

SOMFY<sup>®</sup>  
BETTER LIVING FOR ALL



# *Smart living*

2017 Activity Report

# ***Blazing a trail to smart living for all***

Around the world, people are adopting new technologies and complementary intelligent solutions offered by construction industry players to improve their quality of life at home: to monitor and take action remotely via smartphone, to stay in touch with family, and to allow their devices to operate independently, for peace of mind.

**We call this new way of inhabiting our houses, apartments and offices “Smart Living”.**

This is why Somfy is working to improve living environments by innovating for different applications: comfort, safety, and energy savings. And thanks to its strategy of openness, Somfy is accelerating the interoperability of devices in the home using new methods such as voice control and robotics.

In 2017, Somfy brought people another step closer to the era of Smart Living.



# Comfort

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**IMPROVING QUALITY OF LIFE** through Smart Living is not the exclusive privilege of homeowners. For the past two years, Smart Living has been entering vertical collective housing through contracts with major real estate players, who are choosing TaHoma® for its flexibility of application. In 2018, French company Nexity created its own app to control services managed by TaHoma®, for homeowners and their rental tenants.

As well as controlling Somfy motors and the equipment of 18 other partner brands in the home (lighting, heating, sound, etc.), Nexity has added its own features. For example, residents can communicate with their neighbors and stay in touch with their local community.

This personalization of TaHoma® applications to suit the needs of trade customers is possible because Somfy has opened up the API (Application Programming Interface) for its products.

A man in a light-colored shirt is seen from the side, looking out over a city at sunset. The sun is low on the horizon, creating a warm, golden glow. The city buildings are visible in the background, and a decorative metal railing is in the foreground.

# *Security*

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WITH A MOVEMENT SENSOR, full HD camera with night vision and sound, and an alarm, Somfy One does away with the need for multiple systems to protect your apartment. This small all-in-one smart box does everything. Associated security services (video surveillance, intervention, guards, etc.) can be activated in just a couple of clicks, and with no commitment necessary, from the smartphone app. Quick to install (five minutes), Somfy One is also very easy to use. Receive photos and videos in case of alert. Check in real-time that everything is fine at home. Protect your privacy thanks to the feature that closes shutters automatically when you get home.

Somfy One received two innovation prizes at CES 2017 and has been on the market since May. It can also be controlled by voice as it is compatible with the Amazon Echo virtual assistant.



# *Energy savings*

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**HALF OF PROGRAMMABLE thermostats are never used because people find them too complicated. So Somfy launched a smart thermostat in September 2017 to make it as easy as possible to control comfort and life at home. The touch screen is used to set the required temperature. The smart thermostat learns about its environment (humidity level of the room, thermal inertia of the building) to align with the temperature that is actually felt, and suggest energy-saving scenarios. Using the geolocation facility of the smartphone, the heating system can be switched to economy mode when the house is empty.**

**The thermostat interacts with rolling shutters for enhanced thermal protection, and controls heating systems from eight leading brands and for all energy types. It received an innovation prize at CES 2018.**

# Interview with Jean Guillaume Despature

Chairman of the Somfy  
Management Board

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To develop Smart Living, Somfy will introduce innovative new solutions to meet comfort, energy-saving and security needs.

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**+10.3%**

Increase in Group sales on  
a like-for-like basis

**+65%**

Growth of the Connected Solutions  
Activity (motors and controls),  
on a like-for-like basis

**2M**

devices connected to Somfy's  
platforms for the home



JEAN GUILLAUME DESPATURE,  
CHAIRMAN OF THE SOMFY MANAGEMENT BOARD



## **SOMFY IS NOW LEADING THE WAY IN IMPROVING LIVING ENVIRONMENTS BY INNOVATING AROUND THE DIFFERENT APPLICATIONS OF SMART LIVING. WHY?**

Smart Living reflects a social trend that is having a major impact on our lifestyles. With the arrival of digital, we've got used to knowing what's happening in our homes in real time. We're used to sharing moments in our lives, and controlling devices even when we're hundreds of miles away. Our behavior is changing, and in future we'll expect much more from our buildings. They will need to interact more and more with the external environment, weather, location, couriers who bring our shopping and so on. For Somfy, delivering these solutions to building occupants means making our products increasingly intelligent, especially by ensuring they're interconnected, open and intuitive. But the most important thing is to bridge the gap between the many applications possible to behaviors adapted to each individual. We must rise to the challenge of the adoption and customization of applications for every user. This is how Somfy intends to contribute to Smart Living.

## **WHAT ROLE DOES YOUR STRATEGY OF OPENNESS PLAY IN THE GROWTH OF SMART LIVING?**

It's an essential means of facilitating the growth of Smart Living based on the convergence of all intelligent building systems which will, in the future, be decentralized. With this in mind, in 2018 we are moving more swiftly to work with new partners: with other construction industry manufacturers, to expand interoperability between all our different product families; and with the leading voice control platforms and services on the market, to facilitate interactions between users and their smart products. We're also opening up our API\* to enable anyone to incorporate controls for our equipment into their own products.

## **AFTER BEING ON THE MARKET FOR A YEAR, WHAT ARE THE RESULTS OF BELIEVE & ACT?**

For the second year running, Somfy's sales have risen steeply, which further confirms the validity of our strategy to digitize our products, which will allow us to speed up the digitalization of our traditional products. In 2017, the Believe & Act road map allowed us to strengthen our operational excellence and work more closely with users. In 2018 we hope to expand our interior solutions activity through a major innovation plan.

\* Application Programming Interface.

**01**

Understanding them better and offering them the Smart Living features and services they need, as well as a unique user experience.

**WORKING MORE  
CLOSELY WITH OUR  
USERS**

# Our strategic roadmap

At the beginning of 2017, Somfy defined a strategic roadmap that takes us to 2020: Believe & Act! Its four accelerators are fed by the Group's three intangible strengths: innovation, openness, and the Somfy Spirit. Together, these drivers of growth and performance allow Somfy to continue transforming the Group, its products and markets, to make Smart Living a reality for everyone.

**03**

**STRENGTHENING  
OUR OPERATIONAL  
EXCELLENCE**

Offering faultless quality, productivity and rapidity to ensure customer and consumer satisfaction.

02

## BEING INNOVATIVE ON THE INTERIOR PRODUCTS MARKET

Driving the growth of interior products in homes and collective housing with motors, applications, and an innovative new approach to distribution.

*Inspiring better living environments accessible to everyone*

04

## BECOMING BETTER TOGETHER

Giving everyone the opportunity to be fulfilled in their work, and focusing on environmental and societal actions to ensure sustainable growth.

## THREE STRENGTHS TO SUPPORT OUR STRATEGY

### *Innovation*

This is Somfy's DNA. It creates the right conditions to allow our products, distribution and customer relations to evolve permanently.

### *Openness*

Designing applications for Smart Living requires synergies between products and interoperability between providers of complementary building intelligences.

