



## TR PRESS PACK

### Press Releases

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

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

[marketing@trfastenings.com](mailto:marketing@trfastenings.com)  
[www.trfastenings.com](http://www.trfastenings.com)

Facebook - [www.facebook.com/trfastenings](http://www.facebook.com/trfastenings)  
Twitter - [www.twitter.com/trfastenings](http://www.twitter.com/trfastenings)  
LinkedIn - [www.linkedin.com/company/tr-fastenings](http://www.linkedin.com/company/tr-fastenings)



# TR Press Release

BIAFD: 'Women in the Industry' - An interview with Glenda Roberts, Group Sales Director of TR Fastenings Ltd



January 2018



**Interview by Will Lowry, Editor for Fastener and Fixing Magazine.**

## **What have been the key points of your career?**

"I originally started in fast moving consumables with two American corporations. However, I could see with the advent of computerisation that things were going to change and that they were not going to need 450 sales people on the road. I therefore moved into industrial sales in 1982 and within five years I had risen to sales director. In 1990 I joined TR Fastenings Ltd as sales director for the Telford manufacturing site.

I could see from joining TR that the company was growing and it just felt the right thing to do. TR had a fresh approach and were at the early stages of vendor managed inventory, which was new at the time.

A key point was around 2000 when our customer base was drifting towards low cost countries abroad and leaving the UK. We decided to set up a global team and catch the business that was moving abroad. I put a team together and worked extensively out in China, as well as eastern Europe, and was instrumental in the opening of our Hungarian operation.

What we found when we went to these countries was that a lot of the senior people that we dealt with in the UK or in Europe had gone out and were running the plants. This meant that straight away we had a relationship. They liked what TR did for them in the UK and they wanted to recreate that in China, Hungary, Czech Republic, Poland, wherever it maybe.

Our business has grown substantially on the back of it, and following the global multinationals has probably become the key driving force of our business today – especially with the automotive market.

At the time, setting up businesses around the world was difficult. I was travelling on my own, and whilst I enjoyed trailblazing and setting up something new, it took a long time to get the momentum in the different markets. But once the ball was rolling you could make it a success. The key was having a good team with knowledgeable people."

## **How has the company and market developed since you started?**

"A key development was in 2007, which is when TR Fastenings started to have a stronger automotive strategy, as we could see that automotive was going to be the fastest market coming out of recession. Focusing on the automotive sector enabled us to upscale the way we operated and put us in a different

January 2018

league – as we could provide the products and importantly the service. The demands of the automotive customers are a lot more stringent and they require a lot more service. By working at this level for the automotive sector our other customers benefited.

Another big change has been globalisation. Thanks to our decision to follow our customer base and set-up operation around the world, we could take advantage of opportunities. We now have three global account directors and strategic business managers that work with our locations around the world to ensure the same service is delivered.



We have got to the stage where we are supplying some global companies over 45 sites, which means everyone has to work to the same blueprint. To do this you have got to have good people on the ground servicing them locally; good people in the middle that have all the skills sets to make the business 'lie down'; and the global account directors and strategic account managers to work closely with the customers – so that we properly represent what that clients need, wherever they are in the world. We have won quite a lot of business awards through this approach, which we jealously guard.

I must point out that we don't just focus on the 'big' companies, we have business models to support different sectors and sizes of companies. We take a logical approach and we are not just interested in the 'big players', we have a nice spread.

The final difference is legislation – the amount of paperwork and legislation now compared to when I first started with TR is almost night and day. I think because of product recalls and warranties, and the way the world is going, if you don't have the necessary paperwork in place you are not able to deal with the big companies.

You need to be able to ensure you have the right certifications – such as ISO/TS 16949 and ISO 14001. Customers now expect these as standard. You also need be aware and prepared for topics such as conflict minerals and the bribery act, plus the requirements for non-disclosure agreements. Being able to provide all this information immediately elevates you above the competition.

Our attitude is that if new legislation is on the horizon then we will embrace it early and be ahead of the game – to take the pain away from customers. We have done this successfully with REACH and RoSH2. In fact, we had customers coming to us saying that they had a RoSH manager and they would need to work with us and we were able to tell them our products were already certified. This underlines our philosophy of being a leader not a follower.”

