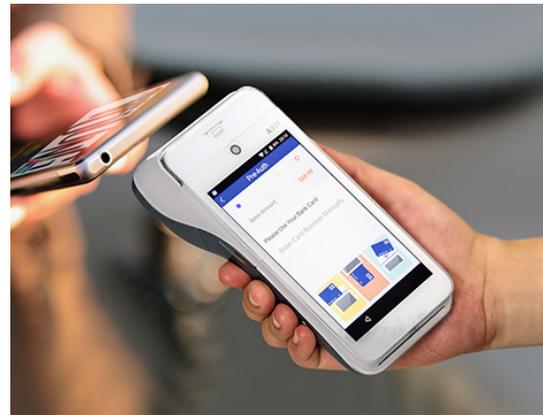
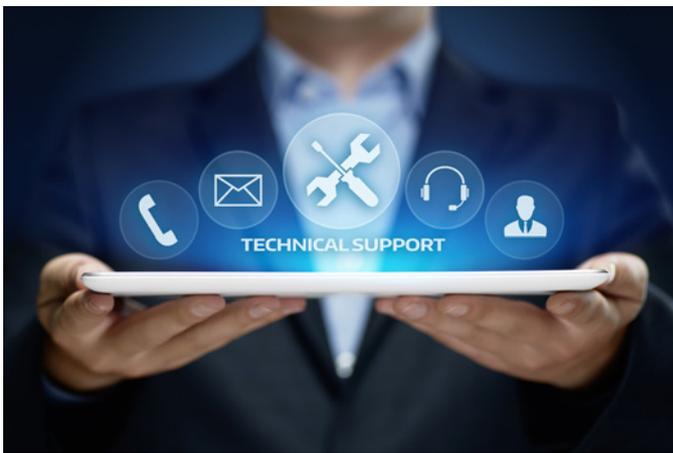


2019 ACTIVITY REPORT



SOLUTIONS 30 IN 2019

The ongoing digital revolution is changing the world, shaking up society and disrupting usage patterns. Digital technologies are spreading faster and faster, and rapid-response services are needed to outfit businesses and homes, assist end-users, and allow everyone to benefit from the technologies that now shape our daily lives.



OUR MISSION

“Making the technological innovations that are changing our everyday lives more accessible to everyone at home and at the office.”

6 activity sectors
 Our range of rapid-response multi-technical services is customized to client’s needs, helping to accelerate the digital transformation of the economy.

A true stakeholder in the digital revolution, SOLUTIONS 30 connects businesses and individuals to networks, installs and maintains digital equipment, and supports end users. SOLUTIONS 30 helps its customers,

often large international groups, to outsource frequently unprofitable, non-core but strategically important service activities. It helps them to shorten technology roll-out times and provides end users with effective support.



TELECOM

high and ultra high-speed Internet connections, landlines and mobile lines



IT

IT equipment and infrastructure



ENERGY

smart meters, electric vehicle charging stations



RETAIL

payment terminals, point of sales systems



SECURITY

home monitoring and automation systems



IoT

all other connected devices (eHealth)

Significant growth in Europe

10,000

EXPERT TECHNICIANS

European coverage with the largest network of technicians in Europe

SOLUTIONS 30 technicians are called on-site to users (individuals or companies) on behalf of SOLUTIONS 30's clients. They are the key to creating a positive user experience and managing the customer relationship.

The density of the SOLUTIONS 30 network ensures that the right technician is available in the right place, at the right time, and at the best price.



2003

group founded

€682.2 million

of revenue in 2019

+30%

average annual growth in 10 years

63%

of revenue from maintenance activities

60,000

DAILY APPOINTMENTS

Our proprietary IT platform is central to the efficient allocation of technicians

Since its creation in 2003, SOLUTIONS 30 has proven itself a trusted partner for major technology groups.

The organization combines exponential growth and operational efficiency by using an IT platform that ensures the right skills are available in the right place, at the right time and at the lowest cost. Between 1-2% of revenue is invested in this platform every year since the group was founded.

