

TR PRESS PACK In the Spotlight

TR FASTENINGS IS RECOGNISED THROUGHOUT
THE INDUSTRY FOR WORLD CLASS PRODUCTS
& SERVICES

WE MANUFACTURE, STOCK & DISTRIBUTE
A VAST RANGE OF INDUSTRIAL
FASTENERS & COMPONENTS

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June 2020



As well as offering a full range of sheet metal fastenings, with flexible manufacturing capabilities, TR has made significant investment in the level of support it offers to enhance its customer service. We deliver comprehensive support to our customers across every requirement, from concept design through to technical engineering consultancy, manufacturing, supply management and global logistics.

TR is incredibly proud of its track record in delivering outstanding customer care, which is reflected in the testimonials we regularly receive from many of our longstanding customers.

"I have been trading with TR Fastenings for the last 20 years as a buyer for a sheet metal company and have dealt with many sales staff at TR in that time. I have found all of them to be very professional with excellent product knowledge and very articulate and friendly."

"My job involves talking to people every day and it is a pleasure to deal with TR Fastenings. There is always a cheerful helpful voice at the end of the phone which is not the case with some suppliers I have to deal with."

"Thank you TR for your continued support, competitive pricing, punctual deliveries and excellent staff. I will continue purchasing from you and recommending you to other companies." **Chris Sandford – Buyer – Lund Brothers Ltd.**

"The TR team is friendly, knowledgeable and always willing to help." **Greg Gisborne, Havant Sheet Metal Ltd**

What sets us apart?

TR is a trusted Full Service Provider (FSP) offering engineering design and manufacturing expertise to a wide range of industry sectors. TR works with companies from early design stage right through to specification, manufacturing, quality control and logistics.

Throughout the customer journey we always aim to exceed expectations, offering a service that is both friendly and knowledgeable, based on expert engineering advice. Our response time is second to none.

At its heart, TR aims to offer every single customer a seamless professional sales service from the initial enquiry and assisting with product suitability through to order and after-sales support. It is why many of our customers have been relying on TR for their sheet metal fastening needs for decades. We think our customer retention levels are testimony to our success.

Our industry knowledge

Fastening solutions are helping to shape the future in a number of key sectors, including electronics and technology, telecoms, HVAC, domestic appliances and sheet metal industries.

TR In the Spotlight

Customer service excellence... Cont.



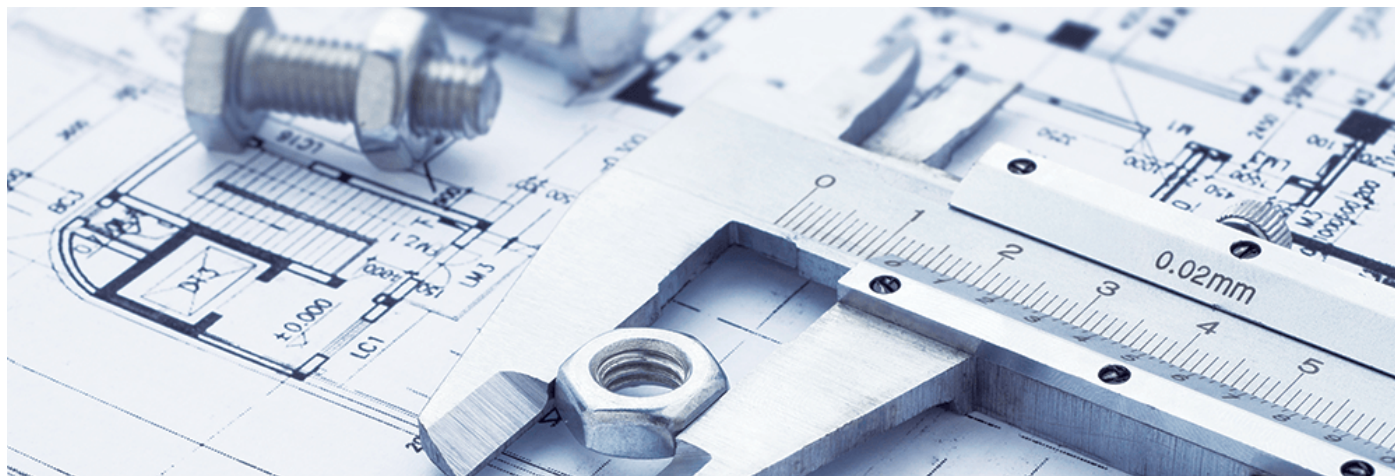
June 2020

Our teams of customer service and sales operatives have a broad knowledge of industry sectors and have a reputation for building strong relationships with customers.

