









Rethinking living place

Saint-Gobain designs, manufactures and distributes materials and solutions which are key ingredients in the wellbeing of each of us and the future of all.

Our materials can be found everywhere in our living places and our daily life: in buildings, transportation, infrastructure and in many industrial applications.

They provide comfort, performance and safety while addressing the challenges of sustainable construction, resource efficiency and climate change.



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IN BUILDING MATERIALS
DISTRIBUTION IN EUROPE
RENOVATION
AND NEW BUILD MARKET

LOCATIONS IN 24 COUNTRIES

Around 4,100

More than 61,000

More than 7 million customers served each year

About 90 million
VISITS/YEAR
ON OUR BRANDS' WEBSITES

Our goal: Customer Satisfaction



To do that, we are permanently focused on anticipating their needs and meeting their expectations, **whatever their typology**, with a view to facilitating their customer journey. This is why we offer ever more innovative and higher **value-added** products, services and concepts.

In response to the changing consumption habits of our customers, we are continuously developing our **omnichannel offer.** Its purpose is to provide them with the same level of **information**, **expertise and service**, regardless of the channel used, traditional or digital. The goal is **to ensure our customer satisfaction**, the best guarantee of loyalty.

To keep on innovating, the Building Distribution Sector is notably supported by modern architecture in terms of supply chain and IT systems and by **expert teams**, always listening and totally dedicated to enhancing the customer experience, for professionals and individuals alike.

It is by constantly strengthening our **operational excel- lence** that we intend to stay THE Reference for our customers, our suppliers and our people.

Kăre O. Malo

President - Building Distribution Sector of Saint-Gobain





CULTIVATE CUSTOMER INTIMACY

We do all we can to understand, anticipate and meet customers' fundamental needs with a view to proposing them the best solutions.



ACT AS AN ENTREPRENEUR

Customer consumption habits are changing and we need to join in this movement, actively and with enthusiasm to adapt constantly.



Open up, think differently and be future-oriented to propose ever more innovative products and services.



Our employees are our best ambassadors.

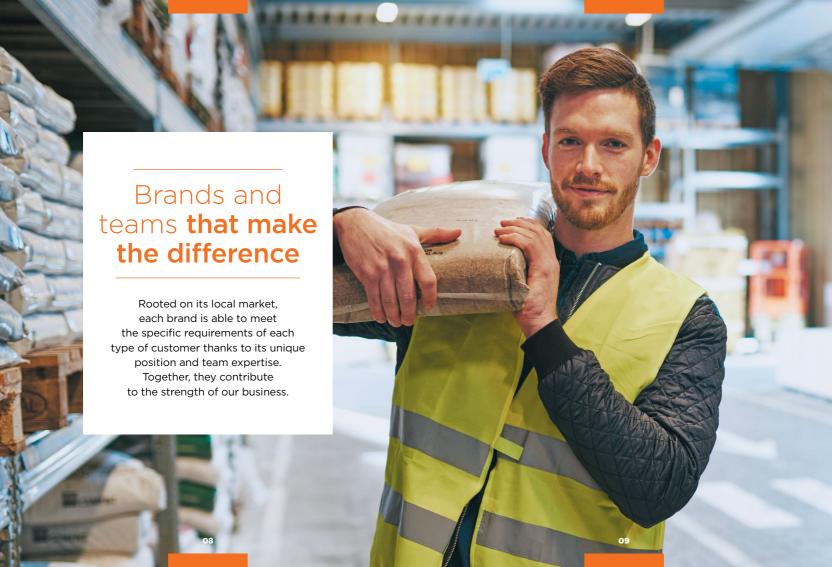
We make sure we develop and harness their dynamism, their energy, their responsiveness and their ability to adapt to ensure optimum service to our customers.



BUILD AN OPEN AND ENGAGING CULTURE

Our aim is to be THE Reference for our customers.

This is why we listen to them and are receptive to their feedback, whatever it is. We develop in this way our offer, to guarantee their satisfaction.







Point.P Matériaux de Construction,

multi-specialist builder's merchant, forms alongside specialist brands, the network of Saint-Gobain Distribution Bâtiment France.

Together, they primarily target construction professionals, serve new build and renovation markets while providing a comprehensive range of energy efficiency solutions.

JEWSON

In the UK, **Jewson** is our distributor of building materials and sustainable timber.

The network in Saint-Gobain Building Distribution UK and Ireland is made up of generalist and specialist brands. They serve large, small and medium-sized enterprises, as well as self-employed tradespeople and the general public across the new build and renovation markets.





In Germany, Saint-Gobain Building Distribution Deutschland GmbH is composed of generalist and specialist brands that supply all kinds of customers and markets. **Raab Karcher,** its main brand, is also deployed in the Netherlands.