Governance and reporting improvements to prepare SOLUTIONS 30 for the next steps on its growth journey



“During the fiscal year 2019, the group adopted new best practices and significantly improved its governance structure, gradually bringing it into compliance with the AFEP-MEDEF corporate governance code.”

Since 2003, SOLUTIONS 30 has been a great story of growth and an amazing human adventure. In four years, revenue has more than quintupled, reaching €682 million in 2019, compared to €125 million in 2015*. With a workforce that has grown from 1,075 to 6,284 employees over the same period, the group has proven its outstanding commitment to corporate citizenship!

For the first time this year, SOLUTIONS 30 releases its accounts using IFRS standards. This is probably the most visible of the initiatives undertaken in recent months, but it is not the only one. Throughout fiscal year 2019, the group has launched several projects to prepare the company for the years ahead, as the business continues to grow significantly.

SOLUTIONS 30 has set itself the following goal for the near future: exceeding one billion euros in revenue while adopting best practices for governance, transparency and social responsibility, the foundation of sustainable development.

In 2020, the group will celebrate its 15th year of public trading by being listed on the regulated Euronext Paris market. This marks the opening of the next phase in our development, and I am very happy to be a part of it, alongside the management team.

Alexander Sator
Chairman of the Supervisory Board

* Lux Gaap

Supervisory Board

An independent Supervisory Board to oversee group management practices and advise the Management Board, while ensuring compliance with applicable rules and regulations.

The Supervisory Board is composed of six members, all of whom are independent as of the date of this report, and is supported by the specialized sub-committees: the Nominations and Remunerations Committee, the Audit Committee, and the Strategy Committee.



Alexander Sator
Member of the Supervisory Board since September 2018
Chairman of the Nominations and Remunerations Committee
German - Independent member



Caroline Tissot
Member of the Supervisory Board since May 2017
Strategy Committee
French - Independent Member



Francesco Serafini
Member of the Supervisory Board since May 2017
Strategy Committee
Nominations and Remunerations Committee
Italian - Independent Member



Paul Raguin
Member of the Supervisory Board since April 2018
Audit Committee
French - Independent member since 2020



Jean-Paul Cottet
Member of the Supervisory Board since April 2018
Chairman of the Strategy Committee
French - Independent Member



Yves Kerveillant
Member of the Supervisory Board since April 2019
Chairman of the Audit Committee
Nominations and Remunerations Committee
French - Independent Member

Group Management Board

An experienced and dedicated Group Management Board delivers on the strategy of profitable growth

The Group Management Board is made up of five complementary members and is supported by two types of executive committees: group committee (support and group-wide functions) and country committees (operational management).



Gianbeppi Fortis
Chief Executive Officer.
Chairman of the Management Board
Co-founder
Italian



Karim Rachedi
Chief Operating Officer.
Member of the Management Board since 2013
Co-founder
French



Amaury Boilot
Chief Financial Officer.
Member of the Management Board since May 2017
French



João Martinho
Deputy COO.
Member of the Management Board since September 2019
Portuguese



Franck d'Aloia
Deputy COO.
Member of the Management Board since September 2019
French

A solid and proven business model, the key to a strategy of profitable and sustainable growth



“2019 was yet another year of more than 50% growth for the group. Year after year, our business model has shown its ability to handle very high levels of growth, while improving our margins, but also its flexibility and agility during more difficult times.”

Throughout the year, our teams have been focused both on implementing our growth strategy and on preparing for the future by securing our position in new high-potential markets. Our goal remains the same: to reach a critical size in every territory where we have a presence to become one of the top three players, securing a strong position from which we can fully exploit our competitive advantages.

We have already reached and surpassed this goal in France, and as of this year, in the Benelux countries as well. We continue to invest in rolling-out similar organizational structures elsewhere, and in making the most of our real-time IT platform. This platform helps us to automate our management of large numbers of service appointments, helping to support the economy’s digital transformation, alongside our customers.

The strong relationships we have built with Europe’s largest technology groups are also a crucial competitive advantage that adds to the intrinsic strengths of our model: helping our customers to benefit from the economies of scale that arise from pooling standardized services and offering guaranteed quality based on proven processes and an innovative IT platform.