TR's account managers will learn everything they need to know about your company in order to deliver an effective service, be it in recognising historic requirements and new developments, or keeping up to date with challenges in specific industries. Our staff are very adept at signposting to other TR departments for engineering expertise when required and have a genuine understanding and empathy with customer requirements.

We are dedicated to helping our customers in overcoming application challenges. As well as a knowledgeable sales team, we have a bank of helpful and explanatory animations detailing product information and specific considerations.

July 2020



There are many application challenges within the sheet metal industries. Selecting and installing the correct fasteners is one of them. Faced with increasing environmental responsibilities and unprecedented technological change, manufacturers and contractors are challenging for higher quality and smarter, application-based sheet metal fastening solutions.

Our research and technical capabilities encompass specific engineering disciplines evolved to support all sheet metal application solutions. TR offers fastener testing capabilities across a range of categories, including mechanical, dimensional, installation, and plating and finishes.

Application advice and guidance from our on-site engineers

TR's depth of engineering knowledge and technical back-up is relied upon by our customers who are seeking assistance in the selection of products best suited to particular contracts or applications. Our global technical team can offer application advice and guidance and has the expertise to assist with solutions if there is an application issue that needs resolving.

In today's competitive manufacturing environment, controlling cost and maintaining a high level of quality is a vital component of success. We offer complete confidence to our customers through our quality accreditation, which includes PPAP level 3. Here is what our existing customers say about our level of quality and expertise:

"In general it is great to work with all of the TR teams as they are always customer orientated and willing to help out. The knowledge, especially from TR's Quality Department, is great because with this they can define and detect troubles and problems."

"For specific projects, TR and HA-CO are always looking for improvements, we are now also developing a special stand-off." **Manuel Grimm, Ha-Co, Austria**

Fast response and flexible product solutions

Adapting to change in the current technologically fast-paced environment is essential. TR's global technical team is able to respond to requirements for smaller, lighter and more flexible product solutions, assist in troubleshooting and in the specifications for bespoke orders.

Where competitors' products have failed, TR's engineering team is quick to respond and in some cases this has included on-site visits to resolve application malfunction. With quality application engineers based at most TR sites, we can travel to deal with customers on a personal level if required.

Our customers, as you can see from the testimonials below, are delighted with the technical support TR offers.

TR In the Spotlight

Engineering and technical back-up... Cont.



July 2020

"I am very happy with the way that TR Fastenings' Quality Department is providing me with solutions and answers to my concerns and questions. The department is very skilful and their knowledge is helping us to provide our customers with the information that they require for technical problems." **Bram van Maurik, Batenburg, Holland**

"We are also very satisfied with your Quality Department. Problems are dealt with quickly and solutions are found." **Michaela Kyriakidou, Dueko, Germany**

Communication, flexibility, engineering expertise and problem solving are fundamental to the service we bring to our customers. We have a robust, organised network of engineers across the globe troubleshooting application problems and helping customers with their fastening solution challenges.

TR In the Spotlight

Stock variety, variance and availability



July 2020

TR Fastenings is a leading global specialist in the design, engineering, manufacture and distribution of high quality sheet metal fastenings. Operating from 32 business locations within the UK, Asia, Europe and the USA, TR's network spans two continents and includes eight high-volume manufacturing sites delivering high quality, cost-effective sheet metal fasteners.

Supplying fasteners into c.75 countries and more than 5,000 companies, TR is a Full Service Provider working with customers from early engineering and design stage, right through to specification, manufacturing, quality and logistics.

Flexibility in service and stock availability

As a major supplier to the automotive, electronics and domestic appliance sectors, TR has a robust business model for large OEM's and SME's. We hold stock of a huge range of sheet metal fastenings and related products. As a result, TR is able to deal with a variety of different applications, including where high volumes are a requirement.

TR offers real flexibility in service, in product ranges and is able to effectively and efficiently accommodate customer needs. Our customer service and sales teams are on hand to help with any problems that sit outside of the normal stock and supply issues.

"TR always provides a fast and efficient service and helpful advice on new requirements." **IC – Operations Director - OKW Enclosures Ltd.**

Our extensive stock availability ensures customers benefit from reduced costs of stockholding and storage as only a few days' stock needs to be held on the production line. Production can focus on its core function, as standard parts are always available at the point of use.

Our automated optical sorting facilities and specialist packing capabilities mean that TR can supply quality products reliably.

Inspection costs are also reduced as quality approved parts can be shipped direct to the production line.

Logistical support

TR understands that a global approach requires specific solutions in terms of communication, culture and security. Our three-tier approach, which includes local, national and international teams, is able to address all of these challenges in order to provide customers with the quality fastening solutions and economic advantages that they require.



We offer flexible dispatch times to meet with our customers' needs. The large stocks and general availability of our products mean we can respond quickly when competitor's products malfunction or when production priorities change.