/OPTIMERA/

In the Nordic countries, the main brands are **Dahl**, plumbing-heating and sanitaryware distributor, and **Optimera**, distributor of building materials. They serve the new build, renovation and sustainable solutions markets, as well as industrial markets.



LAPEYRE



Lapeyre, main brand of the Lapeyre group, is the sustainable home improvements specialist (joinery, kitchens, bathrooms) on the renovation market for individuals and professionals. Manufacturer and distributor, the Lapeyre group proposes a comprehensive offer and customized services.

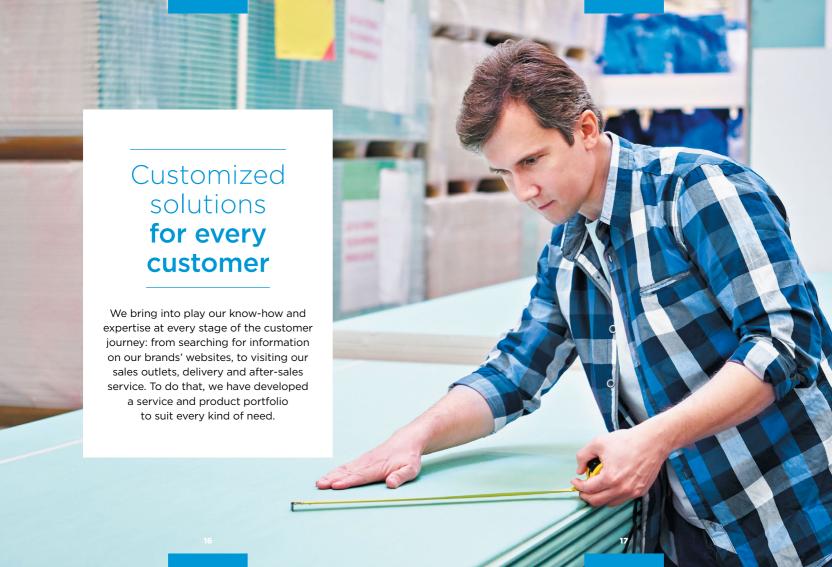
It is also present in Brazil, with **Telhanorte**, the distribution brand selling home improvement products and services.

SPECIALIZED CATEGORIES

Within the Procurement & Marketing Department, the role of our **Category Managers** is to express the customer's needs in terms of products and solutions, and then select the suppliers who best meet this needs. By doing so, they help to optimize the Sector's purchasing potential.

The synergies created in this way add value to our products and services ranges around specialized categories coordinated by international teams: building materials, plumbing-heating-sanitaryware, timber and panels, interior solutions, roofing, civil engineering, tiles and flooring, tooling.

Next to developing our private labels (page 29), the Department proactively implements Saint-Gobain's Responsible Purchasing policy.





I want to get trained on new regulations

The brands propose to their professional customers training programs designed to develop and optimize their construction projects.

Klimacenter in the Nordic countries and Greenworks Academy in the UK and the Netherlands provide training on new regulations and products in the field of energy efficiency.

I'm looking for inspiration for a new project

Our **showrooms** let customers find inspiration for carrying out their projects

I'm looking for new projects

I'm looking for a professional for a project

In France, **Homly You** is the first intermediation site that connects individuals having construction projects with qualified professionals.

Marketing Plus in Germany addresses craftsmen looking to professionalize their website.

A real commercial driver for craftsmen and the assurance of a project well led for individuals.

I express my opinion and rank my craftsman

We have implemented tools to measure customer satisfaction online, over the phon or directly in our sales outlets. Moreover, the emergence of social networks enables customers to share their experience online

I benefit from the management of my job-site waste

The Sector's brands have developed waste management services to make daily life easier for craftsmen.

In the Netherlands, the **LeanWorks** program proposes to completely take charge of the job-site logistics, from delivering materials to recovering waste, all of this in one return journey. A considerable time and money saver for craftsmen combined with the optimum management of their job-site!

I get delivered on my job-site or I pick-up my orders directly

Thanks to the automation and pooling of our distribution centres, our customers can be delivered on their job-sites within 24 hours or even within 1h in some larger cities. The Click & Collect option means materials can be collected rapidly from the nearest sales outlet.

I obtain a quote for my project

Our brands propose project simulators to obtain a precise and detailed quote of proposed solutions. Others use augmenter reality to view the project in 3D.

I'm after a bespoke solution / I ask for a customer advisor

Our sales outlets are 100% service-focused. On-site and made-to-measure cutting, colouring or sales advice, an answer for every need!