These solid fundamentals will enable us to pursue our policy of aggressive expansion both within our core markets and in future markets, with continued organic and external growth, and new development opportunities created every day.

Whenever we are confronted with a new issue, our organization has always shown agility and responsiveness, whether it is facing the outbreak of COVID-19, or when helping our customers adopt new technologies or new usage patterns. I am very proud of our teams and would like to thank them for their commitment and adaptability over the past few years, and especially in recent months.

Gianbeppe Fortis
Chief Executive Officer

SOLUTIONS 30, European leader in rapid-response technical services

TO SERVE a market that is growing exponentially

Supporting the digital revolution and energy transition by ensuring the rapid roll-out of new technologies and the assistance of people using them.



WE HAVE DEVELOPED a competitive multi-technical range of services

Guaranteeing the provision of high-quality technical services, faster and smarter.

BY RELYING ON

our profitable, efficient and scalable organizational structure, which focuses on three key performance factors:

VOLUMES



High and recurring volumes:

- Securing high-volume markets through numerous multi-year partnerships with the largest technology groups in various activity sectors
- Standardizing installation and service processes to maximize economies of scale
- Enriching technicians' knowledge base in real time to continuously increase our know-how and efficiency

DENSITY



Dense territorial coverage:

- 10,000 technicians across Europe
- Pooling of skills and technical resources
- Optimization of travel times
- Reduced response times

AUTOMATION



Efficient organization based on an IT platform:

- Automation of repetitive and time-consuming tasks for an organization that focuses on customer satisfaction
- Simultaneous and real-time schedule and route planning and optimization
- Rapid integration of new resources to ensure fast and efficient scale-up



A market pioneer, SOLUTIONS 30 has earned the loyalty of major European technology groups.

A constantly expanding range of services to meet customer needs and seize new growth opportunities.

A dominant position in all territories where the group is present, for increased competitiveness.

A low capital-intensity model and a flexible cost base that guarantee efficiency and agility.

2019, a record year that saw strong growth across all indicators of economic and financial performance



“Fiscal year 2019 saw the adoption of IFRS standards, which will enable the group to reach a new stage of maturity.”

SOLUTIONS 30 achieved solid operating performance in 2019. A trend of sustained growth confirmed the recurring nature of our revenue, and we were able to keep costs down, despite the launch of several key projects to strengthen our organization. Our agility, and the automation of as many low value-added tasks as possible, allow us to concentrate our resources on our operations, and to limit overhead costs.

The free cash-flow, which amounts to approximately 7% of revenue, allows us to finance growth, invest in the continuous improvement of our IT platform and make new, immediately accretive acquisitions. We are determined to maintain reasonable leverage, guaranteeing a very healthy financial structure and preserving the group's operational flexibility in a context of very rapid growth.

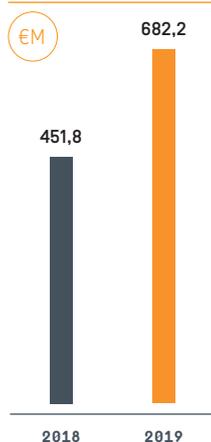
On a purely financial level, fiscal year 2019 saw the adoption of IFRS standards, which will enable the group to reach a new stage of maturity. Although these new standards will only have a limited impact on our financial statements, their adoption was the result of an important initiative, launched in 2018, engaging a large number of internal and external stakeholders to help adapt all of the group's accounting and financial processes.

I would like to take this opportunity to thank our teams, who have done a remarkable job in record time.

