

# ACTIVITY REPORT

2022



**Solutions30**

Solutions for New Technologies



## // OUR MISSION

**Making the technical and technological changes that are changing our everyday lives more accessible to everyone in their homes and businesses.**

The digital transformation and the energy transition are changing the world, disrupting society, and transforming the way we live. The teams at Solutions30 SE and its subsidiaries ("Solutions30") are at the heart of these changes, locally and across Europe, helping to make these major trends a reality. Rolling out new technologies, equipping homes and businesses, and supporting users: those are our commitments to help bring about a world that is more interconnected and more sustainable.



## // OUR VALUES

Solutions30's values are the principles that guide our approach to working with and supporting our customers, our employees, our suppliers, and our partners.

### INNOVATION

An approach based on innovative technology to go beyond our customers' expectations and find new solutions to meet their needs.

### COMMITMENT

An ongoing commitment to a more sustainable and connected world, to customer satisfaction and value creation.

### AGILITY

An agile organization for greater efficiency and the ability to adapt quickly to customer demand in a constantly changing world.

### ENTREPRENEURSHIP

Autonomy and responsibility are essential for our organization.

### PROXIMITY

Proximity to our customers and partners to build solid and trusting relationships.

### PROFESSIONALISM

Our professionalism is based on training and development of our expertise as well as integrity and ethical behavior, both sources of performance.