### *Somfy Spirit*

Based on entrepreneurship and human venture, our corporate culture is a key factor in our agility and anticipation.

# *@ Working more closely with our users*

Listening to our product users is the best way to help them use digital transformation in buildings to improve their quality of life. Somfy supports them at every stage of the customer experience, by boosting the reputation of its brand and enhancing the experience of its users to become more attractive, and by speeding up its switch to smart products, to offer innovative applications.

# SMART LIVING THAT IS USEFUL, SIMPLE, RELIABLE, AND ACCESSIBLE TO EVERYONE

**+ 200**  
compatible  
product ranges.

**8**  
product families:  
openings, windows,  
security, lighting,  
energy production,  
ventilation, sound,  
and terrace.

**+ 3**  
With the arrival of new  
manufacturing partners (Sonos,  
Legrand, Schneider Electric),  
TaHoma® can now control  
products by 19 leading home  
equipment brands.

## *Openness*

**+ 4**  
Amazon Alexa,  
IFTTT, Assistant Google,  
Apple HomeKit: Somfy  
smart products are  
compatible with the  
main voice control  
platforms and services  
on the market.

In summer 2018,  
Somfy will open  
up its API\*.  
This will enable other  
construction and  
smart home players  
to incorporate controls  
for Somfy products into  
their solutions.

\* Application Programming Interface

## *Access to Smart Living*

**2M**

smart products that  
use our solutions.

## *Regional roll-out*

**> 35**

countries sell TaHoma®, Somfy's Smart  
Living platform for the home, compared  
with 25 at end 2016.

**200,000**

homes connected  
to TaHoma®.

## *Reputation*

A first! In 2017, the Somfy brand  
exhibited at two consumer electronics  
fairs: CES in Las Vegas in January and  
IFA in Berlin in September.

# User experience in Europe, the Middle East & Africa

SERVICES, SUPPORT, ONLINE CUSTOMER RELATIONS... IN EUROPE, THE MIDDLE EAST & AFRICA (EMEA), SOMFY IS STEPPING UP INTERACTION WITH USERS WHEREVER THE PRESENCE OF ITS DISTRIBUTION AND TRADE CUSTOMERS IS USEFUL. THE AIM IS TO SMOOTH CONSUMERS' TRANSITION TO THE SMART LIVING ERA.

01

## Get information

- Somfy websites in 37 countries.
- 3,000 Somfy Expert installers in EMEA.
- 1,500 DIY superstores and consumer electronics stores in 11 countries including the UK, Germany, and Italy since 2017.

02

## Buy

### From our installer partners:

- +10% in sales via installers in 2017.
- +25% in sales via electricians, a channel that now has its own dedicated sales force in France.

### Self-install products:

- 10% of Somfy's products are available on e-commerce sites such as Amazon.

### New-build homes with pre-installed smart products:

- 3,500 units delivered by developers in 2017.

03

> 10,000

QUALIFIED INQUIRIES IN 2017

## Get products installed

- Using the service provided by partner installers. In 7 countries including Greece, Poland, and the Czech Republic since 2017.



04

## Get support

- On **Somfy's consumer forums** available in 6 countries including the Netherlands, Poland, and English-speaking countries since 2017. > 3 million videos viewed in 2017.
- Demo **videos** on Somfy's YouTube channel. The most popular video has been viewed 964,000 times.
- In France, **Sight Call** is a new service that allows Somfy's Consumer Support team to help users as if they were in their home, using their smartphone camera. 95% satisfaction rate in 2017.

### OVERVIEW OF THE EMEA\* REGION:

**37** TERRITORIES

**73%** OF SOMFY GROUP SALES

**+9.9%** GROWTH IN REAL TERMS IN 2017

**78%** OF OUR SMART SOLUTIONS SOLD VIA OUR TRADE CUSTOMERS

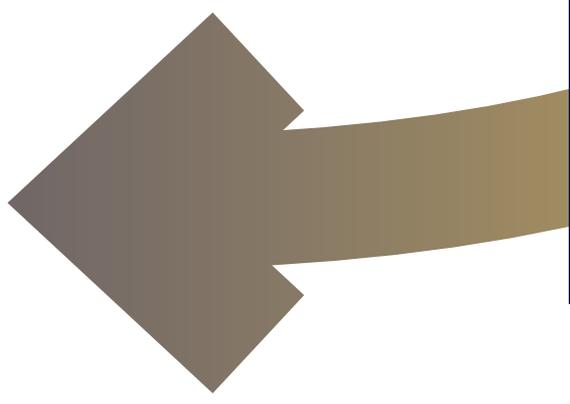
**89%** OF TAHOMA® USERS WOULD "RECOMMEND IT TO A FRIEND"

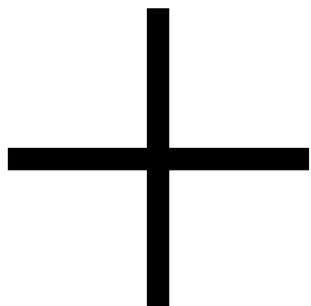
\*Figures exclude the BFT and Dooya brands

05

## Repair/ Upgrade

- The **Somfy Assistance** service, provided by partner installers, is available in 5 countries, and will soon be in Poland and Portugal. > 7,000 qualified inquiries in 2017.
- A **smart maintenance** service will be launched at the end of 2018 in France and Germany. Somfy's installer customers will be able to support users of smart products remotely, reconfiguring products and checking batteries.





**GROWTH**  
IN THE CONNECTED SOLUTIONS  
ACTIVITY (MOTORS AND CONTROLS),  
ON A LIKE-FOR-LIKE BASIS



# **02 *Being innovative on the interior products market***

Interior solutions for houses and collective housing is our main source of growth potential due to the low rate of motorization (2%).

To turn this into a mass-consumption market, Somfy is developing innovative new motorized systems that are easy to install and use.

They are autonomous, silent, and smart. The Group is also consolidating its world leadership in the commercial buildings segment.



**SAN-DIEGO (USA)  
NOVEMBER 2017**



**S**ilent and autonomous thanks to its integrated battery, the motor for interior blinds, **Sonesse 30 Wirefree (Li-ion) RTS**, won “Best Product” at Cedia 2017, the United States’ leading trade show, which was held in San Diego in November. It proved to be a commercial success in North America in 2017 and will be rolled out worldwide in 2018.



**STUTT GART (GERMANY)  
FEBRUARY 2018**

**A**t the R&T 2018 trade show held in Stuttgart at the end of February, Somfy unveiled **Animeo Connect**, its new smart solution that automatically controls **solar protection systems in commercial buildings**. It represents three innovations on the market:

- Thanks to its IP (Internet Protocol) system, all products can connect **wirelessly** to the building’s IT network, reducing installation costs,
- Faults can be located and analyzed remotely, saving time for installers and building managers,
- **To enhance comfort** in every room, occupants can adapt the position of blinds using their smartphones. **To improve take-up of the automatic system**, they receive information on the amount of energy saved in the building.

