

Thermal  
Comfort  
is life



Thermal  
Comfort  
for all

# SUMMARY



## 1. Essential purpose

P.06

We help meet people's fundamental health, hygiene and well-being needs.

## 2. Eco-efficient solutions

P.12

We innovate to reduce energy consumption and increase the use of renewable energy.

## 3. Global ambition

P.22

We make thermal comfort accessible to all.

## 4. Family values

P.32

We encourage trust, independence and long-term commitment.

## 5. Constant growth

P.44

We are growing all the while staying true to our French origins and promoting balance in the development of our businesses



Thermal comfort is life/Thermal comfort for all



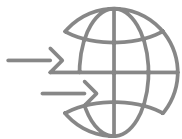
**9,400**

EMPLOYEES



**€2.2 BN**

NET TURNOVER



**4**

COMMERCIAL OPERATIONS  
ACROSS 4 CONTINENTS



**28**

INDUSTRIAL SITES

## OUR COMMITMENTS

- /// **We provide thermal comfort solutions to meet the vital well-being, health and hygiene** needs of our millions of customers in the housing and tertiary markets, thanks to our thermal comfort solutions.
- /// **We innovate with solutions that are increasingly eco-efficient**, in order to reduce the consumption of traditional energy and increase that of renewable energy.
- /// **Our global ambition leads us to expand our geographical and technological scope judiciously**, to ensure that the best thermal comfort is accessible to all.
- /// **We encourage our employees to share the family values** on which our company was founded: trust, independence and long-term commitment.
- /// **As a result of our constant growth**, we have become one of the European leaders in thermal comfort, all while staying true to our French origins, as well as connected to our customers, and striving to maintain a dynamic balance in the development of our activities (organic growth and acquisitions, types of solutions, brands, distribution channels, etc.).

**TO TRANSFORM  
PREVAILING  
ENERGIES  
INTO LASTING  
WELL-BEING**

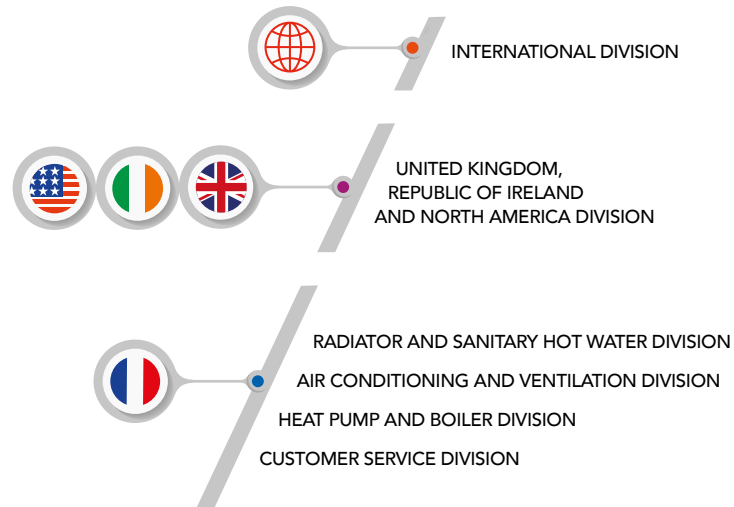
*"Our organic growth and profitability finance external growth, through a true industrial mindset. We are always seeking to strike a balance between the short-term approach – remaining autonomous and ensuring profitable development – and the long-term vision, a necessary condition for fulfilling our mission in a more successful and sustainable way:  
"To transform prevailing energies into lasting well-being."*

EXECUTIVE BOARD MEMBERS

PIERRE LOUIS FRANCOIS CEO  
YVES LEPELLETIER DEPUTY CEO  
YVES RADAT  
JACQUES LAMOURE



## OUR DIVISIONS



To maintain its agility and develop a relevant offer for each of its markets, GROUPE ATLANTIC is organised into divisions. Such specialisation allows us to benefit from the greatest expertise in each of our skill areas.



1968

**THE FOUNDERS' FAMILIES  
ARE THE PRIMARY SHAREHOLDERS  
OF GROUPE ATLANTIC**

**THE FOUNDERS**  
PIERRE LAMOURE AND PAUL RADAT

## SHARED GOVERNANCE

### EXECUTIVE BOARD

SUPERVISES GROUP ACTIVITIES.

### SUPERVISORY BOARD

OVERSEES COMPLIANCE WITH THE MAJOR STRATEGIC GUIDELINES AND MONITORS MANAGEMENT OF THE MAIN FINANCIAL, LEGAL AND SOCIAL RISKS.

### EXECUTIVE COMMITTEE

COORDINATES THE ACTIONS OF THE DIFFERENT GROUP DIVISIONS AND SERVICES.

## WE ENSURE GROUPE ATLANTIC'S DYNAMIC BALANCE...

*...across all of its services: human harmony, business reputation, energy mix, geographic expansion, social cohesion, balance sheet buoyancy and risk management."*

**JEAN-PIERRE LAMOURE**  
CHAIRMAN OF THE SUPERVISORY BOARD



# 7 FUNDAMENTAL PRINCIPLES

EVERY DAY, ALL OF OUR ACTIONS, IN ALL OF OUR BUSINESS FIELDS AND IN EVERY COUNTRY, ARE GOVERNED BY THE 7 FUNDAMENTAL PRINCIPLES:

1. TARGET EXCELLENCE FOR CUSTOMERS

GROUPE ATLANTIC

2. ENSURE LONG-TERM DEVELOPMENT AS WELL AS SHORT-TERM RESULTS

GROUPE ATLANTIC

3. Encourage open mindedness, initiative and action, accepting the risks involved

GROUPE ATLANTIC

4. AIM FOR  
COLLECTIVE  
EFFICIENCY

 GROUPE  
ATLANTIC

5. COMMIT  
AND MEET  
COMMITMENTS  
WITH  
TRANSPARENCY

TO INSPIRE TRUST

 GROUPE  
ATLANTIC

6. DEVELOP  
EXPERTISE  
IN OUR FIELD

7. Let's do  
our job  
thoroughly  
but don't take  
ourselves too  
seriously!



 GROUPE  
ATLANTIC

# 1. Essential purpose

We provide thermal comfort solutions to meet the vital well-being, health and hygiene needs of our millions of customers in the housing and commercial markets.







## AT THE HEART OF ENVIRONMENTAL CHALLENGES

### Thermal comfort is life

- /// We know that thermal comfort is essential for everyone, but that the most suitable solutions are not accessible to all.
- /// We know that thermal comfort is at the heart of our current and future environmental challenges.
- /// It is therefore our aim to take thermal comfort into the future thanks to our increasingly eco-efficient solutions in order to improve the well-being, health and hygiene of all, with a positive impact on:
  - /// The quality of heating and the availability of sanitary hot water: ensuring instant and continuous comfort for all;
  - /// The protection of natural resources: helping everyone to consume less energy from traditional energy sources and more renewable energy;
  - /// Indoor air quality: ensuring everyone breathes healthier air;
  - /// The increasing need for cooler temperatures: helping individuals to manage the effects of climate change





## RECONCILING ECONOMIC AND ECOLOGICAL CHALLENGES

# Thermal comfort for all

**Our mission** // To transform prevailing energies into lasting well-being.

**Our business** // Creating thermal comfort solutions that are ecologically efficient, accessible to all and suited to individual needs.

**Our areas of expertise** // Heating water and air, cooling and air quality for the housing and commercial markets, industrial boilers.

**Our ambition** // Because thermal comfort is life, we want to make it accessible to as many people as possible.

**Our responsibility** // Reconcile economic and ecological challenges, as well as those of well-being, health and hygiene, in order to continually improve our ability to meet the needs of our end customers and the expectations of our professional customers.



## 2. Eco-efficient solutions

We are constantly innovating to improve the eco-efficiency of our solutions. The aim: to rise to society's challenge of reducing energy consumption and increasing the use of renewable energy.



# INCREASINGLY ECO-EFFICIENT SOLUTIONS

## Hybrid solutions to maximise the use of renewable energy



Combining a heat pump and a boiler, this hybrid solution makes use of the right energy at the time when it will yield the highest possible efficiency, based on performance, cost or its CO<sub>2</sub> emissions.

A true product of the energy transformation age, this technology can be applied to gas as well as fuel oil and can drastically limit greenhouse gas emissions from fossil fuels.

We have also pioneered the development of a compact wall-mounted version for new homes.

## New generation radiators to reduce electricity consumption

Built-in programming, open window detection, presence detection and automated learning result in significant savings on heating bills.

*"Voice control of heating equipment has greatly improved user experience. Changing the temperature in a room with sun exposure when welcoming guests, or turning off the appliances in an unoccupied room without having to enter it or use a mobile device also make it much easier to reduce energy consumption while maximising comfort."*

FREDERIC ROUDERGUES  
MARKETING MANAGER  
RADIATOR AND SANITARY HOT WATER DIVISION

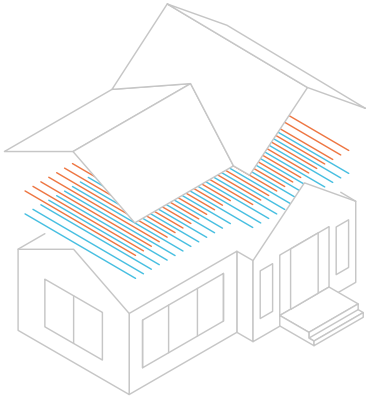


## GREATER CONNECTIVITY FOR GREATER COMFORT AND LOWER ENERGY CONSUMPTION

We have developed smartphone and tablet apps for remotely controlling and piloting appliances. Using one single shared application, users can individually manage each of the appliances in their household: heating, sanitary hot water, air conditioning and ventilation. These applications also display real-time information on consumption and help save money!

Thanks to connected appliances, our maintenance teams can identify problems remotely, which helps prolong the product's lifetime.





**A hydraulic heating/cooling ceiling, for maximum comfort all year round**

Together with a hydraulic generator (a heat pump or boiler), Plafino is a very low-temperature hydraulic radiant ceiling. Like the sun, it radiates from the ceiling and heats (or cools) the floor, walls and any occupants. There is no heating mass, which means no inertia.

With a shorter reaction time, there is less chance of overconsumption or overheating. Combined with a hydraulic cooling heat exchanger, it also helps generate passive cooling in summer: the naturally cool temperature of the soil in the foundation is used to keep the home cool. Ecological and economical!