Providing a range of delivery services and flexible response times, we offer next day delivery, timed if required, self-scan if certain criteria are met, or DLF (Direct Line Feed). Importantly, our global delivery operations ensure customers' needs are consistently met.

"TR Fastenings have been a supplier to Potters for over 25 years, and as the Purchasing Manager I personally have dealt with them for over 20 years. I have always found their service to be second to none, which

is why they are our main supplier of sheet metal fastenings. I would recommend TR to anyone looking to buy sheet metal fastenings, as the product range meets my needs and is of an exceptional quality. The sales team both internal and external are reliable, extremely helpful, knowledgeable, friendly and very easy to deal with." **Lea Bullen, Operations Manager, L. Potter & Sons Ltd.**

September 2020



As the new 70-plate cars roll off garage forecourts across the UK, 2020 is predicted to be another record-breaking year for electric vehicles in this country.

A report by Statista published in May forecast that electric vehicles will make up more than 10% of new UK vehicle registrations this year – up from just 3.2% of vehicles in 2016.

It is vital now that all of us involved in the EV industry work collaboratively to help the sector grow in a sustainable way.

As electric vehicles become more popular, the number of EV batteries coming to the end of their usefulness on the road will soar. But whereas traditional lead-based car batteries are commonly recycled in the UK – so much so that the majority of a new lead-based battery is recycled material – that is not the case for EV batteries.

Last year a joint study published by researchers from the University of Birmingham, the University of Newcastle and the University of Leicester concluded that the rise in popularity of EVs had not been matched by a solution to the problem of recycling the end of life waste of their components.

The researchers argued that there was an opportunity for the UK to be at the forefront of a new sector in the recycling industry to meet that challenge – potentially not only handling UK EV waste but also profiting by importing and recycling EV waste from abroad.

In Japan, Nissan opened a factory for the refurbishment of used EV batteries for repurposing in electric cars as well as vehicles requiring less power, such as forklifts and golf buggies, and in street lights. Likewise, Toyota has linked units to solar panels to provide power to shops in Japan.

The Faraday Institution - the UK's independent institute for electrochemical energy storage research - has suggested that recycled material could be a key input for the eight Gigafactories it forecasts the UK will need by 2040 to meet domestic demand for lithium ion batteries.

Securing the raw materials these factories will need, could be a mammoth task in the face of a global rise in demand, and the fact the mines producing the minerals needed aren't exactly on our doorstep. Lithium and manganese production is dominated by Chile, Australia and China, but the majority of cobalt comes from less stable countries, in particular the Democratic Republic of Congo. Concerns have already been raised by some experts that mining output of some of these minerals will not be able to keep pace with the growth in demand for electric vehicles.

While the Financial Times reported recently (6/9/20) that a number of companies are investing in Cornish mines in the hope of sourcing low-cost lithium domestically, a secure supply from recycled sources of the minerals needed for EV battery production in the UK would provide assurance that output could continue no matter the political situation in other countries.

TR In the Spotlight

EV batteries are the future but we must drive improvements now... Cont.



September 2020

Work is already underway on joint projects organised by the Faraday Institute and involving scientists and industry to increase the efficiency of batteries and make them more environmentally friendly.



The aim of the ReLiB project (Reuse & Recycling of Lithium Ion Batteries run by The Faraday Institution) is to secure the recycling of close to 100% of the materials in lithium ion batteries in the automotive sector, by identifying and removing the technological, economic and legal obstacles to it. It includes developing new methods of isolating the minerals used so they can be recycled, identifying second life uses for the components, reviewing the regulations on battery recycling to ensure they are fit for purpose - and of course encouraging the development of new businesses to actually carry out the recycling process.

All of us involved in the EV industry have a role to play in improving the sustainability of the market. Some parts of a lithium ion battery are already reusable as are the fasteners and components within EV battery housings, busbar assemblies and electrical connectors within

the battery, as well as in the charging sockets and facilities. The fasteners and components include silver plated copper or brass connector pins, brass inserts, stainless steel bolts, steel self-drilling screws, aluminium connections and compression limiters. At the end of the battery's functional life, these should be easily removable for separation and recycled for use in other products, whilst allowing easy recovery of the spent battery cells.

But if we are to move to batteries that are near 100% recyclable, we need to do more.

Those designing the next generation of EV batteries must consider at the start of the process - rather than as an afterthought, or not at all - how units will be disposed of. How can we make the product as efficient and effective as possible, but still ensure its constituent parts can be quickly and easily separated for recycling when it runs out of juice?

Putting Design for Manufacture at the heart of the system is key. Designers working with suppliers from the outset can reduce the number of components in their product and increase their efficiency. At TR Fastenings, for example, our specialist teams work closely with our customers from the very early stage of the design process, with our engineers able to develop, test and put into production innovative solutions to problems.