Animeo Connect is an open system that interacts with lighting, ventilation, and air conditioning. Combined with high-precision sensors, it means **energy savings can be managed even more efficiently** in every room and for the building as a whole.



**EUROPE - MIDDLE EAST - AFRICA**

**A**t the end of 2018, Somfy will launch its first motor for blinds with **io-homecontrol** bidirectional communication. Home interior devices will be fully integrated into the **Smart Living applications** enabled by the TaHoma® platform.

# *Asia-Americas*

## *Making interiors*

### *intelligent*

In 2017, Somfy created the conditions to launch, in mid-2018, a major innovation offensive to accelerate the roll-out of Smart Living applications relating to blinds and curtains, Somfy's key home products in Asia-Americas.



#### **Two priorities: silence and autonomy**

*Silent motors and ease of installation are expected by users of blinds and curtains. While continuing to expand its range of ultra-silent Sonesse motors, Somfy is gradually adding a new feature: autonomous wireless operation using an integrated rechargeable battery. The first silent, autonomous smart motor (Zigbee) will go on sale at the end of 2018. In time, this range will meet all market needs.*

### **MOTOR INNOVATION**

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#### **Zigbee 3.0 makes blinds and curtains intelligent**

In the second half of 2018, Somfy will start selling motors that use the “open” communications protocol, Zigbee, in North America and Asia. With this bidirectional solution, consumers in these countries will for the first time benefit from the functionality of data feedback, to inform users on the status of their blinds and curtains (open, closed) and also to enable interaction with products from other brands. It will also mean benefiting from all the applications of Smart Living. With Zigbee, Somfy is entering an important new stage in the development of its smart solutions in Asia-Americas, where its European bidirectional communications protocol (io-homecontrol) is not authorized.

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## APPLICATIONS

### Bespoke comfort thanks to TaHoma®

To benefit from all the potential of the applications of its new smart motors in Asia-Americas, Somfy will launch its Smart Living platform, TaHoma®, in the region during 2018. As in Europe, it will be paired with an app to control products remotely and create lifestyle settings. This multi-product, multi-brand version of TaHoma® will be able to control applications alongside blinds and curtains: lighting, wireless music systems, TV, and Amazon Alexa, the virtual assistant. Other partnerships will follow.

### PROTECTING VISUAL, THERMAL AND PRIVACY COMFORT

For people who live in North America and Asia, Somfy designs specific applications relating to blinds and curtains around the combined management of natural/artificial lighting and the quality of the indoor environment. For example, to help occupants wake up gently, shutters can be raised gradually, in harmony with the lighting and music or radio. These settings can be programmed by voice command or by touch (via the smartphone app or wall panel). They can also be activated automatically using the associated light sensor or, when the occupant leaves or enters, using the geolocation feature on their smartphone.

## ORGANIZATION

*The Connected Solutions Activity has opened an office in Hong Kong to oversee the roll-out of these new products in order to reflect the market's demands.*

### OVERVIEW OF THE ASIA-AMERICAS REGION:

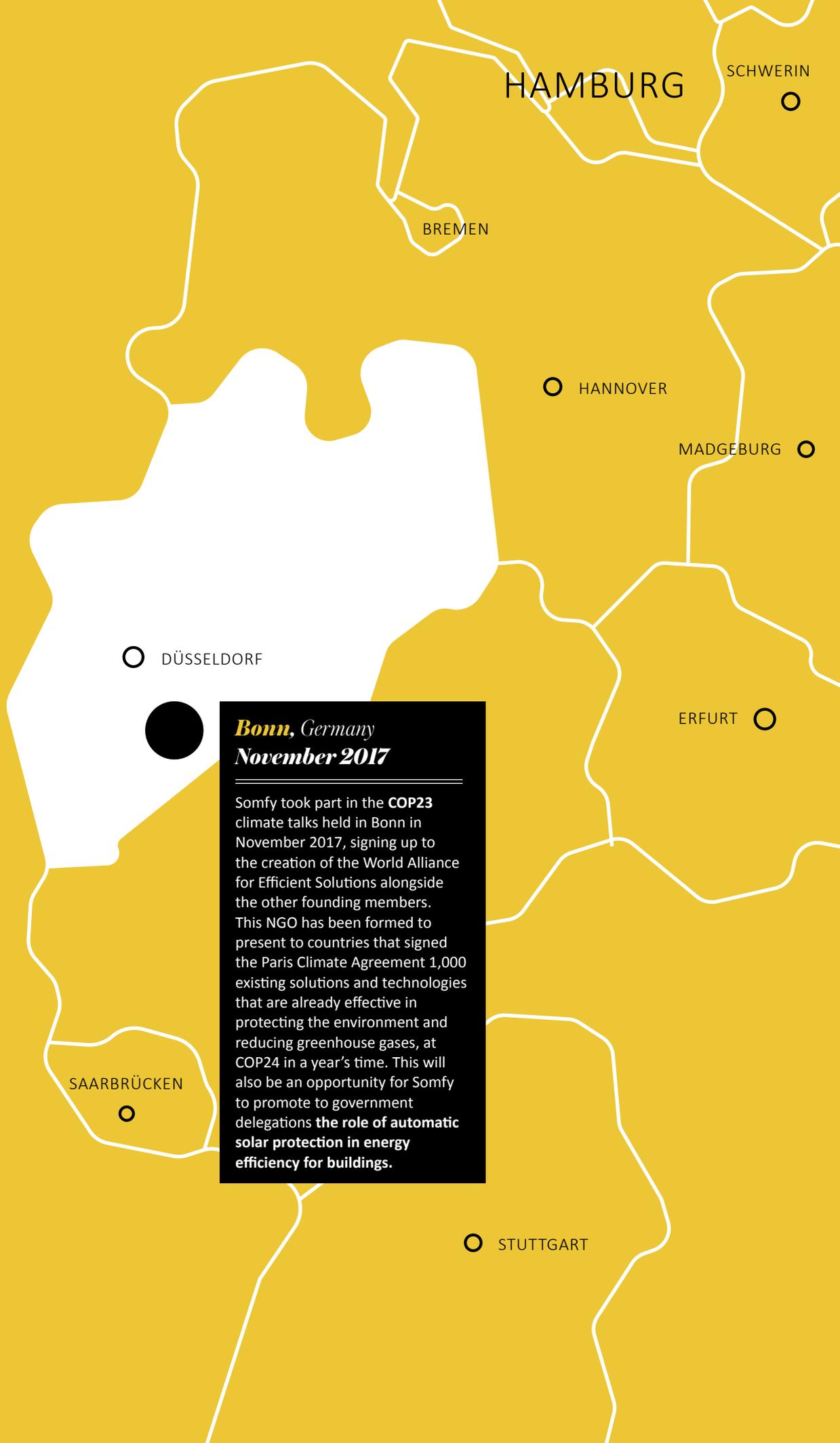
- 20** territories
- 27%** of the Somfy Group's turnover
- +11%** growth in real terms in 2017
- 60%** of our sales of interior solutions (commercial and residential)
- +20%** growth in these solutions in the residential segment in 2017

## DISTRIBUTION



### New channels to expand the market

To turn smart, motorized blinds and curtains into mass-consumption products, Somfy is creating specific distribution channels that suit the needs of each country. In the United States, the market is being developed in partnership with manufacturers of end-products. To reach consumers directly, Somfy products are also sold in interior decoration stores, in which the network is continuing to roll out its products in India and Singapore. In Asia, the brand also targets property developers for apartments in vertical residential buildings. It also targets consumers via e-commerce websites.