**PURIFYING INDOOR AIR AND LOWERING HEATING COSTS**

\*Incoming air at -5°C can be naturally reheated to 18°C



**25%**

25% OF OUR SOLUTIONS ARE USING **RENEWABLE ENERGIES\***

**A dual-flow ventilation system to refresh the air while saving on heating**

A dual-flow ventilation system extracts exhaust air in humid rooms (the kitchen, bathroom) while breathing fresh air from outside into the home. This naturally preheats the incoming air\* (with the help of an exchanger) before filtering it and distributing it throughout the living spaces. The outdoor air is thus reheated and helps save a great deal on heating in winter!

*"This innovation helps reduce primary energy consumption (PEC), an easy way to lower energy bills and CO<sub>2</sub> emissions with a low installation cost".*

**JEAN-FRANÇOIS SCHMITZ**  
MARKETING DIRECTOR ACV INTERNATIONAL



**POWER PIPE GO to recapture heat from wastewater**

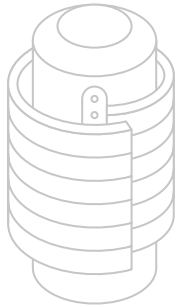
Reduce the energy consumed by appliances that produce sanitary hot water with the ingenious PowerPipe Go solution from ACV.



\*Heat pumps (for heating, cooling and water heating), solar and heat pump water heaters.

# INCREASINGLY ECO-EFFICIENT SOLUTIONS

A SIMPLE METHOD FOR RETAINING HEAT IN WATER



## ECOSKIN: efficient, economical and environmentally-friendly insulation

*"Ecoskin is a unique insulation technique, developed by Austria Email engineers for floor-standing water heaters and hot water tanks. Highly efficient, Ecoskin helps prevent heat loss and save up to €3,500 over the lifespan of the appliance\*."*

*As it is made of 100% recyclable material also used in the manufacture of fleece jackets, this technology is extremely environmentally friendly."*



**MARTIN HAGLEITNER**  
AREA MANAGER GERMANY - SWITZERLAND - AUSTRIA



## The heat pump: the flagship product for renewable energies

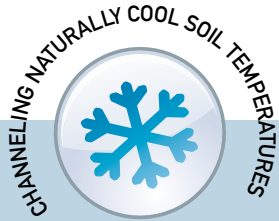
*"The heat pump is a very efficient system for heating rooms, which can also produce sanitary hot water and provide cooling. It's experiencing rapid development, with France taking the lead in Europe. Heat pumps can cover 100% of a home's heating needs, consuming only 30% of electric energy, with the remaining 70% being drawn from the environment, all the while preserving it."*



**ERIC BATAILLE,**  
PUBLIC AFFAIRS AND SUSTAINABLE  
DEVELOPMENT DIRECTOR



\*Estimation for a 1000L water heater



## Air conditioning: transitioning towards greener appliances

In the era of climate change, the demand for cooling is becoming ever stronger. But certain refrigerant fluids used by these appliances also cause damage to the environment...

European regulations (F-Gas) have therefore set a 2030 objective of dividing the amount of global greenhouse gas emitted by air conditioners and heat pumps by five. We're gearing up to meet these requirements and prepare for the transition towards appliances with low GWP (Global Warming Potential). The R32 fluid used by our Group, with its reduced GWP of 675, is a step in the right direction.



## Product durability: Promoting longevity and repair of products.

Eco-efficiency also means appliances that last! We have always done our utmost to create products that are well-designed, well-maintained and efficient for as long as possible. And if they break down, all of our appliances can be repaired. We send over 500,000 spare parts per year to our customers in France.

*"This year, we supplied parts for an Atlantic commercial boiler that has been in use for... 45 years! This will allow it to continue working for several more."*



**LUC BUTTIN**  
TECHNICAL AFTER-SALES CUSTOMER SERVICE MANAGER  
PONT-DE-VAUX SITE - FRANCE

## Pre-sales and installation advice: Optimising energy during appliance use.

When it comes to eco-efficiency, product sizing, installation and maintenance are just as essential as the product's very design!

*"A heat pump that is properly sized, installed and maintained leads to optimised performance and energy savings."*



**LAURENT MATHIEU**  
DIRECTOR OF MANUFACTURER SERVICES - FRANCE



**CONCEIVING THE SOLUTIONS OF THE FUTURE**

## Solar Decathlon - United Arab Emirates.

In 2018, GROUPE ATLANTIC became a partner in the BAITYKOOL project. The aim is to design, build and test a 100 m<sup>2</sup> house prototype – which can be divided into individual or collective housing – suited to extremely hot climates, in a densely populated urban area and in sweltering weather conditions.

The project is part of SOLAR DECATHLON, a collegiate competition that combines architecture and engineering to design and create added value for energy efficient prototypes.

REDUCING ENERGY CONSUMPTION

# TESTING OUR SOLUTIONS IN A REAL-LIFE SETTING

**Laboratories** Throughout the world, the 18 GROUPE ATLANTIC laboratories spend each day developing, testing and standardising existing products and future solutions

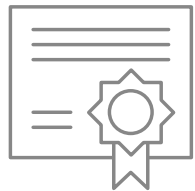
In Hull, United Kingdom, our test laboratory, equipped with the latest technology, allows our engineers to verify that boilers produced on-site are compliant.



*"The Group has made considerable investments to develop a strong network of laboratories on our industrial sites, with testing methods and standards that are shared worldwide. This is how our laboratories pave the way to the future."*



**FRANÇOIS MILLE,**  
HEAD OF LABORATORY FOR ELECTRICAL ENGINEERING AND IT CONNECTIVITY  
LA ROCHE-SUR-YON - FRANCE



**450**

TECHNICAL PATENTS

**4%**

OF TURNOVER DEDICATED TO BRAND NEW PRODUCTS



The Acoustic and Air Conditioning Laboratory (Laboratoire Acoustique et Climatique [LAC]), located near Lyon, France, allows us to significantly improve the acoustics of all of our domestic products (air conditioning, ventilation, boilers, heat pump water heaters, etc.), as well as conducting thermal tests on heat pumps for enhanced performance.



TEST LABORATORY

Site of Izmir - Turkey


**Research Centre for Thermal Comfort** // Developing effective thermal comfort solutions for everyone requires a thorough understanding of all of the factors weighing on their energy and economic performance, while also working with tangible data. That's why we created the **CRCT**.








Made up of two identical houses, it's a life-sized test laboratory for testing all of our thermal solutions aimed at individual homes and spanning all types of energy: electric, gas, fuel oil, wood, solar, geothermal and aerothermal systems, etc.


From optimising comfort to reducing greenhouse gas emissions and improving air quality, GROUPE ATLANTIC is developing **cutting-edge knowledge on interaction and the energy efficiency of its solutions for equipping homes.**

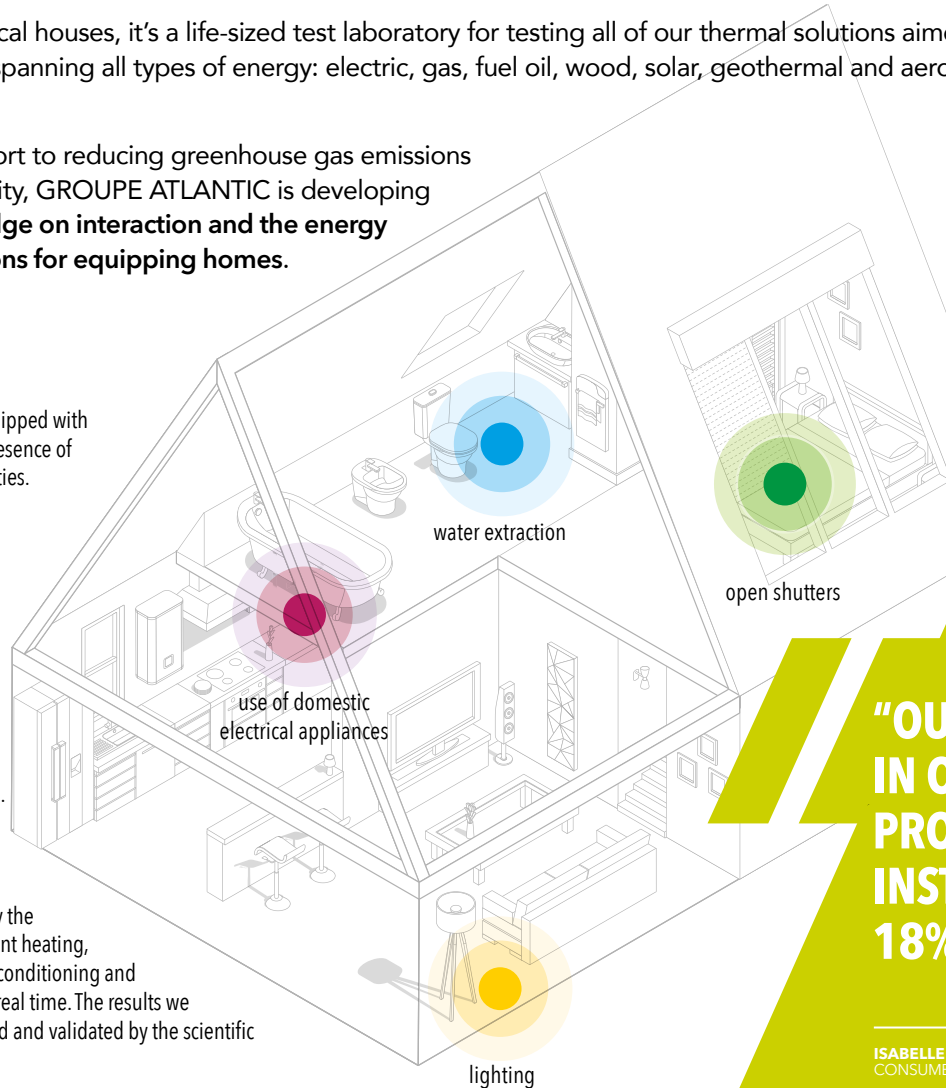


The CRCT laboratory in Orléans - France.

 Our two houses are equipped with tools to simulate the presence of a family and their activities.

-  Energies:
-  electric
-  gas
-  fuel oil
-  wood
-  solar
-  geothermal systems
-  aerothermal systems ...

