

































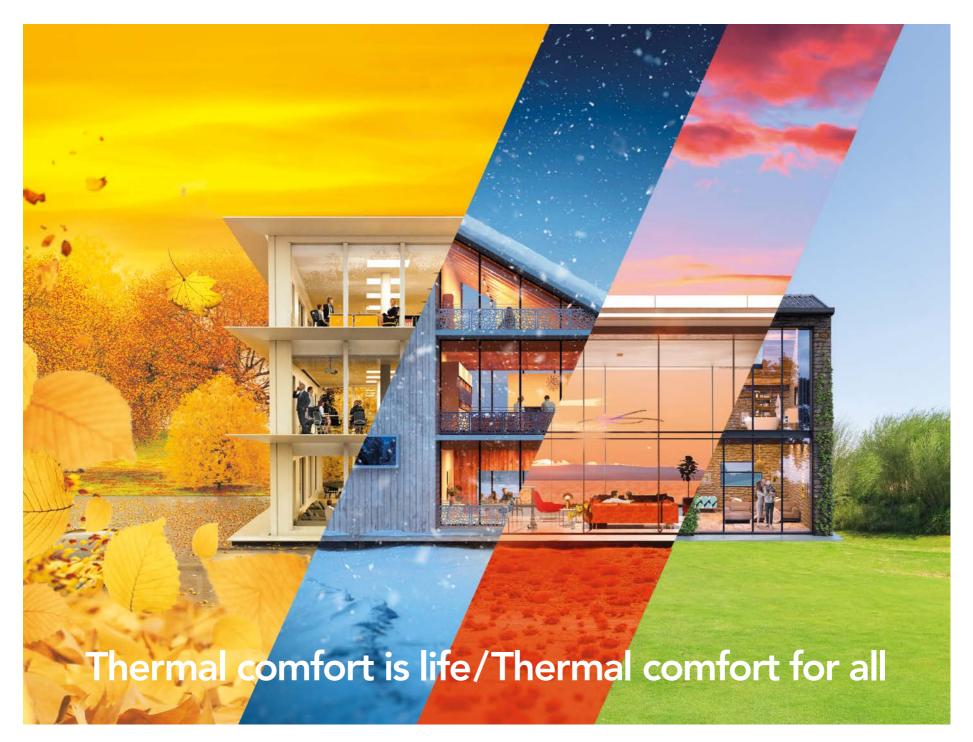
P.06

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ACV.

ORCON

We help meet people's fundamental health, hygiene and well-being needs.	
2.Eco-efficient solutions We innovate to reduce energy consumption and increase the use of renewable energy.	P.12
3.Global ambition We make thermal comfort accessible to all.	P.22
4.Family values We encourage trust, independence and long-term commitment.	P.32
5.Constant growth We are growing all the while staying true to our French origins and promoting balance in the development of our businesses	P.44

1. Essential purpose









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.



SHARED GOVERNANCE





...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. 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.







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













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_2 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



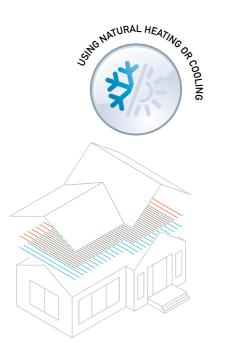
We have developed smartphone and tablet apps for remotely controlling and piloting appliances.

Using one single shared application, users car 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!





"This innovation helps reduce primary energy consumption (PEC), an easy way to lower energy bills and CO₂ 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



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."

AREA MANAGER GERMANY - SWITZERLAND - AUSTRIA



■ The heat pump: the flagship product for renewable energies



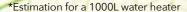


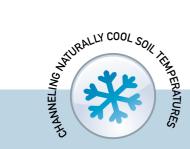














Air conditioning: transitioning towards greener appliances

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





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 m² 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."





450
TECHNICAL PATENTS

400
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.