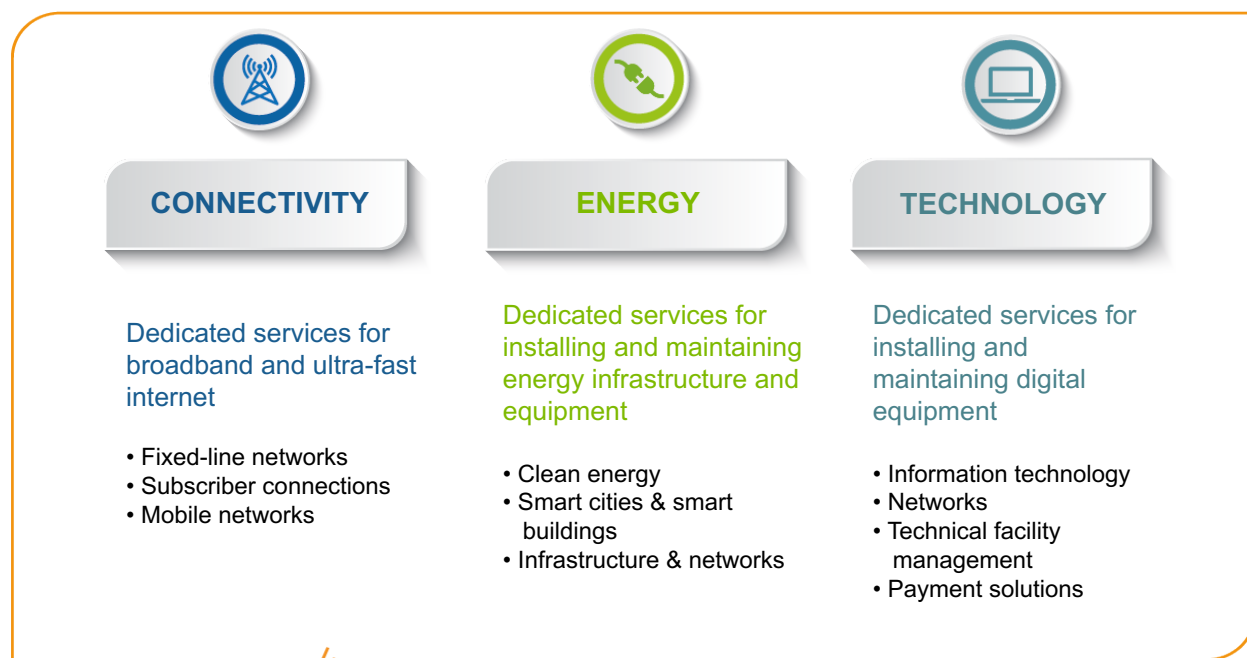


## // OUR SOLUTIONS

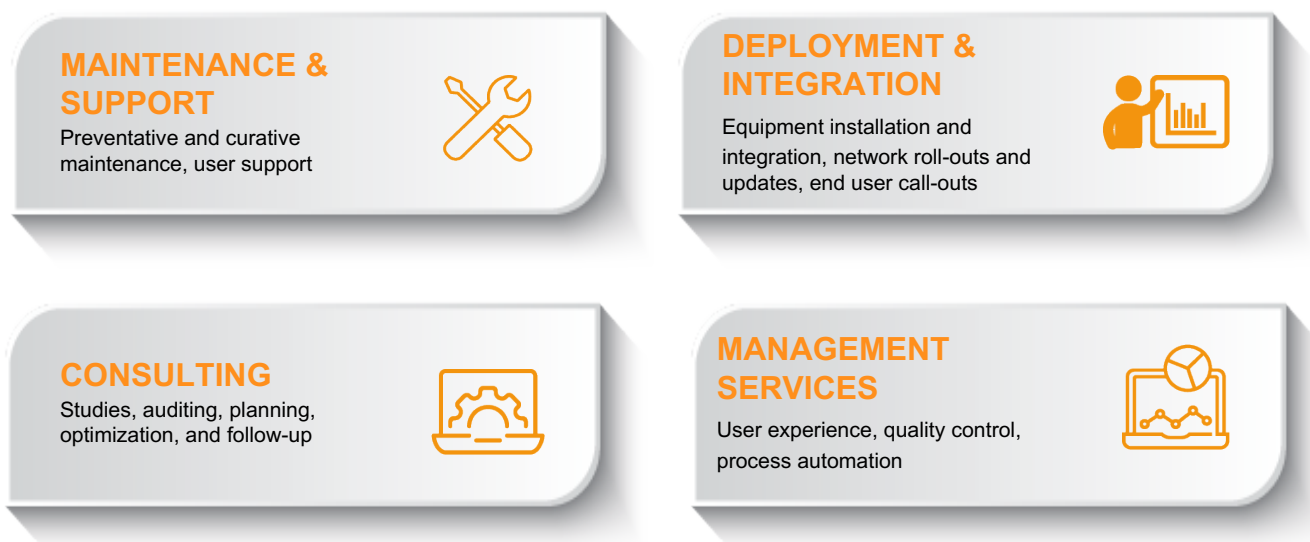
**We offer rapid-response multi-technology services to help accelerate the digital transformation and the energy transition.**

A true stakeholder in the digital and green revolutions, Solutions30 connects businesses and individuals to networks, installs and maintains digital equipment, and supports end users.

Solutions30 helps its customers, many of whom are major international groups, to speed up roll-out and adoption times for new technologies, offering end users a more fluid and seamless experience.