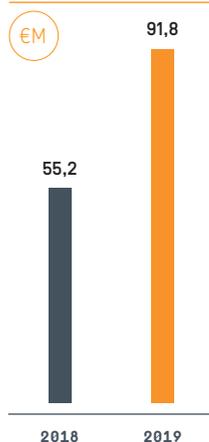
Amaury Boilot
Chief Financial Officer

Fiscal year 2019 highlights

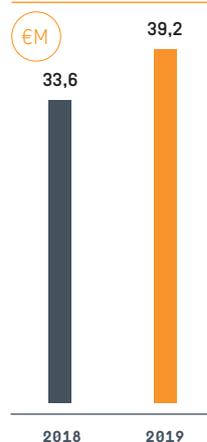
Revenue



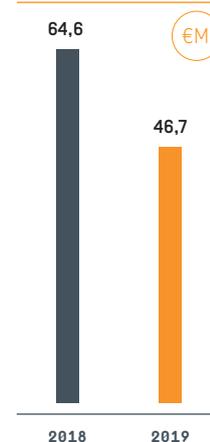
EBITDA



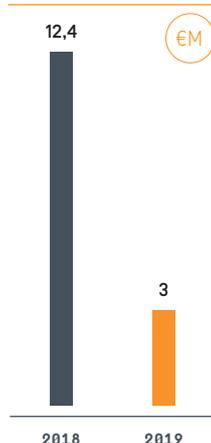
Net income — group share



Free Cash flow



Net bank debt



Fiscal year 2019 highlights

MARCH

First larger scale roll-outs of electric vehicle charging stations.

JUNE

First contract in Italy for electric vehicle charging station maintenance.

JULY

Acquisition of Provisiona and first 5G projects in Spain.

AUGUST

Acquisition of i-Projects, a Dutch group active in the telecom and energy sectors.

OCTOBER

Expansion of the range of IT services on offer in Italy with the acquisition of a majority stake in CFC.

NOVEMBER

Operations launched in Poland

First tender won in Germany for the roll-out of smart electricity meters.

DECEMBER

Ramp-up of fiber optic roll-out: new contracts signed worth €40 million.

Acquisition of 51% stake in Byon SAS.

OUTLOOK FOR 2020:
A NEW YEAR OF PROFITABLE GROWTH

MEDIUM-TERM OBJECTIVE:
€1 BILLION IN REVENUE



DIGITAL ECONOMY

Already the foundation of the digital revolution, networks are increasingly called upon to serve new uses:

- Today, our lives are full of screens and simultaneous connections, we have access to an ever-expanding array of content and video streaming while remote working has become more common.
- Tomorrow, we will have connected cities, industry 4.0, autonomous vehicles, smart buildings, connected objects and edge-computing.

Landline and mobile networks are adapting and growing: broadband and ultra high-speed networks, fiber optics and 5G are transforming the way we live, move, work and play.

ENERGY TRANSITION

Energy efficiency and renewable energy are becoming a reality as we come to terms with the urgency of climate change, and there are various implications for major energy companies:

- Rolling out smart electricity and gas meters to better predict and control energy consumption.
- Adapting networks that were originally designed to be supplied by a limited number of production sites, but that are now supplied by a growing number of producers scattered across a wide geographic area.
- Installing charging stations to support the development of electric mobility.

Every day, the SOLUTIONS 30 teams facilitate these changes by helping operators to adapt, and users to make the most of these technologies.



Strong values for sustainable growth

SOLUTIONS 30 bases its growth on strong values, guaranteeing satisfaction for all its stakeholders.

The strong growth dynamic enables SOLUTIONS 30 to make significant commitments to job creation. The men and women who make up the group drive its success with their everyday work.

43%
share of new employees
under 30 years old



82%
of new employees
have learned
a new job related
to new technology



6,284
employees
in 2019



1,223
jobs created
in 2019 (including
replacements)



5,061
employees
in 2018

Skills

SOLUTIONS 30 teams are trained in the latest technologies to guarantee service quality.

172,029 hours
of training provided in 2019

Around 4 days
of training per employee

90%
of employees trained
each year

Initiative

A strong corporate culture gives everyone the opportunity to realize their potential to develop skills and grow.

In France, 35%
of managers started their career as a technician.

275 promotions
were granted in 2019

Sense of service

A sense of customer service guides all of our commitments and is reflected in our customer satisfaction levels.

Between 89.2% and 94.3%
of customer satisfaction rate*

Between 96.3% and 98.7%
of tasks were completed
in time and on time*

Between 94.7% and 96.4%
of tasks were successfully completed
on the first visit*

* depending on the country

The background features several large, thin orange arcs and a dotted orange line that curves across the page. A solid orange dot is positioned at the intersection of two of these lines.

*Solutions***30**

Solutions for New Technologies