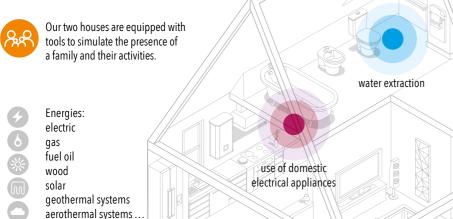


Research Centre for Thermal Comfort / Developing effective thermal comfort solutions for everyone requires a thorough understanding of all of the factors weighing on their energy and economic performance, while also working with tangible data. That's why we created the CRCT.

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.



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.

open shutters

lighting

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



REDUCING OUR ENVIRONMENTAL FOOTPRINT



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

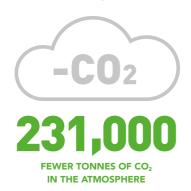
We have decided to commit ourselves to take on the following very concrete challenges: Bringing the amount of energy used during manufacturing under control, minimising consumption during product use, reducing waste and developing a policy of responsible purchasing...

"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_2 emissions into the atmosphere are greatly reduced.



Sustainable Development Booklet



*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.

that allows for considerable reduction of our water consumption. Our GA Izmir plant now

GROUPE ATLANTIC IS A

MEASURES THE

A RESPONSIBLE PURCHASING POLICY





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.



FOUNDING MEMBER OF THE P.E.P. (PRODUCT EN-VIRONMENTAL PROFILE) ASSOCIATION*, WHICH **ENVIRONMENTAL IMPACT**



"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."

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.



GROUPE ATLANTIC WORLDWIDE* Asia 2 commercial offices 2 industrial sites **Africa** 1 commercial site 3 industrial sites Middle East 2 commercial sites 3 industrial sites 28 INDUSTRIAL SITES **America** FRANCE **AUSTRIA** Fontaine INDIA THAILAND UKRAINE - Knittelfeld - Merville Saint-Louis - Dehradun (JDA) - Rayong (JV) - Odessa 3 commercial sites - Billy-Berclau Meyzieu BELGIUM - Trappes - Vinay UNITED KINGDOM **TUNISIA** - Seneffe - Aulnay-sous-Bois - Hull - Boz - Tunis - Pont-de-Vaux - Blackpool **EGYPT** Cauroir **GEORGIA** TURKEY SLOVAKIA - Cairo (x2)(JV) - Orléans - Torbali - Kutaisi - La Roche-sur-Yon - Nová Dubnica - Izmir - Yozgat GERMANY CHINA UNITED STATES **NETHERLANDS** UNITED KINGDOM TURKEY - Geldersheim - Blackwood - Veenendaal - Istanbul - Beijing - Hull 38 COMMERCIAL Sites - Weiden - Warwick - Blackpool - Mülsen **EGYPT POLAND** - Fife UKRAINE FRANCE - Warsaw - Cairo - Poole - Kharkov (JV) **AUSTRIA** - Bourg-la-Reine - Włocławek - Sudbury - Knittelfeld - La Roche-sur-Yon UNITED VIETNAM ARAB EMIRATES **PORTUGAL** - Mevzieu RUSSIA - Ho Chi Minh **BELGIUM** - Orléans - Lisbon - Dubai - Moscow (x2) - Aartselaar (Representative office) - Toussieu - Dworp CZECH REPUBLIC **SWITZERLAND** SPAIN ITALY - Prague - Ruswil CHILE Castelldefels - Castronno - Hergiswil - Santiago (JV) - Conegliano

- Faenza

*Data as of January 1, 2020





GROUPE ATLANTIC / GLOBAL AMBITION

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



"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



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!

STAYTUNED FOR AN ORIGINAL AND INTERCULTURAL PROJECT....



GROUPE ATLANTIC BRANDS



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

INTERNATIONAL BRANDS:

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.

"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

MULTI-COUNTRY BRANDS*:

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

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

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 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:

systems, all easy to install when renovating your home, on sale in France to the mass market.

