

Fnac Darty opens its new site in Tours Val de Loire, a 7,850-m² hub dedicated to the Group's services

Opened on the morning of November 7, the new Fnac Darty service hub is located in the city of Saint-Pierre-des-Corps near Tours, France, and houses the Second Life, Repair Workshop, Last-Mile Delivery and Home Call-Out services over a surface area of 7,850 m². It replaces two existing sites, located in La Petite Arche shopping mall and on Rue Joseph Priestley in Tours, which had a combined space of 3,700 m².

Investments in this new space have been made as part of a commitment to **meet the challenges of Fnac Darty's strategic plan Everyday in terms of repairs and sustainability**. The Tours site will serve to support the shift toward new consumption patterns in France, with people increasingly favoring use over ownership, and repair over replacement. It will make home delivery and the next-day delivery service more efficient, and will contribute to continuously improving customer satisfaction.

The Tours Val de Loire site will also fulfill the Group's CSR ambitions by significantly reducing its carbon balance sheet, by better managing energy costs thanks to technological innovations and process industrialization, and by creating a new, high-quality working environment for employees.

Some key figures about the site:

- Four repair workshops: personal computing, audio/video, small domestic appliances, urban mobility
- 820 m² dedicated to deliveries and 950 m² dedicated to second life
- 7,850 m² on a single site vs. 3,700 m² across two former sites
- Work completed in three and a half months and operational as of August 8, 2022
- Parity on the management team: 5 out of 10 team leaders are women
- 120 full-time employees on-site. 2025 objective: more than 150 employees
- Repairs capability: 220,000 devices/year

PRESS CONTACTS:

Audrey BOUCHARD – +33 (0)6 17 25 03 77 – audrey.bouchard@fnacdarty.com
Benoit DAVID – +33 (0)6 59 68 98 76 – benoit.david@fnacdarty.com

About Fnac Darty: Operating in 12 countries, Fnac Darty is a European leader in the retail of entertainment and leisure products, consumer electronics and domestic appliances. The Group, which has more than 25,000 employees, had a multi-format network of 971 stores at the end of September 2022, and is ranked as a major e-commerce player in France (close to 27 million unique visitors per month on average) with its three merchant sites, fnac.com, darty.com and natureetdecouvertes.com. A leading omnichannel player, Fnac Darty's revenue was more than €8 billion in 2021, 26% of which was realized online. For more information: www.fnacdarty.com

FNAC DARTY



Vincent Gufflet, Director of Services and Operations, said: *“We are delighted to be opening our new Fnac Darty service hub this morning in Tours Val de Loire, designed to become the Group’s benchmark repair site in France. We wanted to create a new organizational norm, with workspaces designed to make every job easier and with massification of logistics flows to reduce technician movement. What is more, this new hub benefits from the latest innovations in technology and process industrialization. And finally, it allows us to improve our energy footprint and carbon balance sheet.”*

PRESS CONTACTS:

Audrey BOUCHARD – +33 (0)6 17 25 03 77 – audrey.bouchard@fnacdarty.com
Benoit DAVID – +33 (0)6 59 68 98 76 – benoit.david@fnacdarty.com

About Fnac Darty: Operating in 12 countries, Fnac Darty is a European leader in the retail of entertainment and leisure products, consumer electronics and domestic appliances. The Group, which has more than 25,000 employees, had a multi-format network of 971 stores at the end of September 2022, and is ranked as a major e-commerce player in France (close to 27 million unique visitors per month on average) with its three merchant sites, fnac.com, darty.com and natureetdecouvertes.com. A leading omnichannel player, Fnac Darty’s revenue was more than €8 billion in 2021, 26% of which was realized online. For more information: www.fnacdarty.com