***Bonn, Germany***  
***November 2017***

Somfy took part in the **COP23** climate talks held in Bonn in November 2017, signing up to the creation of the World Alliance for Efficient Solutions alongside the other founding members. This NGO has been formed to present to countries that signed the Paris Climate Agreement 1,000 existing solutions and technologies that are already effective in protecting the environment and reducing greenhouse gases, at COP24 in a year's time. This will also be an opportunity for Somfy to promote to government delegations **the role of automatic solar protection in energy efficiency for buildings.**



○ MÜNCHEN

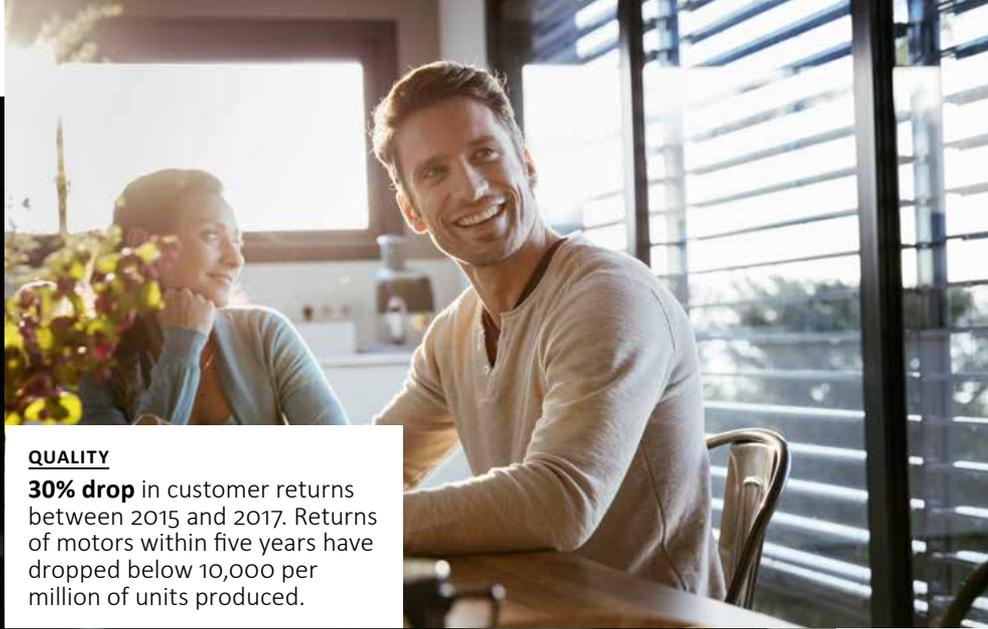
○ POTSDAM

DRESDEN ○

BERLIN

# **03 Strengthening our operational excellence**

The operational excellence of our people is essential to offer faultless quality to our customers and users, and perpetuate our sustainable business model in an increasingly competitive environment. Consolidating this operational excellence requires constant attention to customer satisfaction and great agility in order to innovate on our markets while curbing rising expenditure.



**QUALITY**

**30% drop** in customer returns between 2015 and 2017. Returns of motors within five years have dropped below 10,000 per million of units produced.



**INNOVATION**

Multi-skilled teams, autonomous decision-making wherever customer satisfaction is at stake, close cooperation with R&D and Somfy France, direct contact between operators and customers: in the space of a few years, the **Cluses plant** has acquired the agility it needs to manufacture innovative, highly technical products.



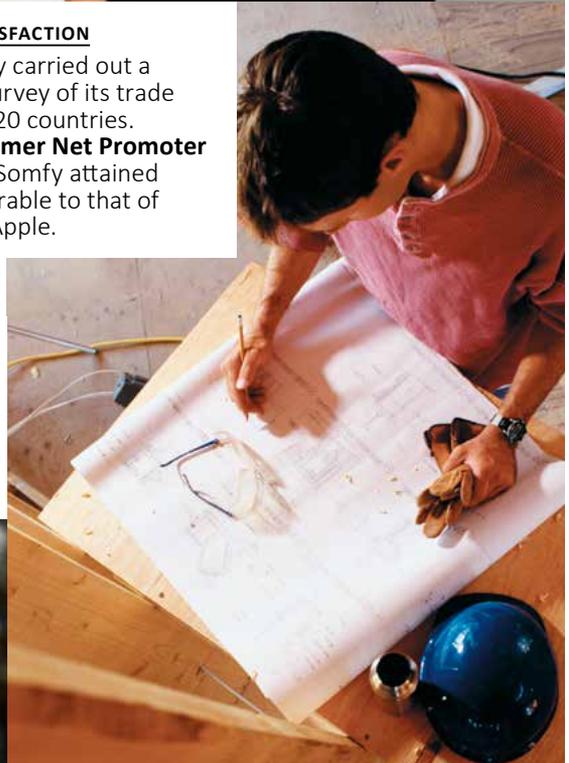
**CUSTOMER SATISFACTION**

In 2017, Somfy carried out a satisfaction survey of its trade customers in 20 countries. With a **“Customer Net Promoter Score”** of 69, Somfy attained a level comparable to that of Amazon and Apple.



**OPTIMIZATION**

The implementation of standardized **inventory** control across the Group has already led to a two-week inventory reduction in 2017.