Keston

The specialist in "twin flue" condensing boilers for light commercial and larger domestic properties in the United Kingdom.

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

Framworthy 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.

*Sold in fewer than five countries

























"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.

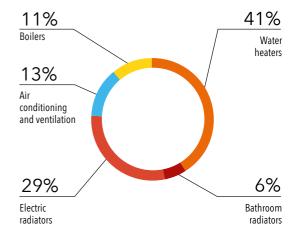
Our solutions are reliable and easy to implement. They promote energy savings and ease of use; ideal temperature and indoor air quality.

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

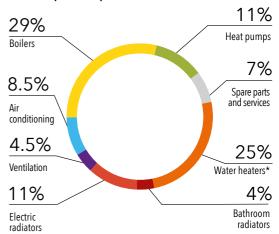


Over the years, GROUPE ATLANTIC has substantially diversified its product offering.

Turnover breakdown In 1999 (€290M)



Turnover breakdown In 2019 (€2.2BN)

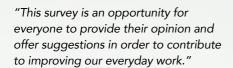


^{*}electric, solar and heat pump water heaters

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



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*.





are confident in the Group's future

and proud to work there

"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



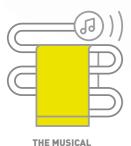
GROUPE ATLANTIC has been named "Top Employer" in France for 10 years.

"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



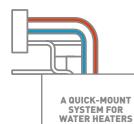


TOWEL DRYER

SPARE PARTS ORDER TRACKING BY SMS



INTEGRATION OF USB PORTS INTO CERTAIN PRODUCTS



(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.

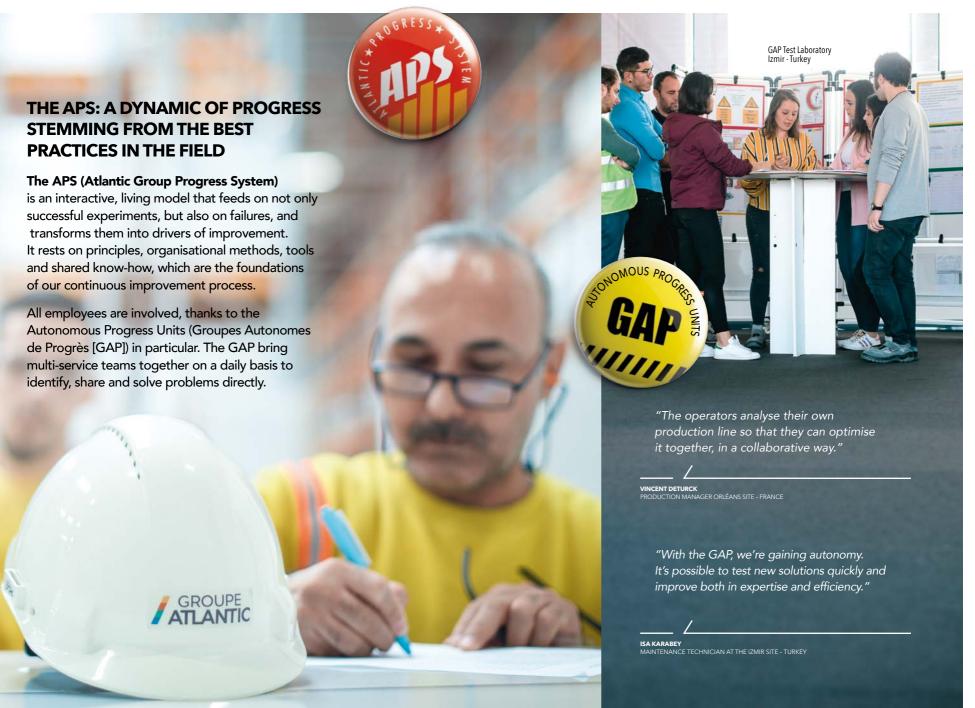
"My idea involved a new design for radiators. Going from the idea to the finished, functional product was a great source of satisfaction for me. And the actual implementation of the prototype at the Fab Labs allowed me to acquire new skills."