January 2018

### **What opportunities do you see for the future?**

"I think technology will play a big role in the future. It has already made enormous difference to our life for the better. Everybody now has got a laptop, a mobile phone or a tablet, but 17 years ago it was a lot more difficult. I remember being in China and having to use a dial-up line for my laptop, which made it very tough. Now you have Skype that enables you to keep in touch with the office easily and you can talk face-to-face with customers or colleagues on the other side of the world.

Other interesting technologies include 3D printing – where we are doing a lot of prototyping – as well as liquid metal moulding, which we are exploring with the aim of helping us to shorten lead times.

Another opportunity is e-mobility, we have done a huge amount on electric vehicles and we are trying to understand how the market is going to change and what fasteners will be used for the future – such as in composites and new materials. We can then look at what is missing in our portfolio and how we can fill that gap.

Finally, as well as continuing to see purchasing managers in companies, we are focusing on engineers and designers. We recently restructured our whole website to target engineers – so that we can get involved in projects at the beginning.

Previously you would deal with the commodity managers who would send you a drawing. Now they want you involved in their design centres, and they want the early involvement. You could be dealing with an engineering group that is in Germany, designing a product that goes into North America. Because we are in both these areas we have engineers that can work with the different continents, which is a huge benefit. We are always trying to see what can keep us ahead of the game. Customers will always need fastenings and it is about catching that next wave."

### **What did you think of BIAFD's initiative to focus on 'Women in the Industry'?**

"I hadn't been to a meeting before, so I hadn't realised how male dominated it was, so I think BIAFD was trailblazing really. There were some quite strong ladies that attended, a lot that I knew within the industry but had never had the pleasure to meet. It was quite nice to see the numbers of people there. In years gone by I would go to seminars and found myself being the only woman in the room, which I quite liked because you stood out from the crowd. But I am seeing more women attending meetings within the industry, which can only be a good thing. I hadn't expected the turnout that BIAFD managed to achieve. I think they did a great job in getting everyone there and I think a telling point will be the next meeting. Most of the people I spoke to said that they would be back. I am planning on attending the next one, so that shows how much I enjoyed it."

Interview by Will Lowry, Editor for Fastener and Fixing Magazine.

# TR Press Release

Janus Perspective - Mark Belton, CEO of Trifast plc, parent company of TR Fastenings



January 2018



**Interview by Will Lowry, Editor for Fastener and Fixing Magazine.**

The key word that sums up 2017 for us as a business is growth. We entered the year focused on expanding our operations, not only in terms of size and location, but also regarding the quality of service we offer. This growth has been achieved by consolidating our position as a full-service provider to our customers, delivering end to end support from design and engineering to manufacturing and distribution on a global basis.

Our long standing history (we are 45 in 2018!) means we are well qualified to work closely with our customers, advising and collaborating on how fastening solutions can help them streamline and improve their supply chain process and product delivery. As a global business operating in 28 locations worldwide with 8 manufacturing plants, we are not only on top of international trends and developments, but are also able to assist customers with their global supply requirements, providing a seamless service across multiple markets and locations.

Business performance in Asia and the UK in 2017 was strong, better in fact than we had forecast at the start of the year. Asian growth was largely led by expanding the geographical footprint with our global OEM multi-national customers, predominantly in the automotive and domestic appliance markets. In the UK, there was a general uplift across most sectors, particularly due to strong growth from our European distributors, underlined by our commitment to delivering high quality products and excellent customer service. European operations grew as expected in 2017, whilst US growth was slower, reflecting a reduction in sales to the electronics sector. This slowdown was largely because of the manufacturing issues some of our key customers experienced in the wake of Hurricane Harvey.

For the industry as a whole, if not the wider business community, 2017 has been a year of uncertainty, as Brexit negotiations continue to test the pound and put the performance and resilience of UK PLC under the spotlight. However, we approached the year with an open mind, as weaker sterling actually benefits global business, due to translation of overseas results.

Of course, import costs have risen due to Brexit, but our view is that the current challenges facing British industry are not the first and will certainly not be the last. Businesses which prioritise quality, their customers and their people will always find a way through any challenge, and often with a renewed sense of purpose and determination. The key is to be flexible, informed and prepared, and be led by the requirements of each customer, adapting our own skills and expertise to the challenges and opportunities that they lay before us.