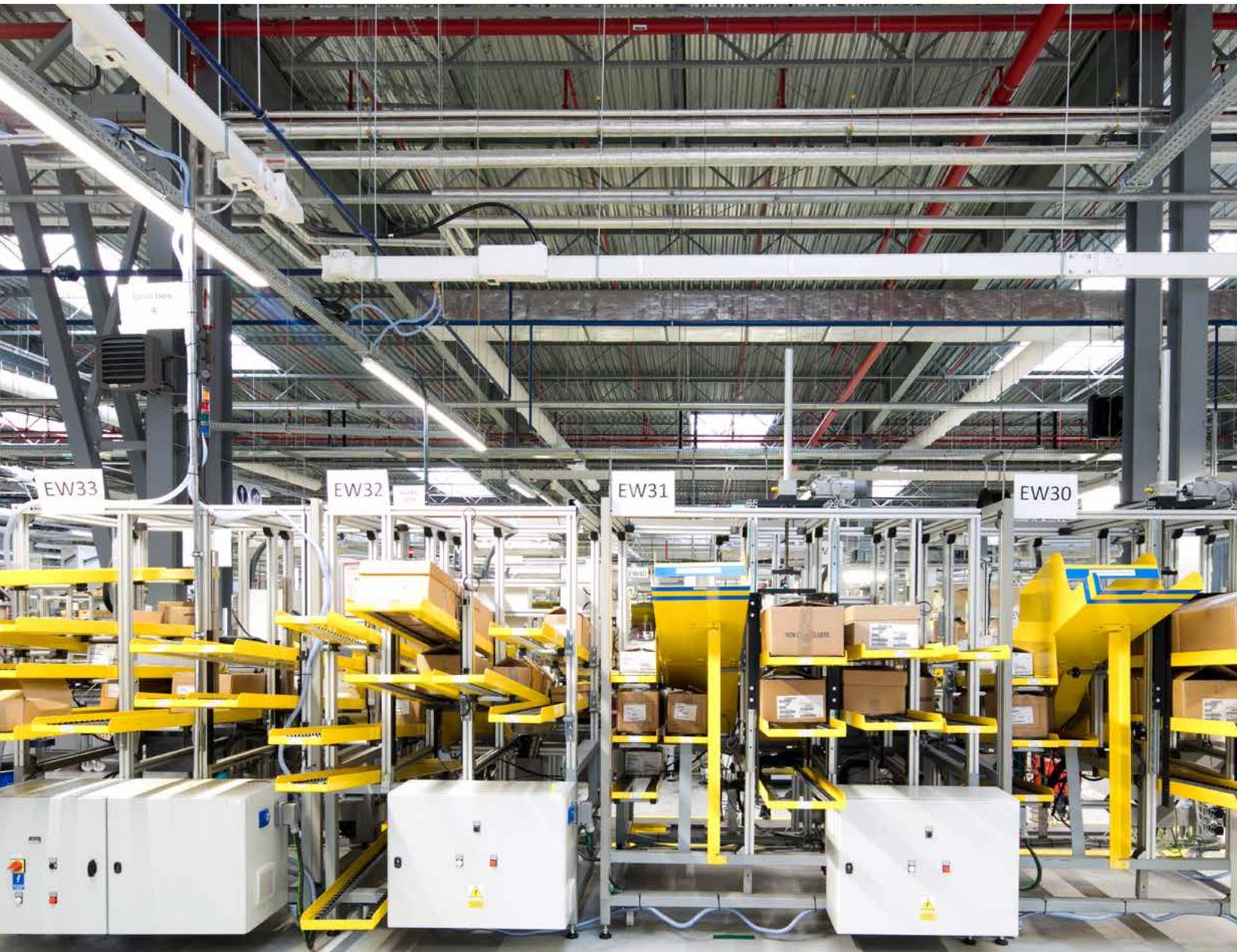
# ***SOPEM (Poland)***

## ***A manufacturing site dedicated to customer satisfaction***

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TO ACHIEVE ITS TARGETS, SOPEM IS LEVERAGING EVERY ASPECT OF OPERATIONAL EXCELLENCE, FROM CONTRIBUTING TO THE GROUP'S CONTINUOUS GROWTH IN SALES TO UNDERTAKING TO DELIVER TO POLISH AND CZECH CUSTOMERS WITHIN 24 HOURS, AND LEADING INNOVATION IN MOTORS FOR EXTERNAL VENETIAN BLINDS.

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◀ EVERY MORNING AT 10 AM, THE VARIOUS PRODUCTION LINE TEAMS GET TOGETHER TO REVIEW THE KEY INDICATORS OF **OPERATIONAL EXCELLENCE** FOR THE PREVIOUS DAY, COVERING SAFETY, QUALITY, LEAD TIMES AND COSTS.

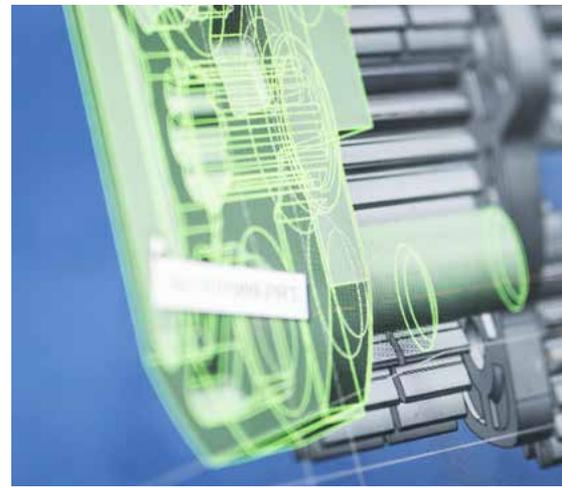
◀◀ THE PRIMARY PURPOSE OF THE SOPEM PLANT, WHICH OPENED IN JANUARY 2014, IS **TO SUPPORT GROWTH** IN THE GROUP'S SALES.

The Sopem site reflects the surrounding suburbs of Kraków, where it opened early in 2014: both are undergoing rapid development. At its logistics center, which delivers products within 24 hours to customers in Poland and the Czech Republic, the surface area has just been doubled. The offices are brand new in the R&D center, which specializes in motors for square external Venetian blinds, a product that is very popular

in German-speaking countries. The factory, which will assemble 2.6 million motors in the year 2018, is entering its final expansion stage, *"in order to keep one step ahead,"* says Sébastien Fonta, Site Director. In just a few years, Sopem will reach its cruising speed with an annual production of five million units. The reason for Sopem's constant expansion is that the site has been absorbing most of Somfy's worldwide >>>

»» growth for the past four years. This is particularly true for neighboring countries of Central and Eastern Europe, where the Group's business grew by 11.1% like-for-like in 2017. The site must achieve faultless quality and respect customer deadlines, but also curb costs and observe safety rules: these key indicators of operational excellence are monitored by the site's 450 employees on a daily basis. Every morning, they review their team's results for the previous day. 80% of the day's problems are resolved directly within each entity. The remaining 20% are handled in the afternoon by management. There are two objectives: to get all

indicators back to green as quickly as possible, and to treat the root causes. "Sopem benefits from continuous improvement based on cooperation and individual responsibility," Fonta continues. "In 2017, we held 30 internal workshops on specific themes and received more than 300 ideas for improvement from our employees. We're also increasing the direct analysis in the factory of motors returned by customers so that we deal with problems faster and can constantly learn from the problems we encounter." The results speak for themselves: in one year, the rate of returns has been halved for the Sonesse range of silent motors.