"Nicolas 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 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

*Figures for 2018 – France

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

GROUPE 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."

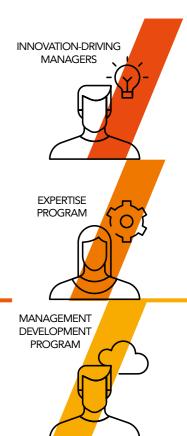
VÉRONIQUE PIN. DIRECTOR OF HR COMMUNICATION AND RECRUITMENT

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





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

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. Institution of Occupational Health and Safety

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

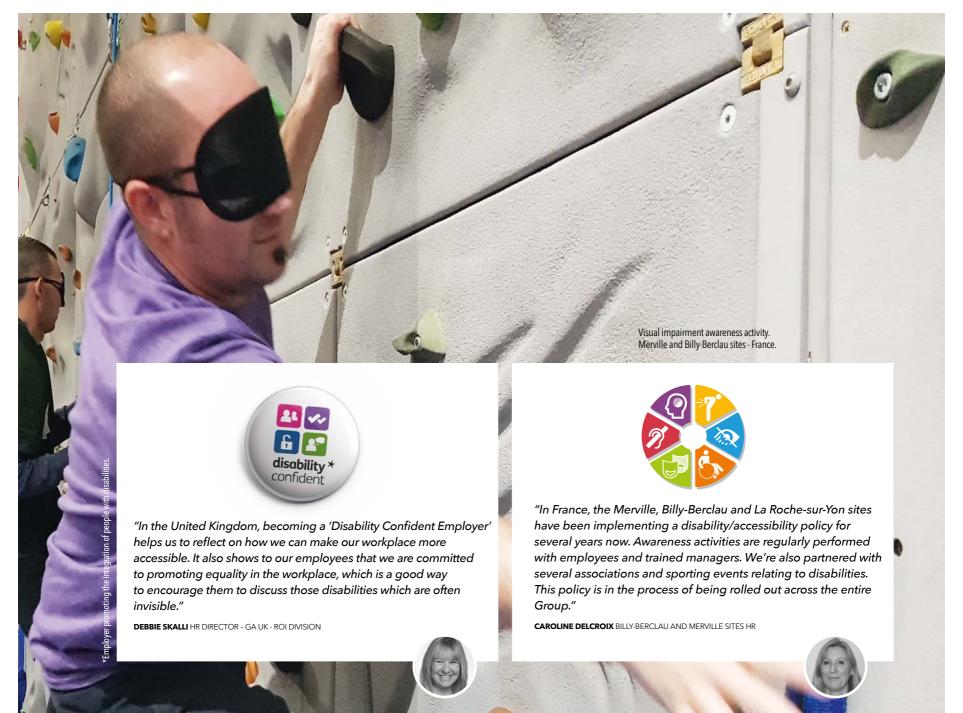
"To all young women hesitant to join the industry, I say: follow your dreams! I believe that we can do any job in the world. The industrial sector is wide open to women and offers great career opportunities."

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





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.

I 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.



