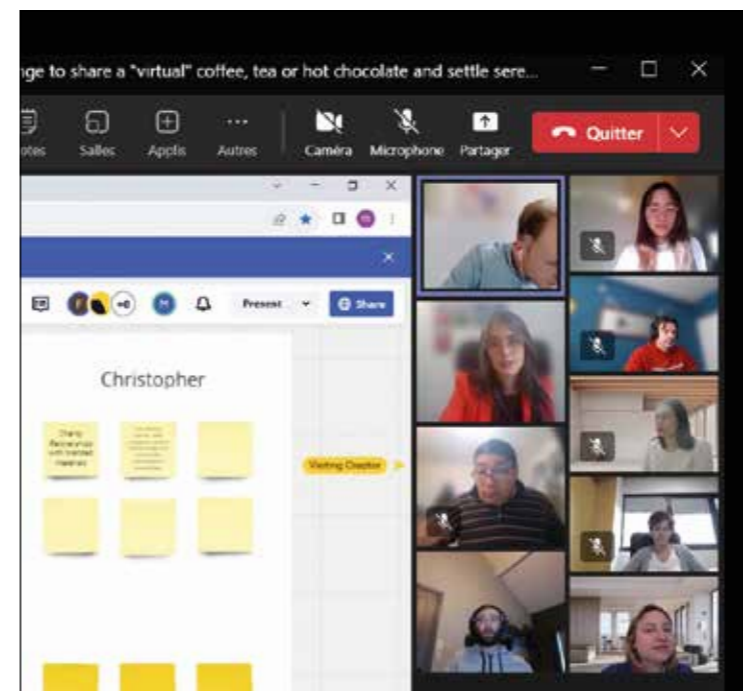
SOMFY Group believes in the power of collective action and cooperation, as seen in the Play One Team behavior of its desired culture. Dedicating time to others indeed means embracing diversity and learning from new interactions. To encourage this momentum among collaborators beyond their professional duties, SOMFY Group is developing support initiatives benefiting the professional integration of young people and individuals with disabilities, for example. Beyond the company's walls, this momentum is manifested through collaborator participation in various general-interest missions proposed by SOMFY Foundation, which continues to grow stronger. In 2023, 656 collaborators dedicated their time across 688 solidarity days organized, with an engagement rate that jumped from 19 to 26% of the workforce in France in one year.

Let's revisit four inspiring stories that illustrate these commitments.

## ACTING LOCALLY FOR ENVIRONMENTAL PROTECTION

In line with the Group's CSR strategy and in response to collaborator suggestions, SOMFY Foundation has expanded its scope of action to include environmental protection. New associations have joined its partner panel, such as Ecotrivel in Chamonix, France, which offers volunteers collections and recycling workshops for organic waste.

*"Committing to SOMFY's eco-responsible initiatives adds a meaningful dimension to my work, enhancing my pride and appreciation for our active CSR approach. Being at the heart of this green movement is a daily source of inspiration."* — Sébastien



## COMMITMENT WITHOUT BORDERS

To meet the strong demand from international collaborators to engage in general-interest actions, SOMFY Foundation has signed a new partnership with the NGO Acted, which **assists people in emergency or crisis situations** (conflict, earthquake, etc.). This support complements the historical partnership with Habitat for Humanity, whose actions focus on substandard housing.

*"The Habitat for Humanity workshop brought together volunteers from around the world, showing how diversity fuels innovation. Every contribution enriches our common goal, affirming that every voice counts in our collective effort."* — Annett

## DIVERSITY IS A FACT, INCLUSION IS A CHOICE

SOMFY has renewed its corporate agreement to aid in the professional integration of individuals with disabilities. In practice, a volunteer collaborator provides an immersion in their role to either confirm or reframe the career aspirations of the guest. In 2023, 11 pairs participated in the program against a target of 15 over three years, demonstrating collaborators' interest in the initiative.

*“Thanks to handicoaching, I was able to explore being a receptionist. The warm welcome, patience, and support from Marielle and Ljja helped me regain confidence in my abilities.”*

— Isabelle

*“Committing to inclusion comes naturally to us. Sharing our experience with Isabelle was rewarding.”*

— Marielle et Ljja



## OPENING DOORS TO YOUNG RECRUITS

To **spark early interest** in industrial professions among young people, SOMFY Group collaborators participate in high school seminars, job fairs, and longer in-house sessions. Each time, they highlight gender equality and the richness of careers in industry. In 2023, the Group launched a **program dedicated to work-study** called “360 My Work-Study,” which develops their employability and team spirit through exchanges with Group leaders, discovery of professions, career day, etc...

*“Sharing my professional journey, I hope to guide students in their career and educational decisions, providing them with a real insight into the working world. Engaging in these events holds crucial significance, as it aids in clarifying professions, dismantling barriers, and motivating young individuals.”*

Matthieu



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