

Press Release — September XX, 2022

FNAC DARTY BECOMES THE FIRST RETAILER TO LAUNCH A COMPANY CFA FOR DOMESTIC APPLIANCE REPAIR TECHNICIANS

*Fnac Darty makes great strides in the training and recruitment of repair technicians
by opening its own CFA aimed at domestic appliance repair professionals*

Fnac Darty, a player committed to responsible consumption and, in particular, extending product life spans, is opening its own CFA (*centre de formation d'apprentis* — apprentice training center) in Ennery (outside Metz) in October 2022. By doing so, France's leading repairer, with nearly 2.1 million products repaired in 2021, wants to train high-school students and people who are retraining or rejoining the workforce as domestic appliance repair technicians. Further centers will open in Marseille (January 2023), Paris Île-de-France (January and June 2023) and Nice (January and June 2023).

Repairs, a Job of the Future Rooted in Fnac Darty's DNA

The domestic appliance repair sector is growing rapidly, with nearly 5,000 technicians in France across all areas. Driven by consumers who are increasingly conscious of their environmental footprint, the repairs business should only accelerate further in the coming years. In the medium-term, the sector plans to recruit 2,000 to 3,000 additional technicians¹ to keep pace with this forecast.

At Fnac Darty, nearly 2,500 technicians throughout France are currently working to promote product sustainability. Fnac Darty aims to further strengthen these teams by recruiting 500 new technicians by 2025. To achieve this objective and provide its growing repair services with the resources they need, the Group has collaborated with its partners Ducretet and AFPA to open 41 Tech Academies since 2019. These academies have already welcomed more than 488 trainees across France, **220 of whom were recruited on permanent contracts after receiving their diploma.**



By opening this CFA, Fnac Darty maintains its commitment to learning. The Group is actively helping develop the repair sector, both by training new talent in this line of work and by encouraging the public to think “repair first.”

¹ [Réparateur d'appareils électroménagers : un métier d'avenir pour un avenir durable | Pôle emploi \(pole-emploi.fr\)](#)
[Domestic Appliance Repairs: A Job of the Future for a Sustainable World]

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FNAC DARTY

Fnac Darty CFA: Training Centers for All, Based on the Group's Expertise

Through a one-year professional-training course designed jointly by industry experts from the Group and experts in instructional design, the Fnac Darty CFA aims to help people at any stage of their career (just out of high school, reintegrating into the workplace, retraining, etc.) to acquire practical skills specific to the features and innovations of the domestic appliance sector.

On completion of the course, trainees will obtain a level-4 certified TSEC diploma (*Technicien Services de l'Électroménager Connecté* — Connected appliances service technician), registered in the RNCP (*Répertoire national des certifications professionnelles* — French list of professional certifications), and will be offered a permanent job at the Group (subject to having validated their period in the company). They will then be able to use their expertise to promote device sustainability and provide technical support for appliances (assistance, increasing familiarity, diagnostics, troubleshooting and repair).

Trainees at the Fnac Darty CFA will receive paid training free of charge. As contracted apprentices within a Group service center, they will have access to the benefits that Fnac Darty offers. To make its training more accessible, Fnac Darty also supports trainees by subsidizing accommodation costs during school periods and providing funding assistance for driver's licenses².

FOCUS ON FUNDING ASSISTANCE FOR DRIVER'S LICENSE.

Fnac Darty aims to help young people recruited from high schools and candidates from the nonprofit sector **by paying €1,200 toward driver's licenses**, supplementing the fixed amount of €500 from the government with an additional payment of €700 per apprentice.

² Support subject to terms and conditions

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About Fnac Darty: Operating in thirteen 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 June 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