## // OUR SERVICES



## // HISTORIC EUROPEAN GROWTH



**EXPERT TECHNICIANS**  
**15,000**



**CALL-OUTS:**

**DAILY**  
**+ 80,000**  
**SINCE 2003**  
**+ 65 millions**



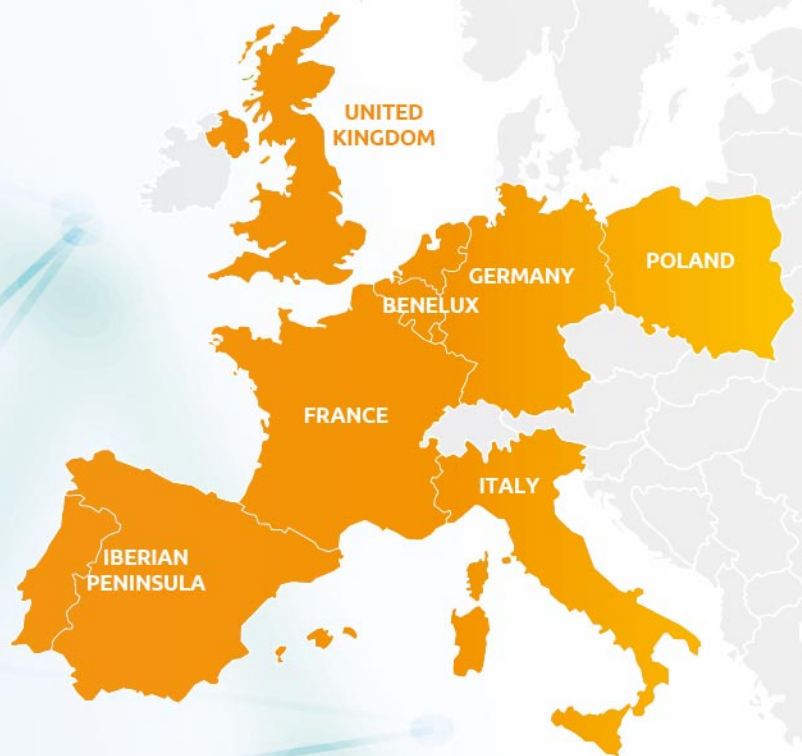
**GROUP FOUNDED: 2003**



**2022 REVENUE:**  
**€904.6 million**



**AVERAGE ANNUAL GROWTH**  
**SINCE**  
**2007 : 25%**



### **Solid technical platform, the backbone of what makes the group efficient**

Since its creation in 2003, Solutions30 has proven itself a trusted partner for major technology and energy companies.

The organization combines 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 best price.

Between 1 and 2% of revenue is invested in this platform every year and has been since the group was founded.

### **A strong presence across Europe**

Solutions30 technicians work directly with users (individuals or companies) on behalf of the large groups they represent. They are the key to creating a positive user experience and managing the customer relationship.

The density of the Solutions30 network ensures that the right technician is available in the right place, at the right time, and at the best price, while supporting the most demanding roll-out schedules.



## // GOVERNANCE | SUPERVISORY BOARD

**Our independent Supervisory Board supervises group management practices and advises the management board, while ensuring compliance with applicable rules and regulations.**

The Supervisory Board is composed of seven members, all of whom are independent, and is supported by three specialized subcommittees: the Nominations and Remunerations Committee, the Audit, Risk and Compliance Committee, and the Strategy and ESG Committee.

### **Jean-Paul COTTET**

Member of the Supervisory Board  
since April 2018  
Chairman of the Strategy and ESG  
Committee

French – Independent member

### **Pascale MOURVILLIER**

Member of the Supervisory Board  
since December 2021  
Strategy and ESG Committee  
Audit, Risk and Compliance Committee

French – Independent member

### **Caroline TISSOT**

Member of the Supervisory Board  
since May 2017  
Strategy and ESG Committee

French – Independent member



### **Alexander SATOR**

Chairman of the Supervisory Board since  
September 2018 and a Member of the  
Supervisory Board since May 2015  
Chairman of the Nominations and  
Remunerations Committee

German – Independent member



### **Yves KERVELLANT**

Member of the Supervisory Board since  
April 2019  
Chairman of the Audit, Risk and  
Compliance Committee  
Nominations and Remunerations  
Committee

French – Independent member



### **Francesco SERAFINI**

Member of the Supervisory Board  
since May 2013  
Strategy and ESG Committee  
Nominations and Remunerations  
Committee

Italian – Independent member



### **Thomas KREMER**

Member of the Supervisory Board since  
June 2022  
Strategy and ESG Committee  
Audit, Risk and Compliance Committee

German – Independent member





## // MESSAGE FROM THE SUPERVISORY BOARD

In an uncertain, post-COVID macroeconomic environment marked by the war in Ukraine, inflation, and the slowdown in the technology sector, 2022 was a year of transition for Solutions30, after 18 years of dynamic growth. This period of uncertainty and change has once again tested the group's model and only served to strengthen the foundations upon which it has built its success.

The Supervisory Board is embracing this new phase of maturity by supporting management's efforts to improve group governance and sustainability.

The arrival of Pascale Mourvillier then Thomas Kremer significantly reinforced our audit, compliance, and governance expertise, in line with the transformation plan initiated by the group in 2021 to strengthen its governance, risk management, and compliance processes. The supervisory roles of our committees have thus expanded accordingly. The Audit Committee now oversees risk and compliance matters, while the Strategy Committee oversees environmental, social and governance criteria to make sure they become an integral part of the company and its decision-making processes.