 Thanks to a multitude of sensors, we can study the behaviour of our different heating, domestic hot water, air conditioning and ventilation products in real time. The results we obtain are then analysed and validated by the scientific committee.



**"OUR LABORATORY HOUSES IN ORLÉANS HAVE HELPED PROVE THAT HEATING AT 19°C INSTEAD OF 20°C PROVIDES 18% IN ENERGY SAVINGS."**

ISABELLE SAVIDAN  
CONSUMER DIRECTOR - GROUPE ATLANTIC FRANCE



# REDUCING OUR ENVIRONMENTAL FOOTPRINT



**51,000**  
TONNES OF MATERIALS RECYCLED  
BY GROUPE ATLANTIC IN 2018\*

## SUSTAINABLE DEVELOPMENT: SPECIFIC ORGANISATION

- CSR Committee:**  
Structures the Group's sustainable development process.
- Sustainable Development Department:**  
Supports and guides the operational departments as they implement actions.

## A COMMITMENT MADE WITH ALL THE STAKEHOLDERS IN OUR ECOSYSTEM

- We have decided to commit ourselves to take on the following very concrete challenges: Bringing the amount of energy used during manufacturing under control, minimising consumption during product use, reducing waste and developing a policy of responsible purchasing...

*"We operate our sustainable development policy on a volunteer basis, the purpose of which is to take into account the environmental, social and societal impacts. This is why we work as hard on the eco-design of our products as we do on the environmental impact of our activities or the ergonomics of our workstations..."*

DANUSA DEMBISKI SUSTAINABLE DEVELOPMENT MANAGER

### Sorting and recovering production waste

Each year, we contribute to the sorting and recycling of thousands of tonnes of various materials: scrap iron, non-ferrous metals and plastics. Thanks to this contribution, CO<sub>2</sub> emissions into the atmosphere are greatly reduced.



**231,000**  
FEWER TONNES OF CO<sub>2</sub>  
IN THE ATMOSPHERE

\*9,000 tonnes more than in 2017 - source France



## A TRULY ENVIRONMENTAL PRODUCT APPROACH

Transparency, verification, comparability... GROUPE ATLANTIC applies a disciplined approach in terms of the environmental declaration of its products. The impact evaluation is made in strict accordance with international standards.

*"I am proud to have participated in a project that give a chance us to reduce our water consumption in GA İzmir. Now we use wastewater to wash the products in the first stage of Chrome Line Process. Thanks to this new system, we save 5 m<sup>3</sup> of water per day."*



**EREN SAKAR**  
SENIOR PROCESS ENGINEER,  
GA IZMIR - TURKEY

## A RESPONSIBLE PURCHASING POLICY

*"Our Group purchasing policy incorporates sustainable development criteria, particularly through the consideration of environmental and social criteria in audit reference bases, approval processes and framework contracts signed with our suppliers."*



**FREDERIC POUX**  
GROUP PURCHASING  
AND SUPPLY CHAIN MANAGER



### WATER MANAGEMENT ON OUR PRODUCTION SITES

We seek not only to reduce the quantities of water consumed by our manufacturing sites, but also to optimise the quality of water discharged as a result of production.



**GRUPE ATLANTIC IS A FOUNDING MEMBER OF THE P.E.P. (PRODUCT ENVIRONMENTAL PROFILE) ASSOCIATION\*, WHICH MEASURES THE ENVIRONMENTAL IMPACT OF OUR PRODUCTS**



\*PEP datasheets examine 27 environmental impacts for each of our products, under the supervision of an authorised independent auditor.

*"The analysis of the environmental performance of our solutions plays an important role in the construction of buildings that are economical, comfortable and sustainable. That's why we develop 3D model simulations of our products in BIM (Building Information Modelling) to interact with the sector in our energy calculations for commercial buildings."*

**DARREN FINLEY**  
EXECUTIVE OFFICER COMMERCIAL PRODUCTS  
UK- ROI - NORTH AMERICA DIVISION



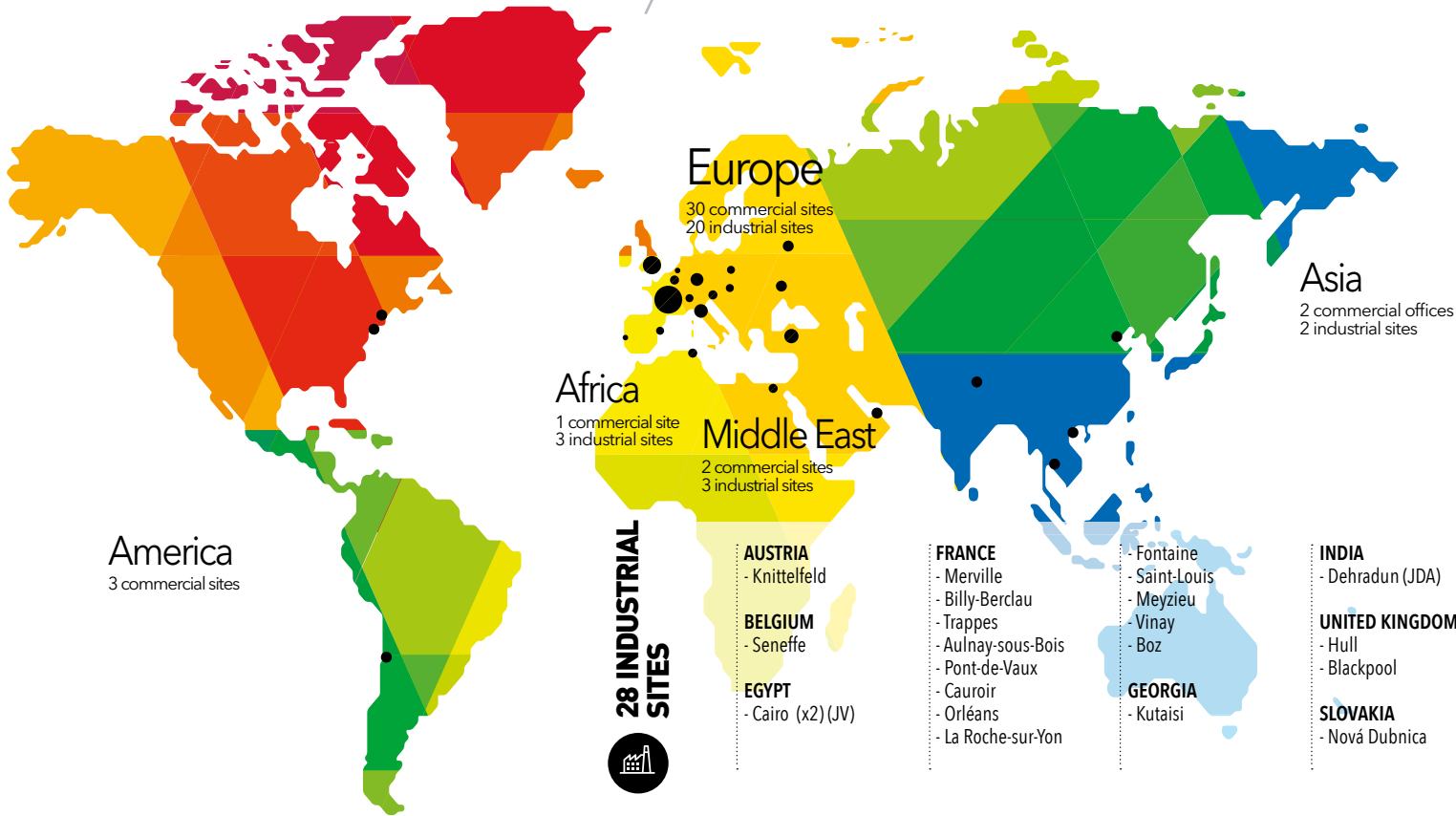
# 3. Global ambition

Our global ambition drives us to expand our geographical and technological reach as much as possible to make thermal comfort available to all.





# GRUPE ATLANTIC WORLDWIDE\*



**28 INDUSTRIAL SITES**

- AUSTRIA**  
- Knittelfeld
- BELGIUM**  
- Senefte
- EGYPT**  
- Cairo (x2) (JV)

- FRANCE**  
- Merville  
- Billy-Berclau  
- Trappes  
- Aulnay-sous-Bois  
- Pont-de-Vaux  
- Cauroir  
- Orléans  
- La Roche-sur-Yon

- INDIA**  
- Dehradun (JDA)
- UNITED KINGDOM**  
- Hull  
- Blackpool
- SLOVAKIA**  
- Nová Dubnica
- GEORGIA**  
- Kutaisi

- THAILAND**  
- Rayong (JV)
- TUNISIA**  
- Tunis
- TURKEY**  
- Torbali  
- Izmir  
- Yozgat

- UKRAINE**  
- Odessa

**38 COMMERCIAL SITES**

- GERMANY**  
- Geldersheim  
- Weiden  
- Mülsen

- AUSTRIA**  
- Knittelfeld

- BELGIUM**  
- Aartselaar  
- Dworp

- CHILE**  
- Santiago (JV)

- CHINA**  
- Beijing

- EGYPT**  
- Cairo

- UNITED ARAB EMIRATES**  
- Dubai  
(Representative office)

- SPAIN**  
- Castelldefels

- UNITED STATES**  
- Blackwood  
- Warwick

- FRANCE**  
- Bourg-la-Reine  
- La Roche-sur-Yon  
- Meyzieu  
- Orléans  
- Toussieu

- ITALY**  
- Castronno  
- Conegliano  
- Faenza

- NETHERLANDS**  
- Veenendaal

- POLAND**  
- Warsaw  
- Włocławek

- PORTUGAL**  
- Lisbon

- CZECH REPUBLIC**  
- Prague

- UNITED KINGDOM**  
- Hull  
- Blackpool  
- Fife  
- Poole  
- Sudbury

- RUSSIA**  
- Moscow (x2)

- SWITZERLAND**  
- Ruswil  
- Hergiswil

- TURKEY**  
- Istanbul

- UKRAINE**  
- Kharkov (JV)

- VIETNAM**  
- Ho Chi Minh

\*Data as of January 1, 2020



*\*Glocal = Global Ambition + Local Responsibility*

*"As we are committed to promoting responsibility within our operating entities, GROUPE ATLANTIC uses the GLOCAL model: Global and Local."*



**GILLES ROMAGNÉ**, MANAGING DIRECTOR OF THE INTERNATIONAL DIVISION





From airplanes to boilers in a single bound!

