

A dramatic, low-angle shot of a person climbing a massive, dark, and heavily iced mountain face. The climber is positioned in the lower right, silhouetted against the lighter ice. Several ropes and a thick cable are visible, extending from the climber towards the top right corner. The background is a vast, textured expanse of ice and snow, with numerous icicles hanging from the upper left. The overall color palette is dark blue and black, with highlights on the ice.

# Lean and efficient corporate organisation

**Luciano SANTEL**  
(Chief Corporate and Supply Officer)



**Fast, flexible and reliable**



**OUR MISSION**

To provide a reliable, lean, efficient and fast organisation,  
in line with our business model



**FIVE KEY AREAS**



IT

Secure, reliable and integrated  
technology solutions  
to provide timely  
business information



### ENTERPRISE BUSINESS INTELLIGENCE

*Business information on hand: easy, fast and accurate*

- One data dictionary in place
- ~70% coverage of business processes
- Full roll-out expected by YE 2018

### RETAIL PLANNING

*From production to store with one, integrated system*

- Pricing
- Sales planning
- Merchandise planning
- Auto-replenishment
- Assortment planning (in progress)
- Allocations (in progress)

### CLIENTELING

*All business information in one device*

- Integrated clients' data base
- MonClient
- MonPos (pilot)
- Wallet payment (pilot)

### ONLINE

*Implementing an omnichannel model*

- Omnichannel model
  - Home delivery
  - Click & reserve/collect in store (pilot)
  - Click from store (pilot)
  - Return/exchange in store (pilot)
  - One pool inventory (new project)
- Single customer view
- Digital Architecture



**Expected Eur ~30m of investments between 2018-2020**

HR

People make things happen.

Foster talent, motivation,  
passion and energy is our goal



### TALENT

- MonCampus
- Develop future leadership at all levels
- Foster employer branding

### ENGAGEMENT

- People activation for improvement and innovation
- Responsible and inclusive culture
- Ever closer to people with welfare and wellbeing

### PERFORMANCE MANAGEMENT & REWARD

- Performance management focused on potential
- Client-oriented reward system
- Wide scale of long-term incentives

### ORGANISATION

- Agile organisation for a fast-changing world
- Digitalisation and omnichannel strategy
- Client centric culture



Making Moncler a responsible and engaging workplace open to new ways of collaboration

# LOGISTICS

## The future is now





Continuous enhancement  
of physical & logical process automation

Worldwide Integrated System

Flexibility  
Speed  
Traceability



Expansion of the existing logistics center in Piacenza

Quality control  
After sales services  
E-commerce & omnichannel





**“We believe that it is important  
not only to achieve our goals  
but also how we reach them”**

Remo Ruffini





### RESPONSIBLE SOURCING

- Down traceability: continue to enhance our DIST protocol as point of reference
- Stringent ethical requirements for all suppliers
- Pursuing a philosophy of continuous improvements, sharing and support

### #PROUDTOBEMONCLER

- Employee engagement activities
- Best talents program
- Promote employee wellbeing and foster work-life balance

### COMMUNITY SUPPORT

- Support to scientific research
- Local communities initiatives for social and economic development
- New generations as main focus in our projects