Solutions30 has a promising growth pipeline based on solid and sustainable trends the digital transformation and the energy transition the latter of which now includes energy sovereignty as well as new forms of mobility. Our role is to equip the group to take advantage of any opportunity that will ensure its long-term growth.

Solutions30 is building tomorrow's world, and I would like to acknowledge the commitment of all the group's employees in this demanding and exciting endeavor. On behalf of the Supervisory Board, I would like to renew our confidence in the group, its teams, and their ability to boldly embark on the new phase of growth that lies ahead.

Alexander Sator  
Chairman of the Supervisory Board



# //GOVERNANCE | MANAGEMENT BOARD

as of February 1, 2023

**Our management board focuses on the proper execution of our profitable growth strategy.**

The management board is made up of five members and is supported by two types of executive committees: a Group Executive Committee (support and group-wide functions) and a Country Executive Committee (operational management).

**Amaury BOILOT**  
Chief Financial Officer  
Member of the Management Board  
since May 2017  
French



**Gianbeppi FORTIS**  
Cofounder and  
Chief Executive Officer  
since 2005  
Italian



**Luc BRUSSELAERS**  
Chief Revenue Officer  
Member of the Management Board  
since July 2020  
Belgian



**João MARTINHO**  
Chief Operations Officer  
in charge of Performance  
Member of the Management Board since September 2019  
Portuguese



**Wojciech POMYKALA**  
Chief Operations Officer  
in charge of Transformation  
Member of the Management Board since February 2023  
Polish



Wojciech Pomykala joined the Solutions30 Management Board as the Chief Operations Officer in charge of Transformation on February 1, 2023. His role will be to create an operational structure that is aligned with the group's growth prospects. Throughout 2021 and 2022, Solutions30 significantly strengthened its governance, risk management, and compliance processes. The nomination of Wojciech Pomykala comes as the group begins the second phase of its transformation, affirming its new, more European dimension.





## // MESSAGE FROM THE MANAGEMENT BOARD

2022 has brought positive signals for the future, even though our business was disrupted in France, where our organization has had to adapt as some of our mature activities are winding down while new activities are ramping up.

Activities in the Benelux and other countries showed their capacity to take the lead in capturing dynamic growth in the telecoms sector and the group continued to strengthen its position to benefit from the energy transition.

Solutions30 has just gone through a pivotal period in its history which has allowed it to improve its model moving forward, capitalizing on new processes, better governance, and new commitments in terms of social responsibility.

The group now aims to surpass the symbolic milestone of €1 billion in revenue in 2023, while continuing to position ourselves as a leader in several European markets.