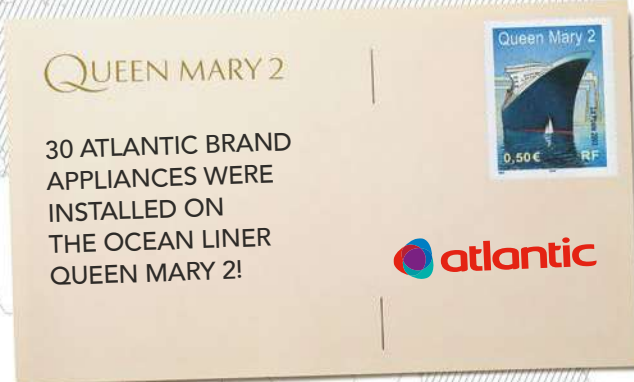


IN FRANCE, the Atlantic brand is collaborating with a famous French actress in its advertising for the general public: Charlotte de Turckheim



THE FOUNDERS OF Triangle Tube

WERE THREE EMPLOYEES FROM A NAVAL WORKSITE THAT MANUFACTURED PARTS FOR AMPHIBIOUS AIRCRAFT...



**THERMOR** is the most widely-known brand of water heaters in Spain - in fact, the Spanish word for "water heater" is "termo"





IN TURKEY, OUR BOILERS ARE REACHING RECORD SIZES: UP TO 10 METRES LONG!



IN SIBERIA, winter temperatures can plummet to -60°C. This makes keeping warm a vital necessity for our customers!

-60°C

*"It's an opportunity for international advancement, a way to discover new cultures and other industrial practices. Living abroad allowed me to become more open-minded. Every day, in fact, we have to adapt to new problems and learn how to react pragmatically. After a little over two years in Egypt, I've now recently started a new job abroad within the Group."*

BORIS GEOFFROY, PROCESS ENGINEER ON THE THERMOTECH SITE - EGYPT



## IN EGYPT

you can find the Group's largest water heater manufacturing plant. 1 MILLION PRODUCTS PER YEAR

### HOT WATER FOR ALL!

In India, GROUPE ATLANTIC joined forces with students from the Nantes design school and the MIT Institute of Design in Pune, near Mumbai.

Their mission: To put their heads together and imagine the water heater of the future for the Indian market!

**STAY TUNED FOR AN ORIGINAL AND INTERCULTURAL PROJECT...**

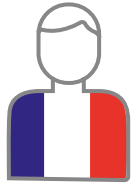


In Vietnam, the top-selling water heater model is small - its capacity is only 30 litres!



# GROUPE ATLANTIC BRANDS

\*Brand awareness for Sauter 5.4%, Atlantic 4.9%, Thermor 4.0% (Study Institute IPOP 2019).



THE ATLANTIC, THERMOR AND SAUTER BRANDS ARE RECOGNISED BY NEARLY HALF OF ALL FRENCH PEOPLE\*.

## INTERNATIONAL BRANDS:

**atlantic** A multi-energy product range for residential and tertiary markets all over the world: heating (connected radiators, heat pumps and boilers), domestic hot water, air conditioning and ventilation.

**ygnis** Benchmark in mainland Europe (apart from France) for commercial heating systems for housing and commercial buildings.

**ACV** A Belgian brand that offers a wide range of heating and hot water products for the domestic, tertiary and industrial markets.

**lazzarini** Italian-designed radiators and towel warmers for European markets.

## MULTI-COUNTRY BRANDS\* :

**ideal BOILERS** Leading manufacturer of domestic condensing boilers for UK and Ireland, catering for private, new build and social housing markets.

**ideal COMMERCIAL** Market-leading manufacturer of wall-mounted and floor-standing commercial boilers for UK commercial and industrial applications.

**AE** Austria Email Specialist in domestic hot water, with a full range of top-quality electric water heaters, renewable energy and indirect storage tanks.

**erensan** Commercial heating for residential buildings; heating, steam and pressurised water for industrial sites: Erensan is one of the Turkish leaders in these markets.

**Triangle Tube** The North American specialist in heating and hot water products for the residential and commercial markets.

**Thermor** Connected radiators, electric and renewable energy water heaters, swimming pool heat pumps, air conditioning. Thermor is one of the leaders on heat in Europe.

**edesa** Domestic hot water for Iberian markets sold to the general public.

## NATIONAL BRANDS:

**Sauter** Radiators, water heaters and ventilation systems, all easy to install when renovating your home, on sale in France to the mass market.

**Keston** BY IDEAL BOILERS The specialist in "twin flue" condensing boilers for light commercial and larger domestic properties in the United Kingdom.

**GLEDHILL** British manufacturers of duplex stainless steel and copper hot water cylinders for domestic, commercial and industrial use.

**Hamworthy** Specialist British manufacturer of premium commercial boilers with heating, hot water and renewable solutions for UK commercial buildings.

**ORCON** A Dutch specialist in ventilation systems for homes as well as commercial and tertiary buildings.

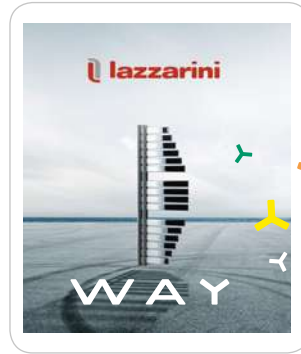
**INNOVERT** Hydraulic heating and cooling ceiling solutions, for new builds in France.

"GROUPE ATLANTIC has chosen a multi-brand strategy. Whether they are aimed at the end customer or at professionals, our brands complement each other, each with its own position and identity, embodied by the product range as well as by its communication style."



SHAUN EDWARDS CEO GA UK, ROI & NORTH AMERICA DIVISION

\*Sold in fewer than five countries.



# PROFESSIONAL AND MASS MARKET COMMUNICATION





*"In 20 years, GROUPE ATLANTIC has evolved from a single-energy mindset to a multi-energy mindset. The goal? Increasing its ability to meet the needs of all of its customers while maintaining agility in the face of changing regulations and fluctuating energy prices."*

**THIERRY DE ROQUEMAUREL** MANAGING DIRECTOR FRANCE

# CONTINUING TO DIVERSIFY OUR OFFERING TO MEET EVERYONE'S NEEDS !

Whether traditional or newly-developed, all types of energy capture our interest if they prove to be relevant over time: electricity, gas, fuel oil, renewable energies, etc.





**Thermal comfort for all** // We are always thinking in terms of global solutions, in both residential and industrial markets. Each one of our customers can find the best product combination for their expectations and budget.

Our solutions are reliable and easy to implement. They promote energy savings and ease of use; ideal temperature and indoor air quality.

Connected and controlled by remote piloting, they allow you to successfully balance comfort and consumption everywhere, at all times.



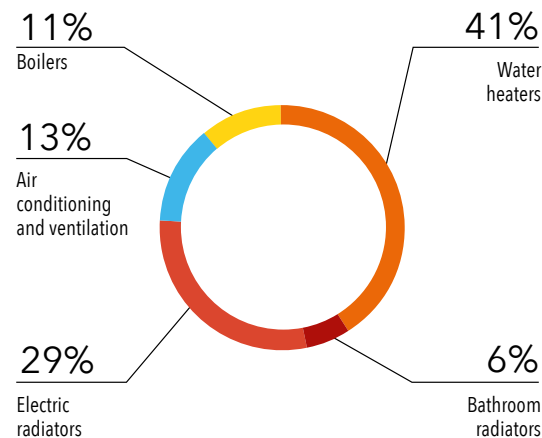
Air treatment unit



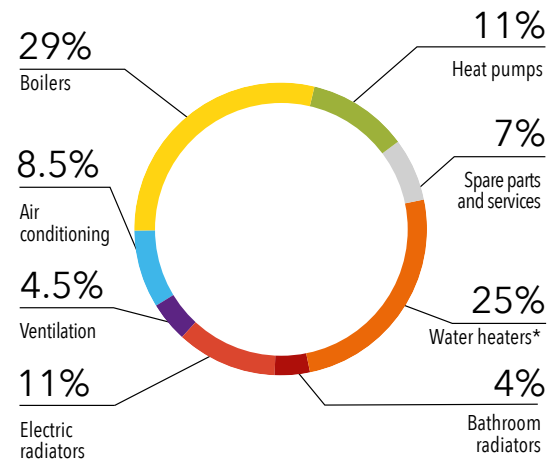
Industrial boiler

**Over the years, GROUPE ATLANTIC has substantially diversified its product offering.**

Turnover breakdown  
In 1999 (€290M)



Turnover breakdown  
In 2019 (€2.2BN)



\*electric, solar and heat pump water heaters

# 4. Family values

We encourage our employees to share the family values on which our company was founded: trust, responsibility and long-term commitment



Fablab, Orléans France

"This survey is an opportunity for everyone to provide their opinion and offer suggestions in order to contribute to improving our everyday work."

NICOLAS GERBE  
CAREER MANAGEMENT MANAGER

# FAMILY VALUES TO HELP MEET THE CHALLENGES OF TOMORROW

**GROUP SURVEY** Survey conducted every 4 years and distributed to 9,400 Group employees\*.

2018 RESULTS



92%

of employees are glad to work in the Group



86%

feel independent and motivated by their work



94%

are confident in the Group's future and proud to work there

(\*2018 participation: 84%)

"Our Group has remained faithful to the values of those who founded and developed it. It brings us joy and pride to work within a healthy, multicultural structure that is able to move forward in the world we live in, with its uncertainties and opportunities, while enriching a mindset that has demonstrated its efficiency and its value over time."