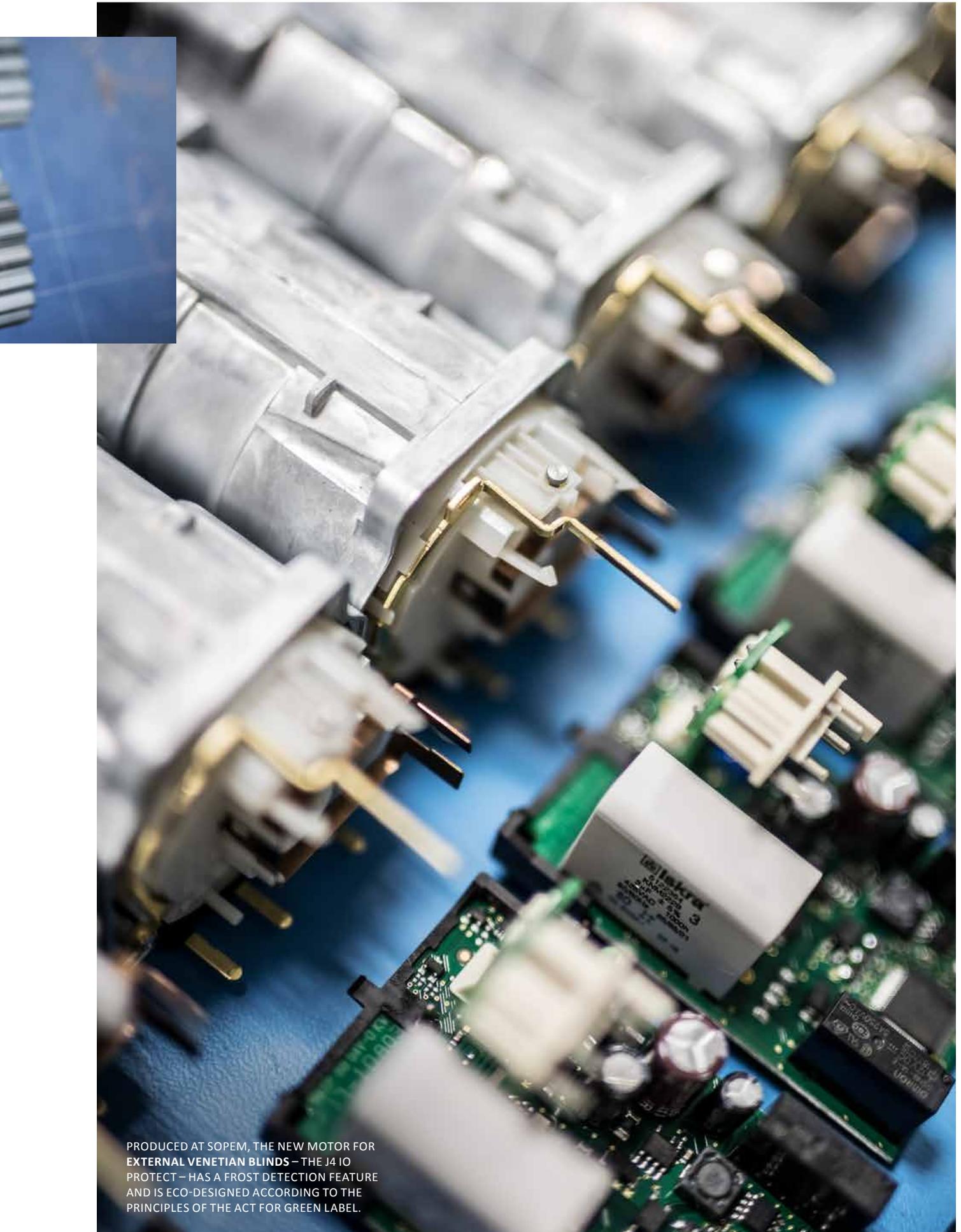
▲ **THE R&D CENTER** OPENED IN 2017 AND LEADS SOMFY'S INNOVATION IN AUTOMATIC CONTROLS FOR EXTERNAL VENETIAN BLINDS. IT IS WELL PLACED TO FULFILL CUSTOMERS' NEEDS, AS CENTRAL AND EASTERN EUROPE ARE THE MAIN MARKETS FOR THESE PRODUCTS.



◀ **SOPEM IS GRADUALLY LOCATING ITS SUPPLIERS CLOSE TO THE PLANT. TO REDUCE WASTE, THEY HAVE INTRODUCED REUSABLE AND RETURNABLE PACKAGING** FOR THE SUPPLY OF COMPONENTS.

▼ **THE PLANT'S PRODUCTION – MOTORS AND CONTROL POINTS – IS DESTINED FOR CUSTOMERS AROUND THE WORLD AND A WIDE RANGE OF PRODUCTS: INTERIOR BLINDS, ROLLING SHUTTERS, EXTERNAL VENETIAN BLINDS, AND SHOP GRILLES.**