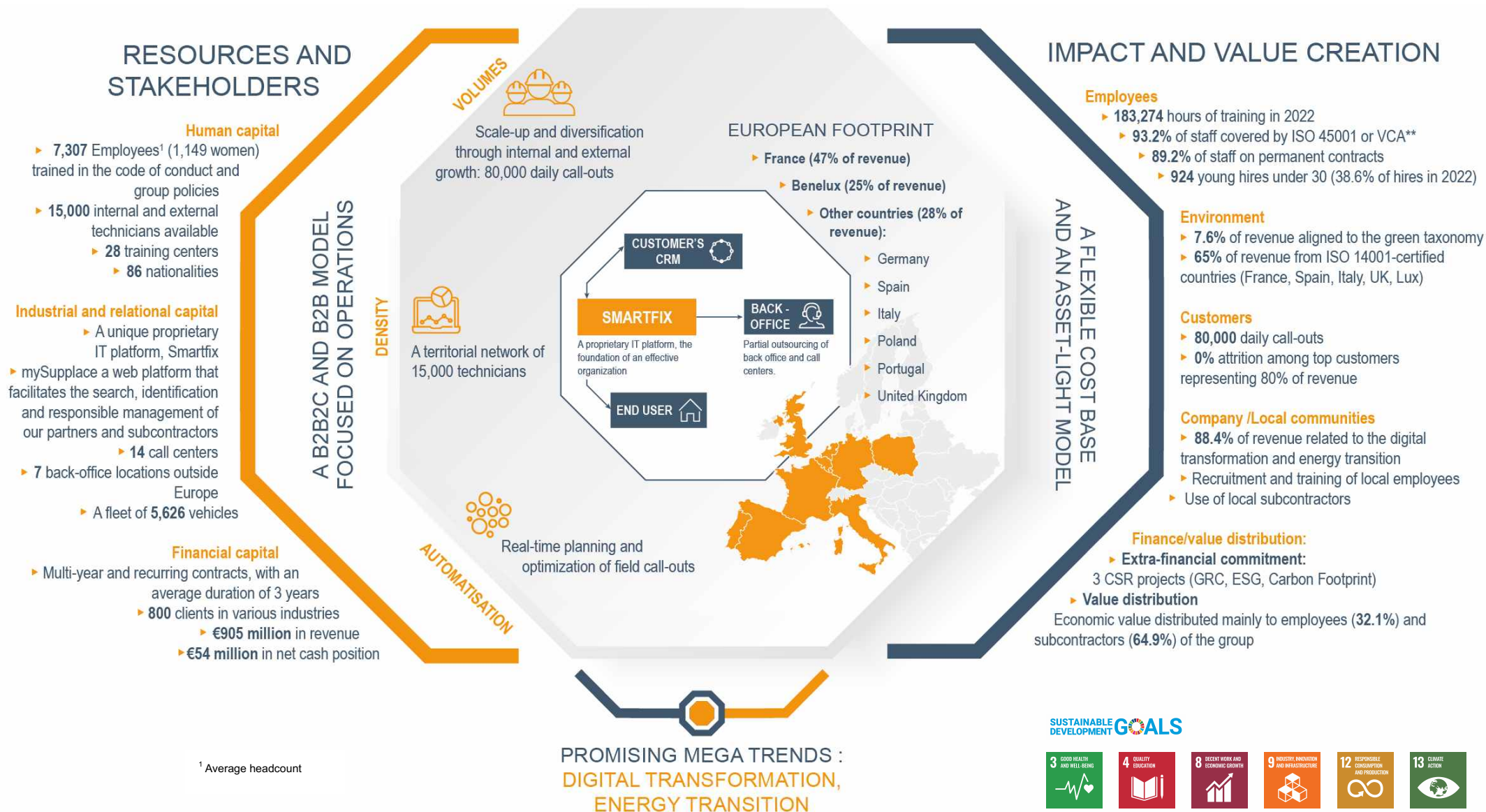
Solutions30 has never, in nearly 20 years of existence, had such a favorable outlook in its markets. New opportunities are cropping up every day in markets driven by the two megatrends shaping our world: the digital transformation and the energy transition. Our group is ideally positioned to seize these opportunities.

Our teams prove their commitment and their ability to adapt to meet new needs on a daily basis, and for this I thank them. I am thus fully confident in our ability to return to a dynamic and profitable growth trajectory.

Our teams, our customers, our shareholders, and our partners are the reason that we are determined to realize our ambitions and build a solid international group that can be a trusted partner for major European companies.

Gianbeppi Fortis  
Chief Executive Officer

# // BUSINESS MODEL



<sup>1</sup> Average headcount





## // A SUSTAINABLE GROWTH STRATEGY THAT RELIES ON MAJOR STRUCTURAL GROWTH TRENDS

### DIGITAL TRANSFORMATION

Already the cornerstone of the digital revolution, networks are increasingly called upon to serve new purposes.

- More screens and simultaneous connections, content that takes up more and more space, the general adoption of video conferencing, streaming, and remote working.
- Tomorrow, we will have connected cities, Industry 4.0, self-driving vehicles, smart buildings, connected objects, and edge computing.

Fixed and mobile networks are adapting and growing: broadband and ultra-fast networks are transforming the way we live, move, work, and play. During the pandemic and then with the rise of remote work and virtual meetings, networks are under more pressure than ever.

Today, countries across Europe are upgrading their telecommunications networks to increase their performance. Solutions30 is ready to support national service providers with roll-outs, connecting subscribers, facilitating the adoption of new technologies, and assisting their end users.

### ENERGY TRANSITION

Energy efficiency, European energy sovereignty, and renewable energy have become critical issues, in light of the geopolitical context and the looming climate crisis. There are many implications for large energy companies:

- Installing smart electricity and gas meters to better predict and reduce 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.