PIERRE-LOUIS FRANÇOIS / GROUPE ATLANTIC CEO



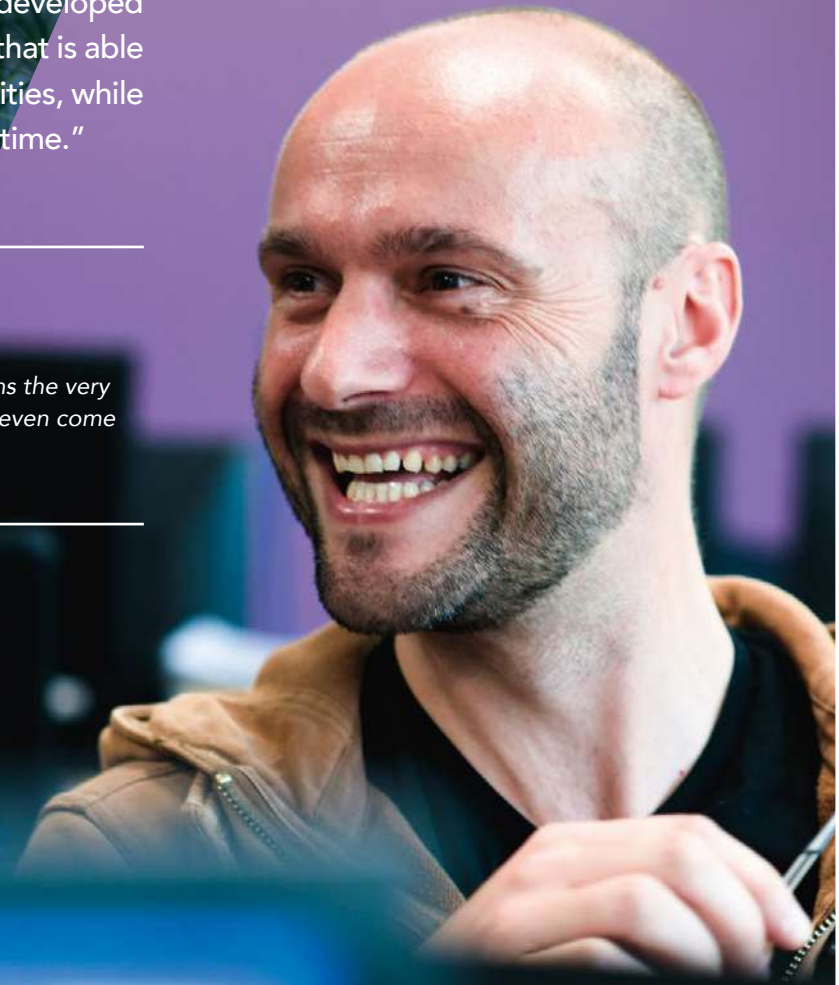
"Confidence, independence and commitment are what drive GROUPE ATLANTIC, which explains the very high level of employee satisfaction. There is deep loyalty to the company. If you leave...you can even come back!"

ARNAUD ROLLIN, GROUP DIRECTOR OF HUMAN RESOURCES

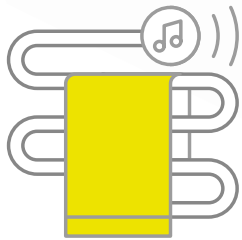


**GRUPE ATLANTIC has been named "Top Employer" in France for 10 years.**  
*"It's a genuine recognition of our HR policy that, for the 10th consecutive year, we've been awarded Top Employer for the excellence of our working conditions."*

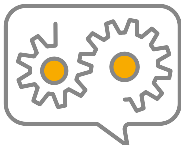
VÉRONIQUE PIN, DIRECTOR OF HR COMMUNICATION AND MARKETING



INNOVATIONS FROM THE ALL INNOVATORS POLICY



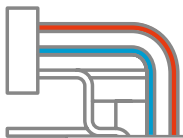
THE MUSICAL TOWEL DRYER



SPARE PARTS ORDER TRACKING BY SMS



INTEGRATION OF USB PORTS INTO CERTAIN PRODUCTS



A QUICK-MOUNT SYSTEM FOR WATER HEATERS (EASYFIX)



# PROVIDING OUR TEAMS WITH THE MEANS FOR ENTREPRENEURSHIP

**At GROUPE ATLANTIC, we believe that we can all have good ideas!**

Thus, "All Innovators" is a support system that offers each employee, no matter their business field, the opportunity to propose an idea and put it into motion. So that everyone can benefit from the best possible conditions, facilitators provide guidance to innovators throughout their projects (methodology, networking, coaching, etc.). Tools are available to them in our Fab Labs as well (3D printers, laser cutting technology, programmable electronic cards, software for mobile apps, etc.). Having been established across several Group pilot sites, the intention is to gradually expand the system.

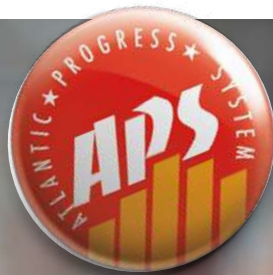
*"My idea involved a new design for radiators. Going from the idea to the finished, functional product was a great source of satisfaction for me. And the actual implementation of the prototype at the Fab Labs allowed me to acquire new skills."*

**NICOLAS CORNU.**  
INNOVATOR  
LA ROCHE-SUR-YON SITE  
FRANCE

*"Nicolas demonstrated his perseverance and his energy in seeing his project through to the end. And it's a real source of pride for me to have such an innovative employee on my team! You have to get yourself organised and rearrange schedules a little, but it's all definitely worth it."*

**FRANÇOIS MILLE**  
NICOLAS'S MANAGER





## THE APS: A DYNAMIC OF PROGRESS STEMMING FROM THE BEST PRACTICES IN THE FIELD

### The APS (Atlantic Group Progress System)

is an interactive, living model that feeds on not only successful experiments, but also on failures, and transforms them into drivers of improvement. It rests on principles, organisational methods, tools and shared know-how, which are the foundations of our continuous improvement process.

All employees are involved, thanks to the Autonomous Progress Units (Groupes Autonomes de Progrès [GAP]) in particular. The GAP bring multi-service teams together on a daily basis to identify, share and solve problems directly.



GAP Test Laboratory  
Izmir - Turkey

*"The operators analyse their own production line so that they can optimise it together, in a collaborative way."*

VINCENT DETURCK  
PRODUCTION MANAGER ORLÉANS SITE - FRANCE

*"With the GAP, we're gaining autonomy. It's possible to test new solutions quickly and improve both in expertise and efficiency."*

ISA KARABEY  
MAINTENANCE TECHNICIAN AT THE IZMIR SITE - TURKEY



\* In France, companies invest 2.7% of their total payroll in training on average. 2014 INSEE Study.

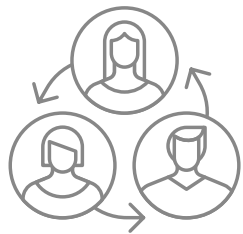


THE GROUP INVESTS

**4.3%**

OF THE TOTAL AMOUNT OF ITS PAYROLL IN THE TRAINING OF ITS EMPLOYEES IN FRANCE.

**A MUCH HIGHER AMOUNT THAN THE STANDARD CORPORATE AVERAGE\***



INTERNAL MOBILITY

**1/3**

MORE THAN 1/3 OF POSITIONS ARE FILLED BY INTERNAL MOBILITY\*

\*Figures for 2018 – France

# GROWING WITHIN THE COMPANY: BUILDING A LONG-LASTING RELATIONSHIP – TOGETHER

GRUPE ATLANTIC ensures that each employee is able to blossom and give his or her best. With orientation processes for new employees, annual personal development meetings and tailored training sessions, each individual enjoys a customised approach thanks to attentive monitoring by the HR teams and specially trained managers. Mobility for employees is strongly encouraged, allowing each of them to evolve, advance, or change business fields, sites or countries.



## LA FORMATION

*“ Our role is to promote experimentation in learning innovation, facilitating employees’ acquisition of Knowledge and skills development.”*

**ANA CAROLINA ALVEZ LUZ PINTO**, GROUP DIGITAL LEARNING MANAGER  
**EMMANUELLE PAPROCKI**, TRAINING MANAGER



## INTERNAL MOBILITY

*“Initially, I worked as part of the process team in Izmir. Then, I got the chance to join the teams in France and become a project manager. I could never have imagined that I’d be presenting my idea in French during an innovation committee in La Roche-sur-Yon! This kind of opportunity only presents itself within an environment where you have the confidence and means necessary to develop your potential.”*



**ARIF SAHIN**, INDUSTRIALIZATION MANAGER - IZMIR SITE - TURKEY



**SUPPORT FOR YOUNG TALENT:**

**PART-TIME WORK-STUDY AND APPRENTICESHIPS**

*"As part of my part-time work-study programme at the Pont-de-Vaux site (France), I went to spend 4 months on the Hull site (United Kingdom). At the end of my training, I had the chance to join the Blackpool site (United Kingdom)."*

**FLORENT GUILLER**, PART-TIME WORK-STUDY PARTICIPANT



**INTERNS**

*"We're proud to be recognised as one of the best companies in France at welcoming and integrating interns. Their opinions are key to winning the Happy Trainees award. Having already lost it once, we're only too aware that each year means a new assessment, pushing us to redouble our efforts and attentiveness in order to win it again!"*

**ÉLODIE MARIZARA**, HEAD OF SCHOOL RELATIONS IN FRANCE



*"Each year, we offer 70 summer internships, introducing those over 16 to the working world."*

**MARION KREIS**, HUMAN RESOURCES MANAGER - AUSTRIA

**ORIENTATION PROGRAMME FOR YOUNG GRADUATES**

*"The three-year bespoke monitoring and support programme includes many initiatives. It is a means for new employees to better grasp the Group's many challenges, acquire new skills, develop their business network and reach their full potential. The goal is to prepare young graduates for their future responsibilities."*

**VÉRONIQUE PIN**, DIRECTOR OF HR COMMUNICATION AND RECRUITMENT

**SUPPORT FOR MORE EXPERIENCED EMPLOYEES**

*"After seven years of experience in Quality, and thanks the support from GROUPE ATLANTIC, I changed my field of activity in 2018, becoming a production manager. The one-year training programme that I completed helped me to develop my skills in management, leadership, and conflict and risk management."*

