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.

TO FIND OUT MORE:
WWW.SAINT-GOBAIN.COM
OR FLASH THIS CODE

CONTENTS

PAGE 02
Edito / Our goal: Customer Satisfaction

PAGE 04
Saint-Gobain Attitudes

PAGE 08
Brands and teams that make the difference

PAGE 16
Customized solutions for every customer

PAGE 20
Key figures and locations

N°1
IN BUILDING MATERIALS DISTRIBUTION IN EUROPE
RENOVATION AND NEW BUILD MARKET

LOCATIONS IN
24 COUNTRIES

Around 4,100
SALES OUTLETS

More than 61,000
EMPLOYEES

More than 7 million
CUSTOMERS SERVED EACH YEAR

About 90 million
VISITS/YEAR
ON OUR BRANDS’ WEBSITES
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 excellence that we intend to stay THE Reference for our customers, our suppliers and our people.

Kåre O. Malo
President - Building Distribution Sector of Saint-Gobain
Saint-Gobain Attitudes

The Building Distribution Sector's women and men daily adopt the Saint-Gobain Attitudes.
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.

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

BE AGILE
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.
Brands and teams **that make the difference**

Rooted on its local market, each brand is able to meet the specific requirements of each type of customer thanks to its unique position and team expertise. Together, they contribute to the strength of our business.
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.

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.

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, 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.

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.
Customized solutions for every customer

We bring into play our know-how and expertise at every stage of the customer journey: from searching for information on our brands’ websites, to visiting our sales outlets, delivery and after-sales service. To do that, we have developed a service and product portfolio to suit every kind of need.
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 phone 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 obtain a quote for my project
Our brands propose project simulators to obtain a precise and detailed quote of proposed solutions. Others use augmented reality to view the project in 3D.

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'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!

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.
The Building Distribution Sector, Europe’s N°1 building materials distributor
THE BUILDING DISTRIBUTION SECTOR, EUROPE’S N°1 BUILDING MATERIALS DISTRIBUTOR

Number of sales outlets Countries

LOCATIONS IN 24 COUNTRIES

MORE THAN 61,000 EMPLOYEES

AROUND 4,100 SALES OUTLETS

Data at 31/12/2016
SAINT-GOBAIN TURNOVER SPLIT BY SECTOR

Building Distribution 47%
Construction Products 28%
Innovative Materials 25%

BUILDING DISTRIBUTION SECTOR 2016 TURNOVER
€18.2bn

SAINT-GOBAIN INDUSTRIAL ASSETS SPLIT BY SECTOR

Construction Products 38%
Innovative Materials 38%
Building Distribution 24%

BUILDING DISTRIBUTION SECTOR TURNOVER AND HEADCOUNT SPLIT BY GEOGRAPHIC AREA

Building Distribution
Nordic and Baltic countries 14%
United-Kingdom, Ireland, Netherlands 20%
Germany, Eastern Europe and Switzerland 12%
Brazil and Asia 2%

France, Belgium, Southern Europe 43%
United-Kingdom, Ireland, Netherlands 22%
Germany, Eastern Europe and Switzerland 14%
Brazil and Asia 2%

TURNOVER

Building Distribution
Nordic and Baltic countries 21%
United-Kingdom, Ireland, Netherlands 20%
Germany, Eastern Europe and Switzerland 12%
Brazil and Asia 2%

France, Belgium, Southern Europe 47%
United-Kingdom, Ireland, Netherlands 24%
Germany, Eastern Europe and Switzerland 13%
Brazil and Asia 2%

HEADCOUNT

BUILDING DISTRIBUTION SECTOR EMPLOYEE GENDER SPLIT

76% (Male) 24% (Female)
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.
Klimacentre
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.

WITHIN SGDB FRANCE

Point.P Matériaux de Construction
Building materials manufacturer 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 construction professionals.
PUM Plasiques
Plastic products and solutions specialist.
Dispano
Distributor specialized in timber and by-products for construction and decoration.

SFIC
Interior solutions and insulation specialist.

Astu rienne
Roofing materials specialist.

Point.P Travaux Publics
Network of branches specialized in sewerage, civil engineering, earthwork, roadworks.

Decoceram
Network of brands specialized in tiles.

Outiz
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

Lapeyre
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.

Technifén, 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 and garden sheds.

Vita Comfort
Brand specialized in housing accessibility and comfort.

GERMANY

Raab Karcher
Building materials distributor.

BALZER Group, KLUWE, Saxonia, Spornenbach
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.

Intermake
Interior solutions specialist.

LATVIA

Bļņicēbas 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 bv
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, DIY and self-build sectors.

Bassetti
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 Materiały 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.
Sanigrif
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.
Lapeyre
Sale to professionals and private individuals of home improvement products and services.

United Kingdom
Jewson
A leading supplier of building materials and sustainable timber.
Graham
Specialist in plumbing-heating-sanitaryware.
Minster
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.
Calder & Grandidge
Specialists in treated timber.
Gibbs & Dandy
Regional and general builders merchant.
Frazer
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
Bredrene 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.
- Alternova
  Sanitary.
- NOVIPRO
  Hand tools, power tools, fixings, PPE, equipment, building chemicals.
- ULTIPRO
  Heavy building materials, roofing, interior solutions.

Denmark

- City
  Civil engineering products.
- Ego
  Civil engineering products.

France

- Aquanéo
  Sanitary, Heating.
- Arte One
  Tiles.
- Aurelia
  Paint.
- Cadá
  Roofing systems.
- Deltapro
  Interior solutions, tiles accessories.
- Les Exclusifs
  Tiles, flooring, landscaping.
- Utilbat
  Heavy building materials.

Germany

- Kermos
  Interior tiles.
- Terralis
  Gardening & landscaping.
- Vocet
  Civil engineering products.

Norway

- Q-Tools
  Hand tools, power tools, accessories.

Norway, Denmark

- Optiform
  Light building materials, wall paneling products, landscaping.

Norway, Sweden, Denmark

- Opus
  Joinery, flooring, paint.

United Kingdom

- Basis
  Engineered wood, solid wood.
- Gemini
  Tiles.
- Oasis
  Wood and laminate worktops for kitchens and bathrooms.
- Showerwall
  Wall paneling products.
- Tuscan
  Flooring products: solid wood, engineered, elite engineered; wood work surfaces.

Brazil

- Coisas e Coisinhas
  Household goods.

Editor: Building Distribution Sector Communications department
Translation: Stonor Europe
Printed on FSC paper with biological inks.
THANKS TO THE WOMEN AND MEN THAT MAKE UP THE BUILDING DISTRIBUTION SECTOR