If we are to keep the cost of replacing and recycling units down, we need to develop greater standardisation of batteries so that a one size fits all system can be created for end of life disposal of all of the constituent parts.

In addition, unless there is a sustained focus on tackling the end of life situation for the current generation of batteries, the green benefits of the technology are at risk of being undermined.

[Find out more about TR Fastenings' role in the Electric Vehicle industry here.](#)

TR In the Spotlight

TR launches new security fastener to protect medical equipment from criminals



October 2020

A new range of security fasteners has been launched to prevent offenders from stealing or tampering with equipment in hospitals and other medical centres.



The innovative 5-Lobe pin from TR Fastenings is the first complete range of security fasteners made from corrosion-resistant A4-70 stainless steel - the preferred material for all applications across the health and medical sector because of its non-reactive qualities. The fastener's five-sectioned screw head means that it can only be undone by someone with specialist tools, preventing its removal by an opportunist criminal.

A report by the think tank Parliament Street [page 4] last year revealed that suspected thefts of electrical equipment from NHS sites had increased by 33% over a three-year period. Among the items taken were cameras, computers, laptops and monitors. The losses caused not only disruption to care and extra cost to the NHS but also concerns that patient data security could be compromised.

Meanwhile, in March this year it was revealed that staff had to take urgent action after vandals were able to damage the main oxygen supply for Rotherham Hospital [source: Rotherham Advertiser 10/3/20].

TR Fastenings components are used in medical equipment, ventilators, defibrillators, furniture including hospital beds, lighting and electrical points and signage.

Fastenings for medical equipment are made with corrosion-resistant A4-70 stainless steel. The durability of the high grade material means that components need to be replaced less often and that equipment is easier to clean and maintain.



Paul Standing, Products Manager at TR Fastenings, said: *"It's vital that medical staff have the confidence that when they need a piece of equipment it is where it should be."*

"Our new 5-lobe pin fasteners provide a strong line of defence to prevent opportunist thieves and vandals from stealing or interfering with equipment that could be the difference between life and death for patients."

The 5-Lobe pin is rated as a level 2 enhanced security product and can be supplied with button or countersunk heads in either machine screws or self tapping screws. A4-70 stainless steel is a high tensile strength stainless steel with excellent corrosion resistance making it perfect for both internal and external applications.

It is used in the manufacture of medical surgical instruments and in the pharmaceutical industry where cleanliness is absolutely key - the addition of molybdenum to its composition provides the A4 grade with a greater level of corrosion resistance making it suitable for use in salt water environments, or certain chemical solutions.

TR In the Spotlight

TR launches new security fastener to prevent businesses becoming victims of crime



October 2020



A new range of security fasteners has been launched to help businesses to cut the cost of being a victim of crime from their overheads.



The innovative 5-Lobe pin from TR Fastenings is the first complete range of security fasteners made from corrosion-resistant A4-70 stainless steel - the perfect product for outdoor use, in particular in marine, health and medical sectors because of its non-reactive qualities. The fastener's five-sectioned screw head means that it can only be undone by someone with specialist tools, preventing its removal by an opportunist criminal.

A report by the Federation of Small Businesses (FSB) in October 2019 suggested that there are 3.8 million traditional crimes against businesses in the UK each year, the vast majority of them robberies, burglaries, thefts and acts of vandalism – an average of more than seven every minute, with each costing businesses an average of £3,340.

In July thieves dismantled and stole a 10m-long building in Hull, while in September a mobile sheep yard and sheep weighing equipment were stolen in North Yorkshire [sources: BBC 20/7/20 & Farming UK 10/9/20].

The Federation of Small Businesses report added that more than one in five business victims said they didn't report their case, with many saying they were either too busy or were not even going to make an insurance claim.

Public sector organisations are also targeted. The think tank Parliament Street has estimated [page 4] that suspected thefts of electrical equipment from NHS sites has increased by 33% over a three-year period.

TR Fastenings components are commonly used in furniture including hospital beds, lighting and electrical points, signage, medical equipment, ventilators and defibrillators.

Fastenings made with corrosion-resistant A4-70 stainless steel do not degrade if they come into contact with salt water and other chemicals that have an impact on other forms of steel. The durability of the high grade material means that components need to be replaced less often.

Paul Standing, Products Manager at TR Fastenings, said: *"Opportunist thieves and vandals are always on the look out for an easy target so it's vital that businesses have the right level of security to defend themselves and their property."*

"Our new 5-lobe pin fasteners provide a low-cost, long-lasting line of defence against intruders that could cut the amount of money businesses lose in thefts, damages, disruption and increased insurance premiums because of crime."

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TR In the Spotlight

TR launches new security fastener to prevent businesses becoming victims of crime ... Cont.



October 2020

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