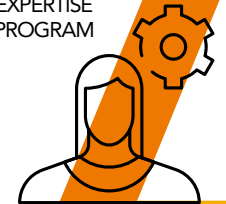
**ELENA POKYNBORODA**, UKRATLANTIC PRODUCTION MANAGER - GA UKRAINE



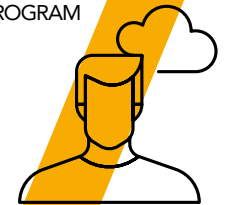
INNOVATION-DRIVING MANAGERS



EXPERTISE PROGRAM



MANAGEMENT DEVELOPMENT PROGRAM



SAFETY AT WORK

# ZERO ACCIDENT TARGET

**BASED ON CROSS-FUNCTIONALITY AND RESPONSIBILITY, GROUPE ATLANTIC'S SAFETY CULTURE IS SPREAD ACROSS ALL BUSINESS FIELDS AND ENTITIES.** At industrial sites as well as on the road, GROUPE ATLANTIC encourages everyone to be responsible in the face of everyday risks. To put this into action, the Group created a Safety Club three years ago, establishing ten cross-departmental workshops:



*"Each manager must ensure that their Group employees are safe, whether at the plant, in the office, or on the road. This prioritisation has helped to reduce the number of accidents by 13% between 2018 and 2019."*

**EMMANUEL CAILLE**  
GROUP MANAGING INDUSTRIAL DIRECTOR

**-13%**  
accidents



**RISK PREVENTION:**

**ROAD RISK / ELECTRICAL RISK / MACHINE AND EQUIPMENT RISK / RISK WHEN WORKING AT HEIGHT / CHEMICAL RISK / FIRE RISK / SANITARY RISK RELATING TO EXTERNAL COMPANIES; RISK RELATING TO PHYSICAL ACTIVITY; RISK RELATING TO TRAFFIC FLOW AT THE SITES; COMPLIANCE WITH LEGAL OBLIGATIONS.**

These workshops help us to set goals which are sometimes more demanding than the local regulations and to measure our progress over time. The Group has likewise formed partnerships with expert safety organisations: the IOSH\* in the UK trained all of the site managers in the United Kingdom, Egypt, Ukraine and Georgia on anticipating/responding to hazardous situations, and the ICSI\*\* helped us to develop our safety culture in order to diagnose both key strengths and areas for improvement.

➔ **We continually strive to professionalise our safety management, be more precise in our fundamentals and take inspiration from best practices implemented elsewhere.**

## ENCOURAGING WOMEN'S CAREERS IN THE INDUSTRY

*"The engineering sector is actively seeking new talent. We need to attract more women into this sector, where they are underrepresented."*

**ARNAUD ROLLIN** GROUP HRD

*"To all young women hesitant to join the industry, I say: follow your dreams! I believe that we can do any job in the world. The industrial sector is wide open to women and offers great career opportunities."*

**BURCU SUZAN ALSAC** GA IZMIR R&D LABORATORY ENGINEER



*"I lead the R&D teams for GROUPE ATLANTIC in the United Kingdom at the Hull and Blackpool sites. In short, I'm responsible for the research and development of all new products, as well as the maintenance of existing products. Science and engineering play a fundamental role in boiler manufacturing. This is where my applied engineering knowledge comes into play, something I greatly appreciate."*

**ELAINE LANCASTER** CHIEF TECHNOLOGY AND INNOVATION OFFICER  
UK - ROI - NORTH AMERICA DIVISION





Visual impairment awareness activity.  
Merville and Billy-Berclau sites - France.



\*Employer promoting the integration of people with disabilities.

*"In the United Kingdom, becoming a 'Disability Confident Employer' helps us to reflect on how we can make our workplace more accessible. It also shows to our employees that we are committed to promoting equality in the workplace, which is a good way to encourage them to discuss those disabilities which are often invisible."*

**DEBBIE SKALLI** HR DIRECTOR - GA UK - ROI DIVISION



*"In France, the Merville, Billy-Berclau and La Roche-sur-Yon sites have been implementing a disability/accessibility policy for several years now. Awareness activities are regularly performed with employees and trained managers. We're also partnered with several associations and sporting events relating to disabilities. This policy is in the process of being rolled out across the entire Group."*

**CAROLINE DELCROIX** BILLY-BERCLAU AND MERVILLE SITES HR



# LIVING WELL AND WORKING TOGETHER

IN KEEPING WITH ITS STRONG FAMILY VALUES, GROUPE ATLANTIC ENCOURAGES A WIDE VARIETY OF INITIATIVES FROM ITS TEAMS TO ADDRESS THE WAY WE PERCEIVE DISABILITY.

Our measures promoting the inclusion of people with disabilities are therefore based on 3 major pillars:

- 1 - **RAISING** employee awareness and combatting misconceptions.
- 2 - **RECRUITING AND PROMOTING** the integration of people with disabilities into the company, as well as ensuring job retention.
- 3 - **DEVELOPING** relevant partnerships.



**£55,000**

RAISED IN TWO YEARS  
BY GROUPE ATLANTIC UK



**SOCIAL ACTION**



Since 2016, Group employees in Ukraine have been joining forces to raise funds for an institution for children with disabilities in the town of Krasnosyolka, near Odessa\*

*"Approximately 150 employees are taking part in this measure, and ten of them visited the institution for the Feast of St. Nicolas. It's a very moving experience, and this initiative really helps us to change the way our teams perceive disability."*

**KHRYSTYNA BRIAZGALOVA** ODESSA SITE HR - UKRAINE



*"We've created an endowment fund in France to combat fuel poverty. Volunteer Group employees thus work as very useful local correspondents for charitable associations that assist in providing housing for people living below the poverty line."*

**SOPHIE MAGAUD** GROUP LEGAL DIRECTOR



*"Over the past two years, the GROUPE ATLANTIC UK & ROI Division has raised over £55,000 for the charity Macmillan Cancer Support. The total collected will go towards helping people with cancer and their families. «People with cancer are often more fragile in the cold, especially because of the associated side effects of treatment including hair loss, weight loss, reduced energy levels ... The cost of their heating bill then becomes an additional source of stress. Thanks to the incredible fundraising at GA UK & ROI, people with cancer up and down the UK will be able to put their heating on without the worry of the cost- thanks to over 283 Macmillan heating grants funded by the £55,000 raised."*

**MARIA SHEPERD** HR ADVISOR - GA UK & ROI DIVISION



\*140 children with physical or mental disabilities.

# 5. Constant growth

We strive for constant growth, which has enabled us to become one of the European leaders in thermal comfort.

How? By staying connected to our customers, staying true to our French origins and demonstrating balance in the development of our businesses.

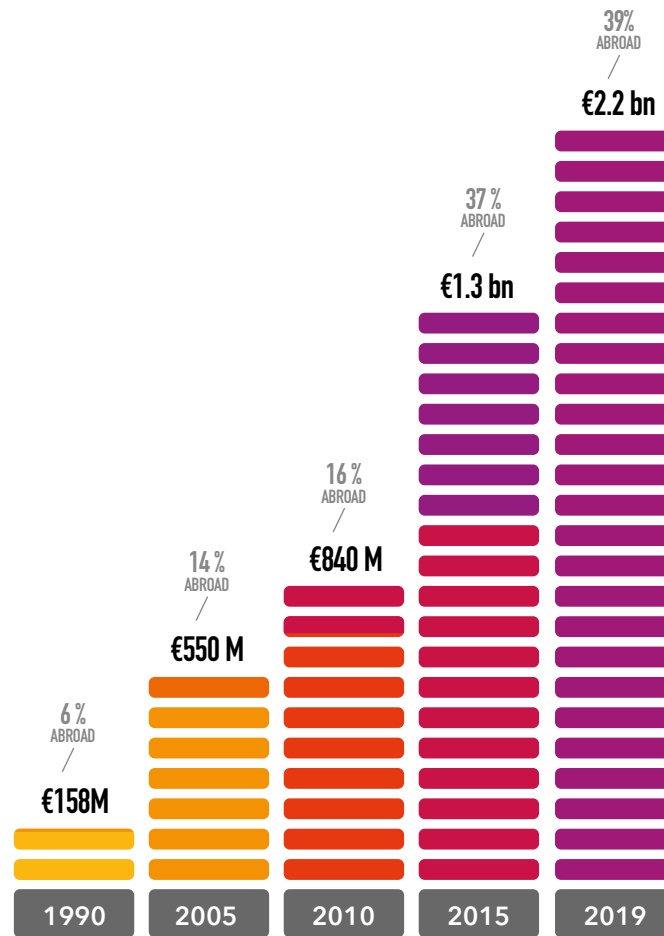
ISH 2019  
Frankfurt, Germany

 GROUPE  
ATLANTIC

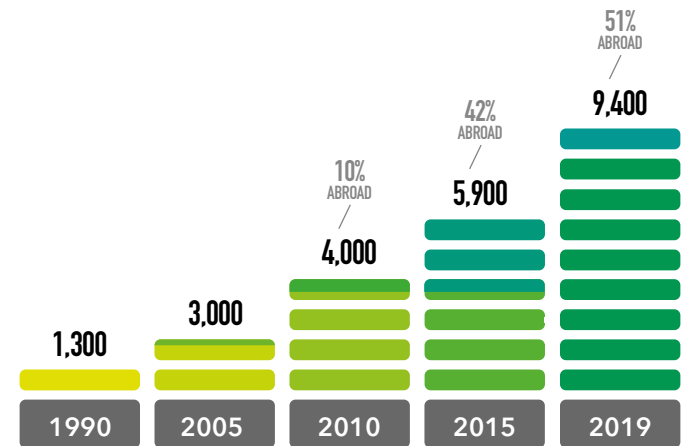
 / € 2.2\* Br  
TURN OVER  
16.2 M. GROSS