Other growth opportunities for Solutions30 include expanding charging infrastructure to accelerate the rise of electric mobility, tapping the solar potential of unused sites, such as roofs, open areas, and parking lots, installing connected objects to help manage energy consumption, and maintaining smart grids.

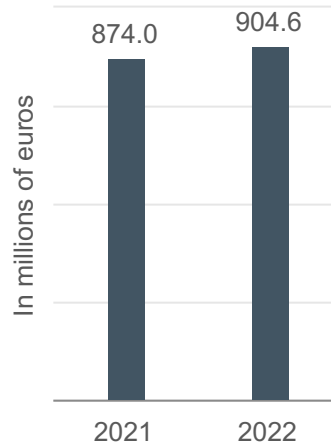
# // FINANCIAL PERFORMANCE

## 2022 KEY FIGURES

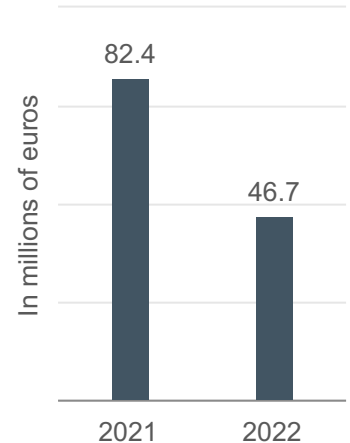
The financial results for 2022 do not fully reflect the profitable growth dynamic that remains the group's long-term goal.

Activities outside of France performed exceptionally well, becoming the pillar of future growth, although their impact was overshadowed by low performance within France. Our home market has been severely impacted by an operational transition in the telecommunications market, forcing us to reorganize and adapt in a highly volatile macroeconomic context. This consolidation phase, however, allowed the group to strengthen its operational processes and to refocus on the fundamentals of its growth strategy as it contemplates its future growth. While financing is in place to support future growth, the group also hopes to break the symbolic barrier of one billion euros in revenue in 2023.

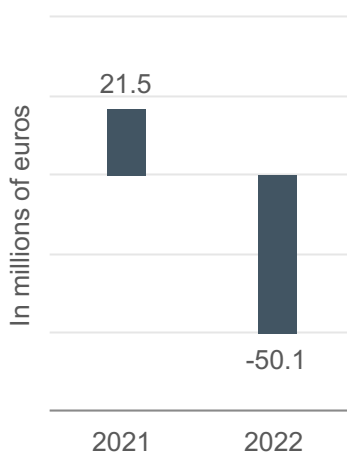
### REVENUE



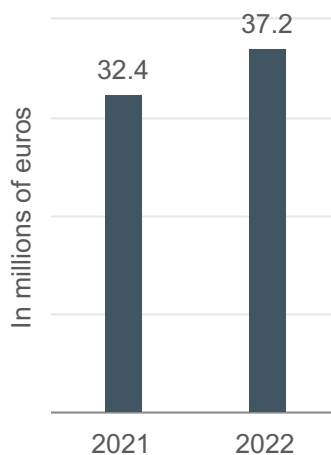
### EBITDA



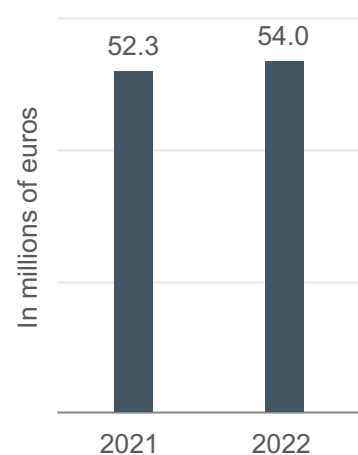
### NET INCOME, GROUP SHARE



### FREE CASH FLOW



### CASH NET OF BANK DEBT



## OUTLOOK 2023:

**RETURN TO DOUBLE-DIGIT PROFITABLE GROWTH, MAKING IT POSSIBLE TO PASS THE BAR OF ONE BILLION EUROS IN REVENUE**



## // SIGNIFICANT EVENTS IN 2022

In 2022, the group's development outside France will accelerate sharply, particularly in the telecoms sector and for activities linked to renewable energies, which will be the pillars of growth for years to come.