BY GROUPE ATLANTIC UK



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



5. Constant growth

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

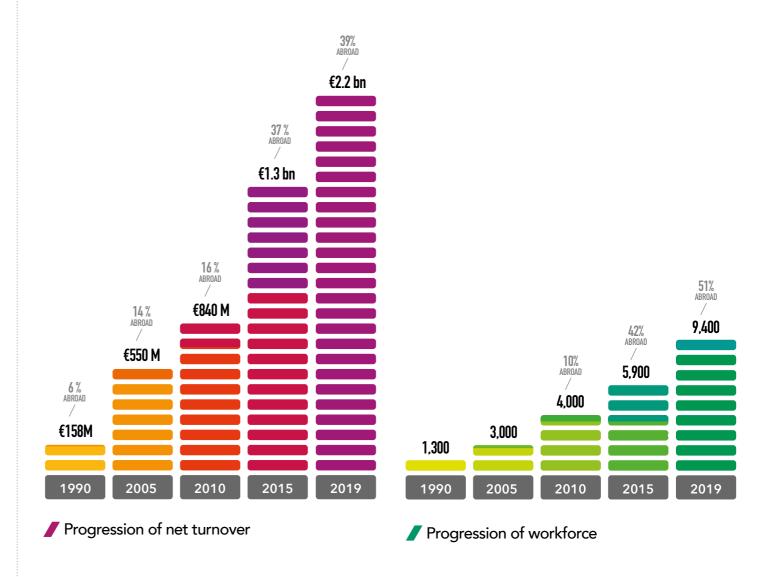
How? By staying connected to our customers, staying true to our French origins and demonstrating balance in the development of our businesses.



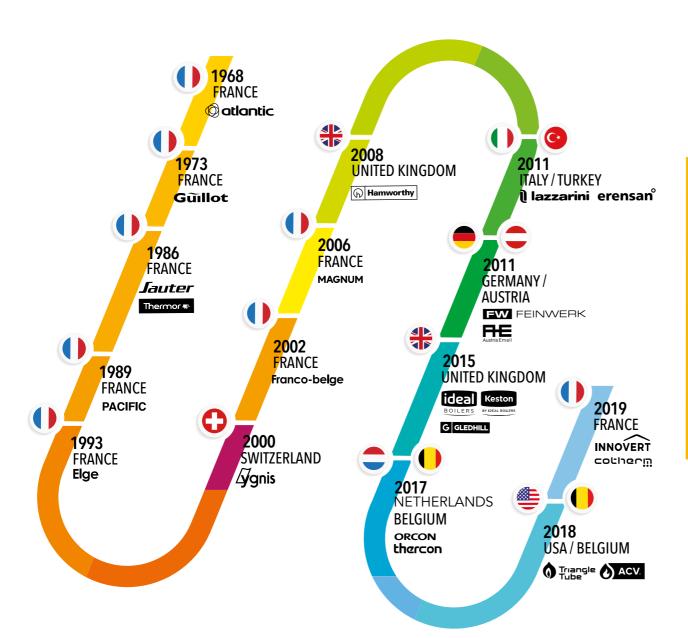








GROUP ACQUISITIONS SINCE 1968





"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!

GROUPE 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.

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.

"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

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



ROBOTISATION AS A LEVER FOR PROGRESS

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

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 My name
is Maurice
the Cobot