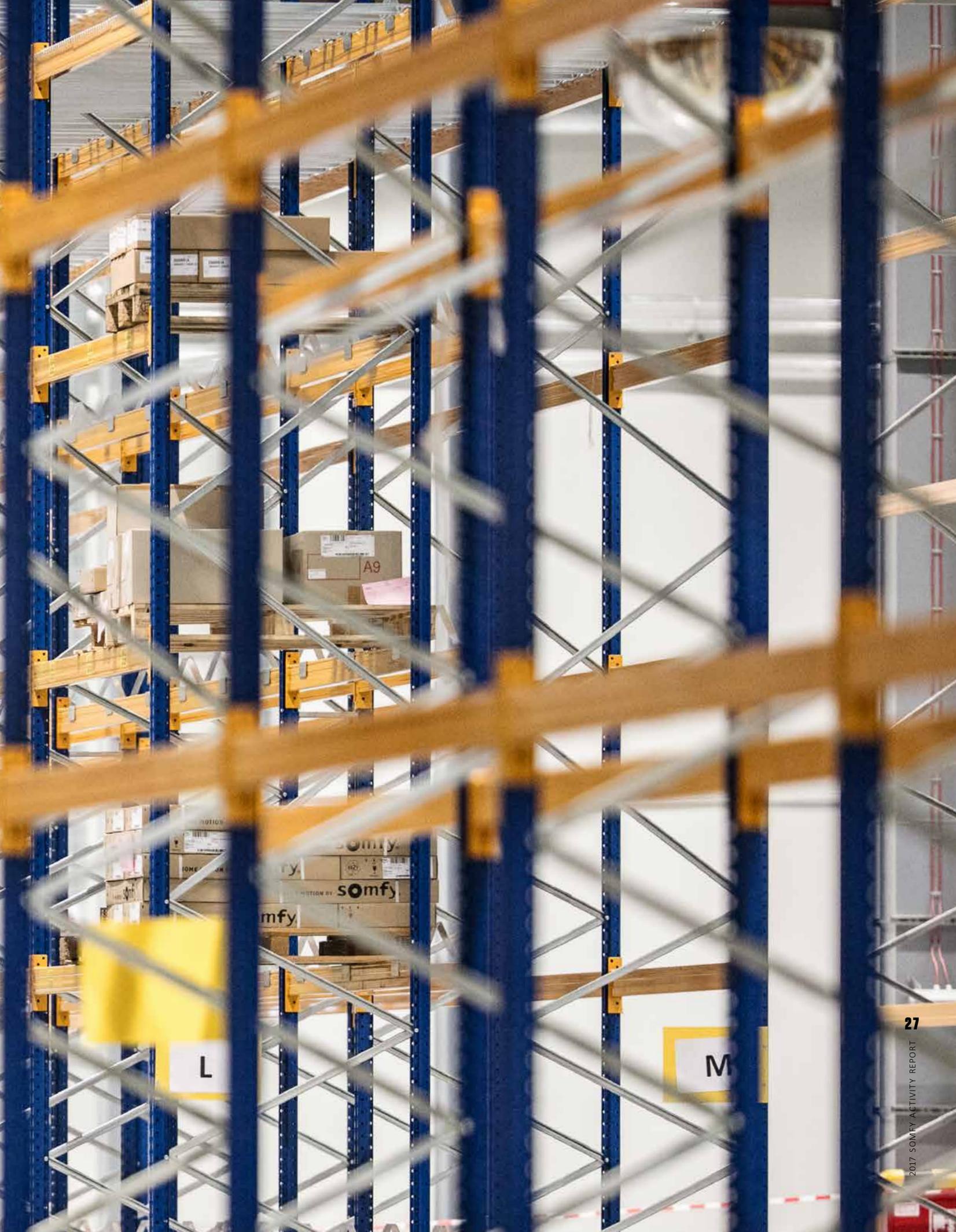




PRODUCED AT SOPEM, THE NEW MOTOR FOR EXTERNAL VENETIAN BLINDS – THE J4 IO PROTECT – HAS A FROST DETECTION FEATURE AND IS ECO-DESIGNED ACCORDING TO THE PRINCIPLES OF THE ACT FOR GREEN LABEL.



HAVING DOUBLED IN SURFACE AREA AT THE BEGINNING OF 2018, **THE SOPEM LOGISTICS PLATFORM** ACTS AS A DELIVERY HUB TO SERVE CUSTOMERS IN THE RAPID-GROWTH REGIONS OF EASTERN EUROPE. IT PROMISES DELIVERIES WITHIN 24 HOURS FOR POLAND AND THE CZECH REPUBLIC. SEVENTY PERCENT OF GOODS DISPATCHED FROM THE PLATFORM ARE ASSEMBLED IN OTHER SOMFY PLANTS. THE PLATFORM ALSO DISPATCHES PRODUCTS MADE AT THE SOPEM PLANT TO OTHER LOGISTICS CENTERS AROUND THE WORLD.



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# 04 **Becoming better together**

Present in 57 countries, our people act as a federation of entrepreneurs linked by shared values and a corporate plan: *to inspiring better living environments accessible to everyone.* Through its corporate culture – the Somfy Spirit – which encourages personal fulfillment, and its social and environmental actions, which are a source of pride, Somfy creates the conditions for the commitment required for our collective performance.



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**AUDREY BAJEUX, QUALITY TEAM MEMBER AT THE CLUSES FACTORY (FRANCE)**

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“I started working at the Cluses factory in 2007 as an operator, before joining the Quality team. Today, I specialize in analyzing motors for rolling shutters in the Smart & Smooth range that are sent back by our integrator customers. The smart motor means that we can carry out very detailed diagnostics in the factory to identify the problem. So when everything points to the issue not coming from the product or from our manufacturing procedures, but from incorrect handling, I go directly to our customers to test with them the motors they send back. Together, we arrive at a shared diagnosis of the cause of non-quality, which then enables the customer to take corrective measures. This process benefits everyone: our customers appreciate that Somfy is working with them, and we are constantly learning about their difficulties so that we can keep improving.”

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**AURÉLIE ZILBER, HEAD OF THE END-USER BU AT SOMFY IBERIA (SPAIN)**

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“Because Somfy has a matrix organizational structure, our success depends largely on cooperation between our different entities. The new Leadership & Management Academy, which I attended recently, emphasizes this point. To prepare for the training, I interviewed the internal partners of my End-User team, which has only been in existence for six months: from logistics, marketing, and the End-User expertise center. We identified strong points as well as areas to work on in terms of our cooperation. This diagnosis allowed us to put in place an action plan as well as introduce some social events with our colleagues so that we see each other outside the purely operational process. Through this very practical training program, which included role-play, I realized that communication and my attitudes as a manager are essential to improve the way my team cooperates with the others. Since then, we’ve reviewed our modes of operation at every team meeting.”



*“Uniting our strengths to create new applications for Smart Living.”*



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**BRUNO VIGNON, DIRECTOR OF SOMFY HIGH SECURITY**

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“The integration of a company doesn’t happen by itself. It depends on whether the teams want to cooperate – or not. When Somfy acquired Myfox in October 2016, the ambition was clear: to draw on the strengths of this pioneer in smart security and its expertise in the digital user experience to strengthen Somfy’s presence in this segment. And to expand our own range of security products: alarms, video phones, cameras. From the start, it was everyone’s desire to respect and protect the other teams’ differentiating strengths. Out of this came shared projects including switching Somfy’s alarm for trade customers to Myfox’s Cloud platform, which is very robust in terms of services and video. As a result, the desire to work together emerged naturally. At the end of 2018 we’ll launch our first Pro alarm, which we developed together.”



*“Fighting poor housing with  
the Somfy Foundation”*

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**LINDA ROSE, ASSISTANT IN THE PURCHASING DEPARTMENT OF SOMFY SAS (FRANCE)**

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“I’m interested in the charities that have been supported by the Somfy Foundation over the past four years. In 2017, 20 of us in the Purchasing department helped renovate a youth center for vulnerable young people for Apprentis d’Auteuil. A year ago, the Chairwoman of the Lecordier Fund came to Somfy to talk about specific problems faced by homeless women, such as having to keep walking all night to stay safe. This situation stayed in my mind, and on the brainstorming day held by the Somfy Foundation in November, I worked with ten colleagues on the challenge set by this charity: to find the right messages to fight prejudice and ignorance about the experiences of women who live on the streets. When I got home that day, I set up a standing order of €15, which is the cost of a monthly personal hygiene kit. It’s important to redistribute some of the luck that life gives us.”