 / 9400  
EMPLOYEES





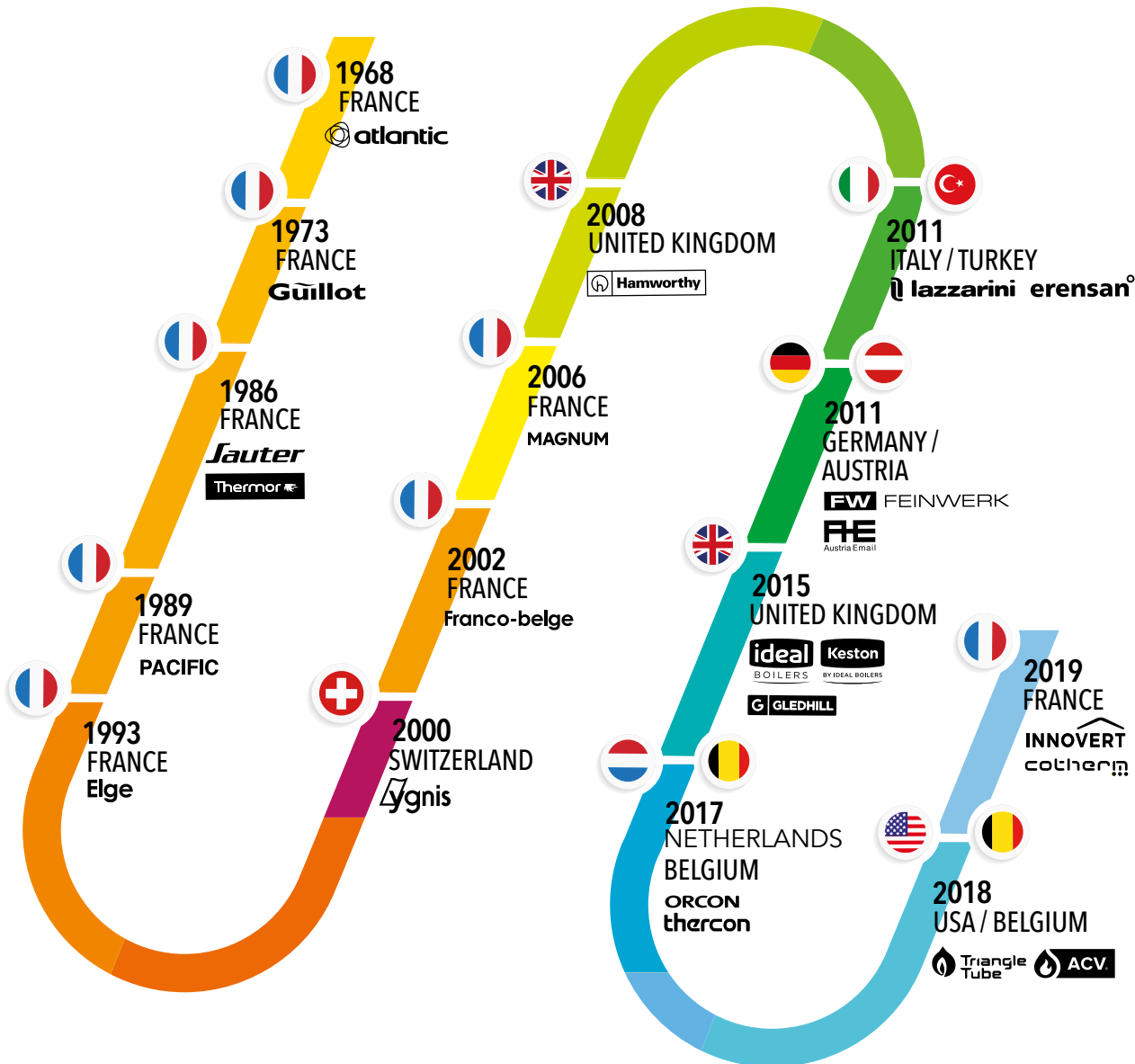
Progression of net turnover



Progression of workforce



GROUP ACQUISITIONS SINCE 1968



*"As true entrepreneurs, we all bring passion into our work, but with it a sense of responsibility and profitability so that we can fulfil our mission in a more successful and sustainable way: To transform prevailing energies into lasting well-being."*

**YVES RADAT**  
MANAGING INDUSTRIAL DIRECTOR  
HEAT PUMP AND BOILER DIVISION

# INDUSTRY 4.0

## INDUSTRIAL DEVELOPMENT THAT FOSTERS COMPETITIVENESS!

GROUP ATLANTIC's commercial development strategy is based on an ambitious industrial policy, which seeks to expand, modernise or create new production capacities depending on the economic and technological needs of each of its markets.

The Group's objective is to offer quality products – at the best prices – for each of its customers, and for these products to be manufactured by specialised, people-oriented units to optimise performance and agility.

At the Hull site in England, our plant has acquired robots equipped with cameras to perform quality control inspections on our boilers.



## ON OUR WAY TO BECOMING A CONNECTED COMPANY!

The Group is convinced: digitising our working methods will help to improve both the working conditions of our employees and our competitiveness.

At La Roche-sur-Yon, France, team members participated in the creation of a training course using a virtual reality headset. The teams recreated a virtual 3D workshop, in which participants are informed of the proper procedures in terms of safety and quality within minutes. The next step: the Izmir site in Turkey is in the process of equipping itself with virtual reality headsets in order to recreate this experience.

## ROBOTISATION AS A LEVER FOR PROGRESS

*"New product launches, growth in demand, process control, health and safety requirements, team involvement in efficiency, the ergonomics of our workstations...we're modernising our industrial capability every day to face the challenges of both the present and the future."*

EMMANUEL CAILLE GROUP MANAGING INDUSTRIAL DIRECTOR

## A CONTINUALLY EVOLVING, HIGH PERFORMANCE INDUSTRIAL CAPABILITY

GROUP ATLANTIC manufactures a very wide product range: from "long runs" of hundreds of thousands of units annually to the production of modular, tailor-made solutions for tertiary markets.

Our 28 industrial sites have thus mastered a wide variety of processes, specific to each of our solutions, in order to continually guarantee the highest quality for our customers.



/// The Merville site in France has developed a Manufacturing Execution System. It involves internally-developed operating software that allows operators to receive better step-by-step guidance on the production line, thanks to a barcode recognition system. Following encouraging results, the MES was rolled out at the plants on the Billy-Berclau and Pont-de-Vaux sites.

The application built into the headset uses 3D images of the plant taken with the cooperation of the site team members.

*"All of these steps are part of the Group's motivation to become a player in the Industry of the Future, complementing our continuous improvement process. Our next challenge will be to multiply these experiences, to prove their profitability and to roll them out."*

**HÉLÈNE CHAHINE**, CONNECTED COMPANY LEADER



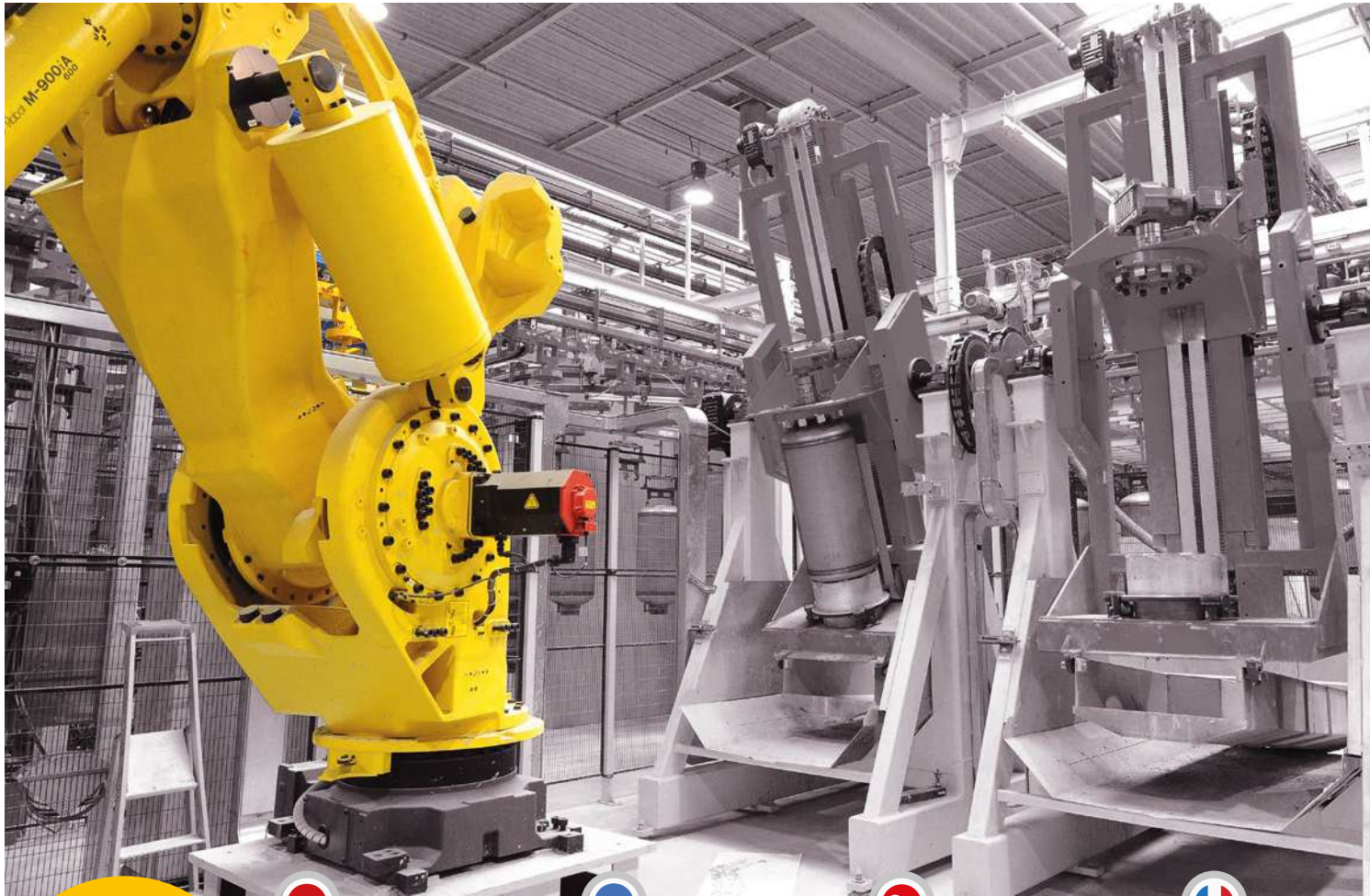
Though they have only just arrived, COBOTS have already been adopted by employees



My name is Maurice the Cobot

The Billy-Berclau and La Roche-sur-Yon sites are equipped with COBOTs (COllaborative ROBOTs) which are intended to improve working conditions for employees in the plant. These robots perform more repetitive tasks, leaving employees to focus on tasks with greater added value.