Data at 31/12/2016 Data at 31/12/2016

THE BUILDING DISTRIBUTION SECTOR, EUROPE'S N°1 BUILDING MATERIALS DISTRIBUTOR

Number of sales outlets | Countries



22



MORE THAN

AROUND

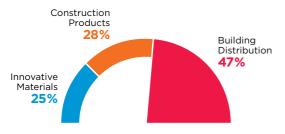
4,100

SALES OUTLETS



Data at 31/12/2016 Data at 31/12/2016

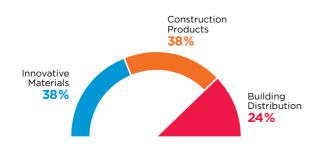
SAINT-GOBAIN TURNOVER SPLIT BY SECTOR



BUILDING DISTRIBUTION SECTOR 2016 TURNOVER

€18.2bn

SAINT-GOBAIN INDUSTRIAL ASSETS SPLIT BY SECTOR



24

BUILDING DISTRIBUTION SECTOR TURNOVER AND HEADCOUNT SPLIT BY GEOGRAPHIC AREA





BUILDING DISTRIBUTION SECTOR EMPLOYEE GENDER SPLIT

76%



24%

GENERALIST AND SPECIALIST BRANDS

IN EUROPE

BELGIUM

SFIC

Interior solutions specialist.

DENMARK

Brødrene Dahl

Plumbing-heating-sanitaryware, drainage and climate solutions specialist.

Optimera

Building materials distributor to professionals and individuals

Klimacenter

Training centre and showroom proposing expertise in renewable energies and notably on the heating, sanitaryware and ventilation markets.

ESTONIA

Ehituse ABC

Building materials distributor.

Vennad Dahl

Specialist in plumbing-heating-sanitaryware.

FINLAND

Dahl

Specialist in plumbing-heating-sanitaryware.

FRANCE

WITHIN SGDB FRANCE FRA

Point.P Matériaux de Construction

Building materials and construction products distributor. **CEDEO**

Specialist in plumbing-heating-sanitaryware.

BROSSETTE

Specialist in plumbing-heating-sanitaryware.

La Plateforme du Bâtiment

Distribution network exclusively reserved for building professionals.

PUM Plastiques

Plastic products and solutions specialist.

Dispano

Distributor specialized in timber and by-products for construction and decoration

SFI

Interior solutions and insulation specialist.

Asturienne

Roofing materials specialist.

Point P Travaux Publics

Network of branches specialized in sewerage, civil engineering, earthwork, roadworks.

Decoceram

Network of brands specialized in tiles.

Outi:

New generation distributor of construction equipment and tools.

CDL-ELEC

Specialist in electrical equipment for home automation, HVAC and lighting.

Alongside its brands, SGDB France proposes new intermediation services.

Homly You

Intermediation website connecting qualified building professionals and individuals with projects.

Mon Maitre Carré

Online platform connecting individuals, architects and interior decorators.

Lastly, Saint-Gobain Distribution Bâtiment France has developed, in addition to distribution, a ready-mixed concrete activity (BPE) and manufactures concrete products.

FRANCE

WITHIN THE LAPEYRE GROUP

Lapeyr

Distributor of sustainable home improvement products.

K par K

Specialist in customized renovation of windows, shutters and doors.

GAM: GIMM Menuiseries and Les Menuiseries

Françaises

Professional network specialized in selling windows, shutters, doors and staircases.

Technifen, Wehr

Selling of windows, doors, shutters and garage doors for the East of France.

Styl'déco

Manufacturing, sale and installation to individuals of conservatories, pergolas end garden sheds.

Vita Confort

Brand specialized in housing accessibility and comfort

GERMANY

Raab Karcher

Building materials distributor.

BALZER Group, KLUWE, Saxonia, Sporkenbach

Regional building materials distributors.

IBA, Muffenrohr, Schulte Tiefbauhandel Civils specialists.

KERAMUNDO, Fliesen Discount, Platten Peter

Tiles specialists.

Dämmisol Interior solutions specialist.

PLATTFORM Handwerker-Fachmarkt

Distribution network exclusively reserved for building trade professionals.

Raab Karcher proposes a commercial development service:

Marketing Plus

Customization of websites internet and promotional flyers for building professionals.

ITALY

Vemac

Multi-specialist merchant for materials, plumbing, heating, tiles, bathrooms.

Internmake

Interior solutions specialist.

LATVIA

Būvniecības ABC

Builder's merchant

LITHUANIA

Dahlgera

Specialist in plumbing-heating-sanitaryware.

LUXEMBURG

IBA

Civils specialist.

NETHERLANDS

Raab Karcher

Building materials distributor.