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**STEFAN SINNBERG, SALES OUTLETS & EVENTS MANAGER  
FOR THE CENTRAL EUROPE BA (GERMANY)**

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“More than 450 German and Austrian customers accepted our invitation to come to the three German stages of the 2018 Biathlon World Cup. Since 2005, Somfy has been honored to sponsor the French biathlon “champions” team, including Martin Fourcade. This high-suspense, thrilling sport gives us an opportunity to get together outside the usual context of our sales environment. This season we placed even greater emphasis on the “privilege” aspect, giving our customers behind-the-scenes access at the event. For example, we arranged a visit to the shooting range, with an exercise session once the competition was over, and another to the Somfy-branded wax truck, where the 320 pairs of skis belonging to Team France are stored. And of course, there was time for our customers to chat with the athletes themselves.”



*“Sharing exciting  
times with our  
customers, thanks  
to the Biathlon”*

# 2017 results

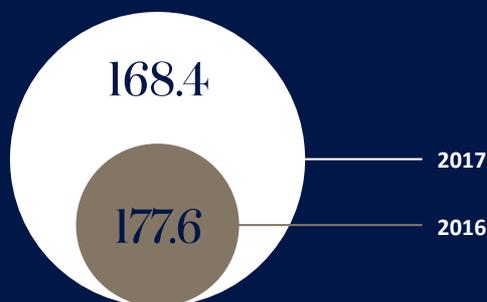
## SALES IN € MILLION

Sales totaled €1,246.6 million for the year 2017, up 10.1% in real terms and 10.3% on a like-for-like basis, made up of 8.5% for the first half and 12.3% for the second half.



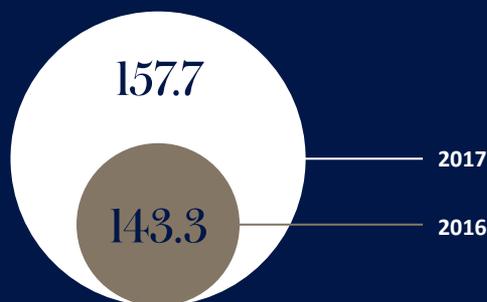
## CURRENT OPERATING RESULT IN € MILLION

Current operating result for the year amounted to €168.4 million. It represented 13.5% of sales and a decline of 5.2% in real terms. On a like-for-like basis, the current operating result remained stable at €178 million, which was 14.3% of sales.



## NET PROFIT IN € MILLION

The net profit totaled €157.7 million, up 10.1% Excluding tax relief, it would be €135.4 million, down 5.5%.



## INTANGIBLE AND TANGIBLE NET INVESTMENTS IN € MILLION



At €64.5 million (the same as in 2016), intangible and tangible investments were maintained at a steady level, in line with the Group's strategy.

## CASH FLOW IN € MILLION



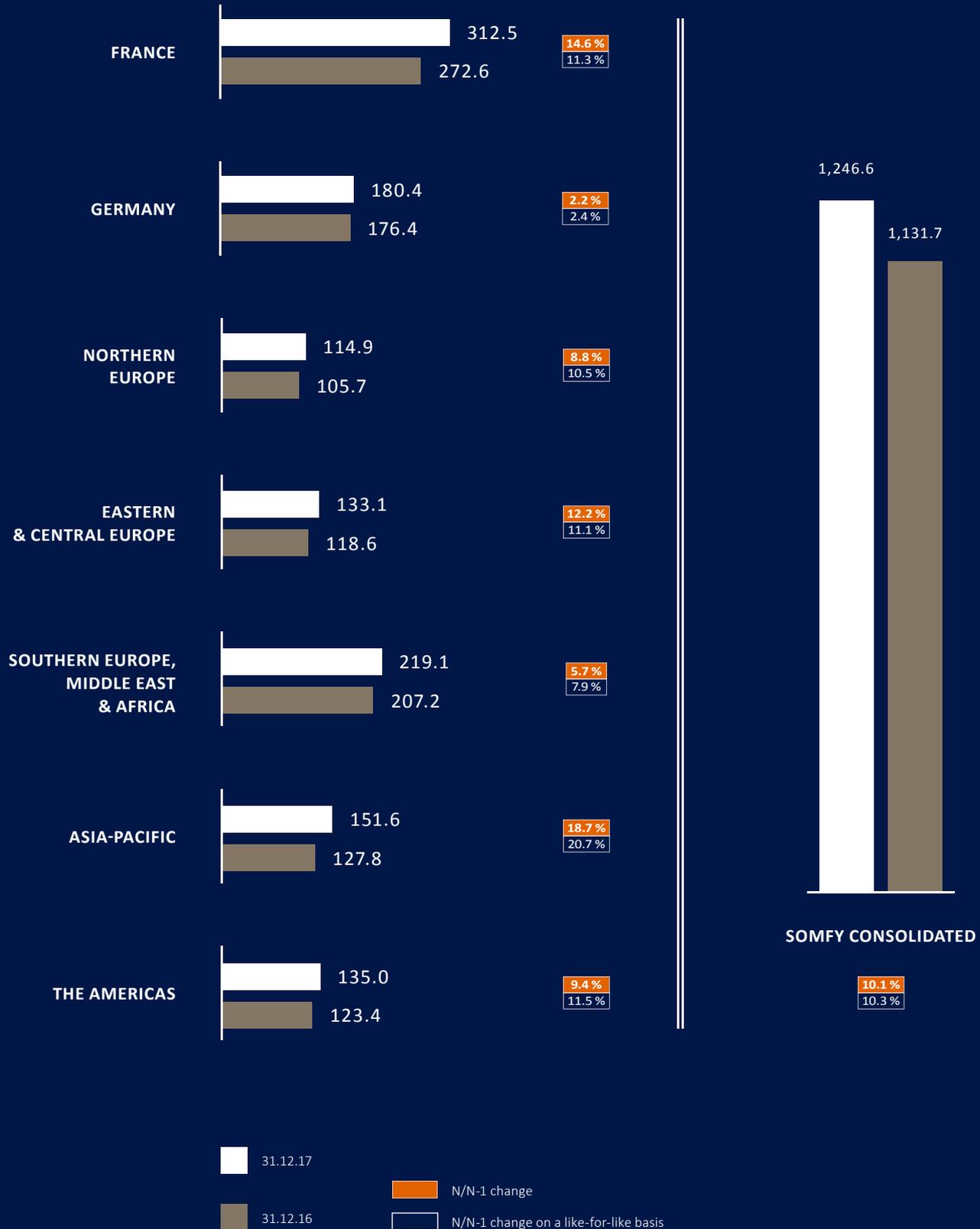
Cash flow totaled €208.1 million, up 14.5% compared to 2016.

## NET FINANCIAL SURPLUS IN € MILLION



The net financial balance rose significantly and remained a surplus, at €104.6 million at end December.

## SALES BY CUSTOMER LOCATION IN € MILLION



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*Thank you to  
our champions*



**“PHÉNOMÉNAL”**  
“FABULEUX” “ÉPOUSTOUFLANT” “BRAVO”  
“SUBLIME” “MAGIQUE” **somfy.**

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