"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

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



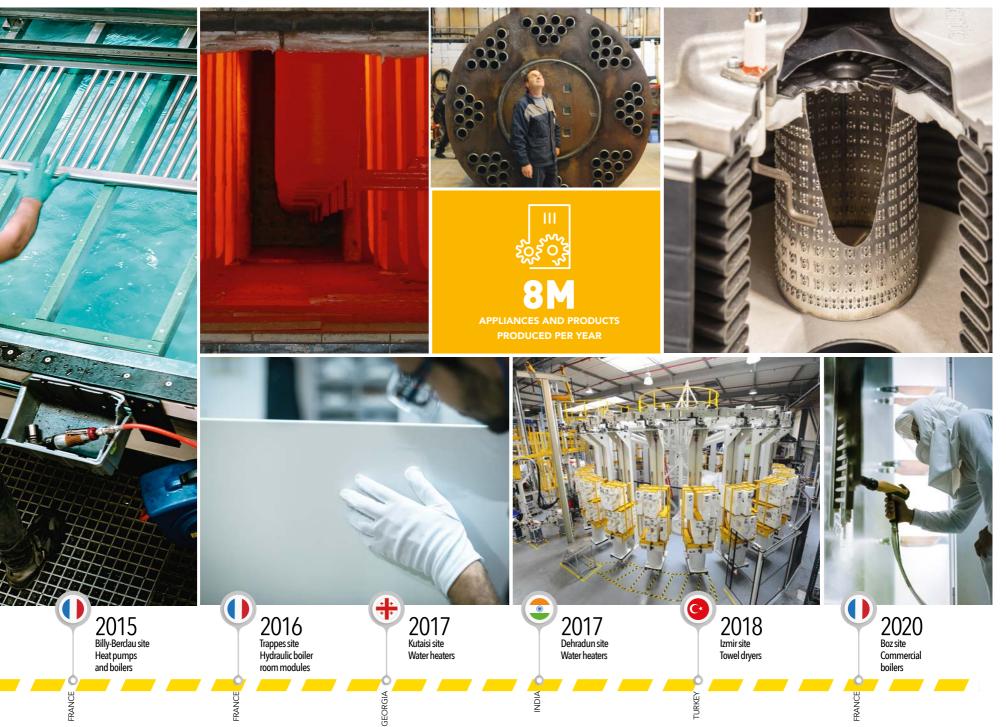
CREATION OF PLANTS OVER THE LAST 20 YEARS 2004 Cairo site Electric water heaters (and towel dryer extension in 2013) 2006 Odessa site Heating and electric water heaters 2007
Torbali site
Electric and hot water bathroom radiators

2009 Fontaine site Electric, solar and heat pump water heaters

2014 Rayong site Electric water heaters

/ GROUPE ATLANTIC

GROUPE ATLANTIC / CONSTANT GROWTH



8.2 10

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



CALLS/ CUSTOMERS PER YEAR/ FRANCE



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.



BELGIUM

"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.

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.





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.







"DESIGN THINKING" IN SERVICE OF DESIGN

EMMANUEL TERRIEN DESIGN MANAGER

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.

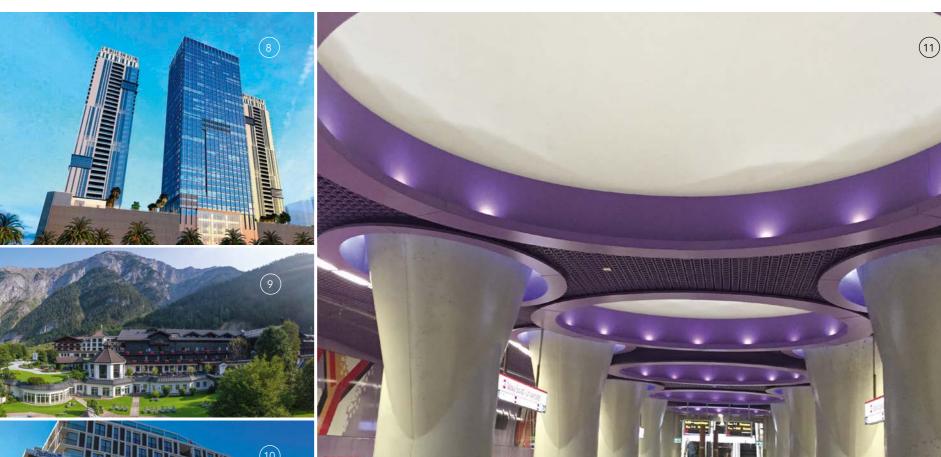
Thermor's SYMPHONIC towel dryer won the Observeur du Design award in 2018.

GROUPE ATLANTIC / CONSTANT GROWT **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



FRANCE - (FIRE PROTECTION AND SMOKE EXTRACTION)
ATLANTIC/THERMOR

GROUPE ATLANTIC / CONSTANT GROWTH



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









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NET TURNOVER



COMMERCIAL OPERATIONS ACROSS 4 CONTINENTS



INDUSTRIAL SITES



APPLIANCES PRODUCED PER YEAR