Van Keulen Hout en Bouwmaterialen

Distributor of home improvement products.

De Jager Tolhoek (DJT)

Distributor of timber, panels,

Galvano Groothandel by

Specialist in heating and sanitaryware.

Tegelgroep Nederland bv (TGN) Tiles specialist.

Greenworks

Supplier of services to help customers build smart, efficient and economic buildings, with a higher degree of comfort.

NORTHERN IRELAND

JP Corry

Builder's merchant for trade professionals, architectural DIV and self-build sectors

2accotte

Plumbing-heating-sanitaryware specialist.

PDM (Ireland)

Major supplier of pressurized creosote-treated wood.

NORWAY

Optimera

Building materials distributor for professionals.

Montér

Building materials distributor for professionals and individuals.

Brødrene Dahl

Plumbing-heating-sanitaryware specialist.

Flisekompaniet

Tiles distributor to trade professionals and private individuals

Competence Centre

Showroom, training centre and renewable energy's competence centre.

POLAND

Platforma Materialy Budowlane

Building materials distributor reserved for professionals.

Tadmar

Plumbing-heating-sanitaryware specialist.

PORTUGAL

Distriplac

Interior solutions specialist.

ROMANIA

Brødrene Dahl

Distributor of valves, pipes and fitting for the marine sector and other related industries

SPAIN

Distriplac - DP Materiales

Interior solutions specialist and building materials distributor

La Plataforma de la Construcción

Building materials distributor to professionals only.

Specialist in plumbing-heating-sanitaryware.

Discesur

Tiles specialist.

SWEDEN

Optimera

Building materials distributor to professionals and the general public.

Dahl

Specialist in plumbing-heating-sanitaryware, civil engineering, industry, cooling and property management.

Bevego

Specialist in steel, technical insulation and ventilation.

SWITZERLAND

Sanitas Troesch

Distributor of bathrooms and kitchens for professionals and individuals.

Sale to professionals and private individuals of home improvement products and services.

UNITED-KINGDOM

.lewson

A leading supplier of building materials and sustainable timber

Graham

Specialist in plumbing-heating-sanitaryware.

National insulation and dry lining distributor. offering customers a comprehensive range of specialist insulation, plaster board, roofing and ceiling materials.

George Boyd

Specialists in architectural ironmongery.

CTD

Tiles specialist.

Ideal Bathrooms

Sanitaryware specialist.

Neville Lumb

Sanitaryware specialist.

International Decorative Surfaces

Specialist in laminated products, work-surfaces and cladding.

International Timber

Timber and panel distributor.

Pasquill

Specialist supplier of timber engineered roofs and floors

Calders & Grandidge

Specialists in treated timber.

Gibbs & Dandy

Regional and general builders merchant.

Civils specialist.

Normans

Supplier of a comprehensive range of building products and materials

in Jersey.

Priority Plumbing

Omni-channel business that makes plumbing and heating supplies easy for the small trade customer.

Greenworks

Supplier of services to help customers build smart. efficient and economic buildings, with a higher degree of comfort.

IN THE REST OF THE WORLD

BRAZIL

Telhanorte

Sale to professionals and private individuals of home improvement products and services.

VIETNAM

Brødrene Dahl

Distributor of valves, pipes and fittings for the marine sector and other related industries

OUR MAIN PRIVATE LABELS

For customers demanding performance and good value for money

EUROPE

Altech

Plumbing & Heating.

Alterna Sanitary.

NOVIPro

Hand tools, power tools, fixings, PPE, equipment, building chemicals.

ULTIPRO

Heavy building materials, roofing, interior Solutions.

DENMARK

City

Civil engineering products.

Civil engineering products.

FRANCE

Aguanéo

Sanitary, Heating, Arte One

Tiles

Aurelia Paint.

Cada Roofing systems.

Deltapro

Interior solutions tiles accessories

Les Exclusifs Tiles, flooring, landscaping.

Ultibat Heavy building materials.

GERMANY

Kermos Interior Tiles.

Terralis Gardening & landscaping.

Civil Engineering products.

NORWAY

0-Tools

Hand tools, power tools, accessories.

NORWAY, DENMARK

Optiform

Light Building Materials, wall panelling products, landscaping.

NORWAY, SWEDEN, DENMARK

Opus

Joinery, flooring, paint,

UNITED KINGDOM

Basix

Engineered wood, solid wood,

Gemini

Tiles.

Oasis

Wood and laminate worktops for kitchens and hathrooms

Showerwall

Wall panelling products.

Tuscan

Flooring products: solid wood, engineered, elite engineered; wood work surfaces.

BRAZIL

Coisas e Coisinhas Household goods.

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