# A CONTINUALLY EVOLVING, HIGH PERFORMANCE INDUSTRIAL CAPABILITY



**CREATION OF PLANTS OVER THE LAST 20 YEARS**



**2004**  
Cairo site  
Electric water heaters  
(and towel dryer extension in 2013)

EGYPT



**2006**  
Odessa site  
Heating and electric water heaters

UKRAINE



**2007**  
Torbali site  
Electric and hot water bathroom radiators

TURKEY




**2009**  
Fontaine site  
Electric, solar and heat pump water heaters

FRANCE

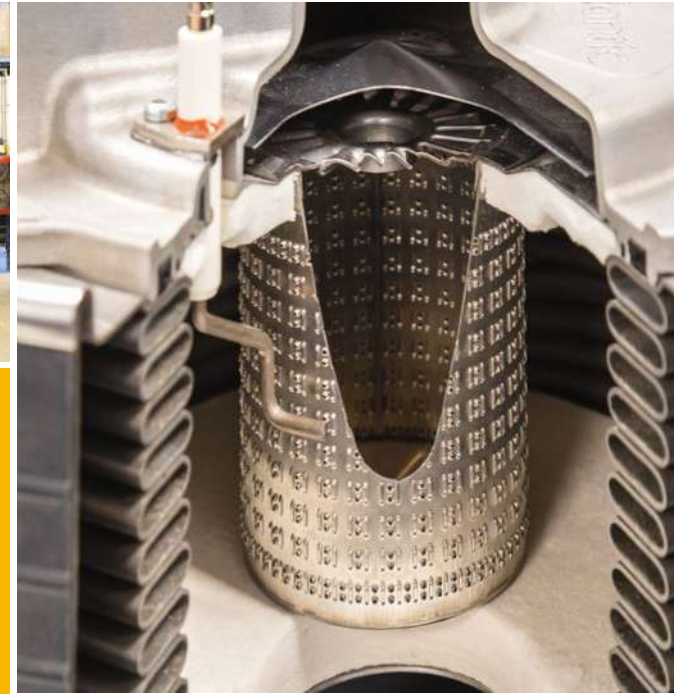


**2014**  
Rayong site  
Electric water heaters

THAILAND

**8M**  
APPLIANCES AND PRODUCTS  
PRODUCED PER YEAR



**2015**  
Billy-Berclau site  
Heat pumps  
and boilers

FRANCE



**2016**  
Trappes site  
Hydraulic boiler  
room modules

FRANCE



**2017**  
Kutaisi site  
Water heaters

GEORGIA



**2017**  
Dehradun site  
Water heaters

INDIA



**2018**  
Izmir site  
Towel dryers

TURKEY



**2020**  
Boz site  
Commercial  
boilers

FRANCE

(\*2018 FOP study, conducted among 1,000 professional installers)

8.2  
10

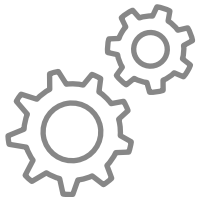


QUALITY OF SERVICE  
GRADE AWARDED  
IN FRANCE BY CUSTOMERS \*  
A HIGH GRADE THAT  
ENCOURAGES US TO  
IMPROVE EVEN MORE!



7M

CALLS/  
CUSTOMERS PER YEAR/  
FRANCE



180,000

SERVICES ON SITE PER YEAR/  
UNITED KINGDOM

## SERVICES USING OUR SKILLS TO GIVE OUR CUSTOMERS PEACE OF MIND

Targeting excellence for customer service is one of our fundamental principles. In order to achieve this, we design and manufacture the best products, and we offer the best services along with them. Thermal comfort appliances, which are more eco-efficient and increasingly complex, require constantly evolving capabilities from our professional customers. This is why we offer them an assortment of tailor-made services, from training all the way through to solution maintenance.



*"We favour a field approach, with internal teams directly in contact with our customers. Internal information circuits are thereby shortened, the solutions provided are more relevant, and everyone's involvement is strengthened. Everyone feels responsible for customer satisfaction"*

STEPHEN HAENTJENS CUSTOMER SERVICE MANAGING DIRECTOR - FRANCE.



### THE TRAINING CENTRES...

These centres, specially designed for training our customers in technological developments, are equipped with operating products: heating, domestic hot water, air conditioning, ventilation, etc., depending on the country. Suitable for handling, they allow for real-life situation exercises. These training courses are led by a team of dedicated instructors, teaching experts with extensive field experience.



Training centre,  
Orléans, France

GROUPE ATLANTIC HAS 18 TRAINING  
CENTRES, 9 IN FRANCE AND 9 ABROAD

AUSTRIA, SPAIN, ITALY, POLAND,  
UNITED KINGDOM (X3) UKRAINE,  
BELGIUM

# BOILERS CAN NOW BE REPAIRED REMOTELY!

## DIGITAL LEARNING: PEOPLE CAN ALSO BE TRAINED REMOTELY.

In addition to face-to-face training, Digital Learning offers online training programmes to our customers. Updating regulation knowledge, producing a design, preparing a site, understanding how a new product works: all of these are topics which can now be the focus of remote learning.

It's a convenient way to save time for our customers or train those who are on the other side of the world! We've also opted to internalise our Digital Learning team, making it easier to collaborate with our internal instructors (business field experts). The result: fun, interactive training modules, with monitoring of the learner all throughout their programme for optimal memorisation.

*"Our 160 field technicians, regularly trained in new products, perform over 180,000 support services for customers each year. In total, we give support to over 4 million customers, 1.6 million of whom have a product under warranty."*

**CHRIS JESSOP.** CUSTOMER SERVICE DIRECTOR. GA UK



## CUSTOMER SERVICE...

Both in France and in the United Kingdom, in addition to classic customer service, our teams have recently been experimenting with remote maintenance using connected appliances (heat pumps, boilers, etc.): it is the machine itself that indicates an error and directs the technician towards the source of the fault.

Time saved for everyone! In this way, remote alerts, diagnosis, and troubleshooting, as well as predictive maintenance, enable us to extend product life and make repairs for our customers even faster.



Call center, Hull, United Kingdom



IN THE UNITED KINGDOM, OUR CUSTOMER SERVICE CONSISTING OF 120 PEOPLE IS OPEN 364 DAYS PER YEAR. THEY HANDLE OVER 1 MILLION INTERACTIONS PER YEAR (BY PHONE, WEBCAT, ON THE WEBSITE OR BY EMAIL) WITH PRIVATE AND PROFESSIONAL CUSTOMERS.



MAINTAINING



INSTALLING



SUPPLYING



CHOOSING

# DESIGN: A KEY ASSET

Distinguishing ourselves from competing brands, simplifying and enriching user experience: for GROUPE ATLANTIC, design goes well beyond the aesthetic dimension and asserts itself as a decisive factor in winning the support of all our customers.

Conceiving the solutions of the future is one of our design missions for building our future product offering: Long-lasting, attractive, and simple to install and use. Here is an example of a radiator design.





COLLECTION WAY BY LAZZARINI



*"Design must enrich our customers' experience. We're making life easier for users, increasing the perceived and functional quality of our solutions, but also making attractive products with a strong stylistic identity."*

LES TROPHÉES  
Maison&Travaux

Atlantic's SERENIS Premium towel dryer was awarded "Product of the Year" by MAISON & TRAVAUX magazine in 2019.



EMMANUEL TERRIEN DESIGN MANAGER

## "DESIGN THINKING" IN SERVICE OF DESIGN

On the basis of a "design thinking" approach, we have launched an innovative concept for musical towel dryers. Equipped with a high-definition audio system (Système Cabasse®), this solution enhances user comfort by combining heating and music.

As part of a connected system, this towel dryer is also able to automatically adjust its temperature depending on the occupancy of the bathroom.



2018  
Observateur  
du design

Thermor's SYMPHONIC towel dryer won the Observateur du Design award in 2018.

# OPEN INNOVATION

Since 2019, GROUPE ATLANTIC has partnered with WILCO, leading startup accelerator in France (over 350 startups supported).

*"Developing brand new processes, launching new product and service solutions, and being open to new, more agile working methods and approaches are all critical issues to which our Group must respond in order to adapt to the new challenges posed by industry 4.0 and digitisation. Partnering with startups helps us to accelerate our open innovation strategy."*



YVES FANTON DANDON, GROUP STRATEGY MARKETING DIRECTOR



1. HOTEL CABAÑAS IN EL BOSQUE  
SPAIN - (HEAT PUMP WATER HEATERS AEROMAX)  
**THERMOR**

2. GRAND HÔTEL DES SABLETTES - FRANCE  
(AIR HANDLING UNIT AND AIR CONDITIONING SYSTEMS)  
**ATLANTIC**

3. ILOT GRUNNER/ADMINISTRATIVE BUILDING  
FRANCE - (FIRE PROTECTION AND SMOKE EXTRACTION)  
**ATLANTIC/THERMOR**

4. GREENCITY GRAZ  
AUSTRIA  
(ECO CLEVER/SMART WATER HEATER)  
**AUSTRIA EMAIL**

5. AVIVA STADIUM - IRELAND  
(VARINO BOILERS)  
**YGNIS**

6. ISTANBUL AIRPORT - TURKEY  
(EVOMAX BOILER)  
**ERENSAN**

7. SAINT PAUL'S CATHEDRAL - UNITED KINGDOM  
(WESSEX MODUMAX BOILERS)  
**HAMWORTHY**



8. AL RAYYAN COMPLEX -TERTIARY AND RESIDENTIAL  
UNITED ARAB EMIRATES  
(OPRO+ WATER HEATER) **ATLANTIC**



9. HÔTEL ROYAL RESORT - FRANCE  
(RUBY SANITARY HOT WATER BOILER + LR BOILER)  
**ATLANTIC / YGNIS**



10. RADISSON BLU HOTEL - BELGIUM  
(HEATMASTER TC GAS BOILERS)  
**ACV**



11. METRO STATIONS - POLAND  
(ELECTRIC CONVECTOR HEATERS AND RADIATORS)  
**ATLANTIC**



**MILLIONS OF CUSTOMERS**

BOTH RESIDENTIAL AND COMMERCIAL, AROUND THE WORLD





# Merçi



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**Essential  
purpose**



**Eco-efficient  
solutions**



**Global  
ambition**



**Family  
values**



**Constant  
growth**



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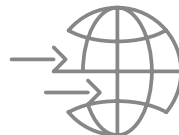
**9,400**

EMPLOYEES



**€2.2 BN**

NET TURNOVER



**4**

COMMERCIAL OPERATIONS  
ACROSS 4 CONTINENTS



**28**

INDUSTRIAL SITES



**8M**

APPLIANCES  
PRODUCED PER YEAR