Contract with LightSpeed United Kingdom



New contract with Orange in Poland



Telecoms roll-out in Belgium



Solar panel installation France



Installations for Fiberklaar Belgium



Contract with Unifiber Belgium



Innovative and responsible methods – Sotranasa



Solar panels and charging stations in Spain



Solar Plant in Martinique for TotalEnergies



End customer call-out France



Solidarity with Ukraine



Participation in London EV Show - UK



Participation in Ultra-Fast Conference - France



Participation in the Energaia Trade Fair - France



Job fairs Portugal



Job fairs Poland



Office extension Portugal



New facilities Netherlands



New logistics center France



Acquisition of Sirtel in Poland



Sotranasa honored at Les Septuors



Unit-T Academy Belgium



All-terrain call-out United Kingdom



Training Center Poland



Money30: A79 toll machines France

# // NON-FINANCIAL PERFORMANCE

231.654

## CONSOLIDATION OF COMMITMENTS

Since 2019, Solutions30 has taken decisive action for its corporate social responsibility (CSR) commitments. In 2022, the group will intensify its action with the implementation of several measures:

- Reinforcing the ESG team with the arrival of two key people: a CSR manager and an analyst
- Review and work to make the strategy, objectives, and ESG performance indicators easier to understand via a dedicated action plan
- Improvement of CO2 emission measurements via the carbon footprint project under the GHG protocol
- Acquisition of risk management software that will be deployed in Belgium and Spain in 2023 and in Italy and Poland in 2024

## RAISING AWARENESS & ADOPTING AN ESG CULTURE

- Reinforcing the powers and responsibilities of the Strategy Committee attached to the Supervisory Board, now the Strategy and ESG Committee
- Systematic review of ESG commitments at each Executive Committee meeting
- Raising team awareness through dedicated internal communication and promotion
- Integration of ESG in all the group's actions and decision-making (M&A, calls for tender, purchasing, etc.)
- Roll-out of policies, procedures, and codes of conduct, and informing teams about the group's ethics and compliance systems
- Implementation of a whistleblowing platform to monitor for misconduct

314.53

## 2023 Performance indicators

### ENVIRONMENTAL



- Control our energy intensity (2% difference between revenue growth and CO2 emissions)
- Reduce building electricity consumption by 15% in 2023 compared to 2022
- Increase green energy purchases by 20% in 2023 compared to 2022

### SOCIAL



- Recruit young employees (≥35% of all hires)
- Control the severity rate (< 0.35 or < 0.85 depending on the nature of activities)
- Increase training hours (≥23 hours per employee)
- Achieving equal pay for women and men by category
- Feminize management (≥10% at the end of 2023 compared to the end of 2022)

### GOVERNANCE



- Manage 100% of the group's subcontractors via the mySupplace platform



# HELPING MAKE THE WORLD MORE SUSTAINABLE

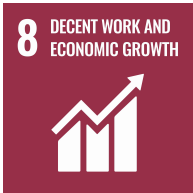
## SUSTAINABLE DEVELOPMENT GOALS



Solutions30 aims for excellence when it comes to the safety of its employees, which is why it sought out certification under ISO 45001:2018 (Occupational Health and Safety Management Systems).



To promote further growth and to develop new skills, Solutions30 has launched a training program for young people without degrees or those looking to change professions, making it easier than ever to join the company.



Our strong growth has allowed Solutions30 to make important commitments to job creation. The men and women who make up the group and contribute daily are the foundation of our success.



By making technological innovations that can change our daily lives more widely available, both at home and at work, Solutions30 is helping to make the economy more inclusive and sustainable.



The group's daily call-outs help curtail the disposal of used equipment, thereby making it part of the circular economy.



Environmental issues are part of all the group's actions, whether at the level of due diligence processes or operations.

Employees covered  
**76.5%**  
by ISO 45001 and  
**16.8%**  
by VCA\*\*

**183,274**  
hours of training

**38.6%**  
of new hires are  
under 30

**+ 15,000**  
expert  
technicians

**178,000**  
computers and  
**47,300**  
printers repaired

**65%**  
of group revenue  
covered by  
ISO 14001





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