# TR Press Release

Janus Perspective - Mark Belton, CEO of Trifast plc, parent company of TR Fastenings



January 2018

In terms of market sectors, the growth of automotive has been phenomenal in 2017, much stronger than in recent years. There is of course a great deal of excitement around the future of automotive, with electric, hybrid and even autonomous vehicles dominating discussions both in boardrooms and in the media. Details of government plans to ban new petrol and diesel vehicles by 2040 to reduce NOx levels was largely greeted with surprise and dismay in the national press when it was announced in Summer 2017. However, to an industry which is used to undergoing rapid change, this is yet another milestone in the UK's automotive journey and actually presents as many opportunities as it does challenges. The automotive supply chain has already started to prepare and implement the technology needed for electric and hybrid vehicles, such as lightweight components. This is an exciting time for automotive businesses: the start of a new era calling for innovation, flexibility and vision as technology and consumer attitudes continue to progress.

Looking forward to 2018, it's clear that technology will continue to play a huge role in the progression of fasteners, engineering and global business as a whole. With advancements being made in 3D printing, prototyping and manufacturing processes, the speed of getting products to market is increasing. With



this comes an enhanced need to prioritise quality, process management and adherence to regulations, as corporate governance plays a more central role than ever. As industry 4.0 continues to advance, with new methods emerging in manufacturing, reporting and digitalisation, it's more crucial than ever to comply to robust international standards in everything from sustainability to cybersecurity. In 2017 we have opted voluntarily to audit and invest in a number of certifications and quality standards, driven both by the requirements of our customers and our own dedication to delivering to an impeccably high standard.

2018 will be a year of investment for us, just as 2017 has been, with developments such as the set-up of our new site in Barcelona and our innovation centre in Gothenburg. We will continue to invest in our people through training, development and recruitment, as well as increasing spend in plant & machinery and digital technology to improve efficiency and expand capacity.

Future-proofing our business will be a major driver for next year, as we look to further our capabilities in technical engineering, product knowledge, sector expertise and fastener innovation. In a fragmented market, we know that consolidation will play a big role in our journey in 2018, and acquisition remains high up on our agenda for the New Year, as we look for more like-minded and ambitious companies to join the TR family.

As we look ahead to another year which is sure to be full of yet more challenges, opportunities and maybe even some surprises, we will continue to be positive, engaged and forward-looking. Above all, we always aim to stay one step ahead of what's coming, ready to play our part in the ever-changing story of our industry.

# TR Press Release

## TR Fastenings Calendar Competition Results 2018



February 2018

**Congratulations to Nicola Pritchard from Drive Devilbiss Sidhil Ltd who has won our annual calendar competition!**

Nicola's winning tie breaker answer to the question 'What I like about TR...' was: "everything, attitude, commitment".

Well done Nicola, we hope you enjoy your new Amazon Kindle Fire.

Check out the answers above to see if you managed to find all the hidden TR's too!

Thank you to everyone who took part in this years competition!

Pictured below: Ian Shaw (Business Development Manager, TR), Nicola Pritchard (Buyer, Drive Devilbiss Sidhil Ltd)





# CONTACT US

[www.trfastenings.com](http://www.trfastenings.com)

[sales@trfastenings.com](mailto:sales@trfastenings.com)

[info@trfastenings.com](mailto:info@trfastenings.com)



Master Distributor Details

## UK

t: +44 (0)8454 811 800 f: +44 (0)870 458 7851  
e-mail: [uk@trfastenings.com](mailto:uk@trfastenings.com)

## Ireland

t: +353 (0)22 22301 f: +353 (0)22 22056  
e-mail: [ireland@trfastenings.com](mailto:ireland@trfastenings.com)

## Netherlands

t: +31 (0)541 511515 f: +31 (0)541 517134  
e-mail: [netherlands@trfastenings.com](mailto:netherlands@trfastenings.com)

## Norway

t: +47 67 06 70 00 f: +47 67 06 70 10  
e-mail: [norway@trfastenings.com](mailto:norway@trfastenings.com)

## Sweden

t: +46 (0)8 578 44 900 f: +46 (0)8 578 44 950  
e-mail: [sweden@trfastenings.com](mailto:sweden@trfastenings.com)

## Spain

t: +34 93 647 22 45  
e-mail: [spain@trfastenings.com](mailto:spain@trfastenings.com)

## Hungary

t: +36 (06)24 516 972 f: +36 (06)24 516 961  
e-mail: [hungary@trfastenings.com](mailto:hungary@trfastenings.com)

## Poland

t: +48 (22)402 36 14 f: +48 (22)402 36 24  
e-mail: [poland@trfastenings.com](mailto:poland@trfastenings.com)

## TR VIC Italy

t: +39 (0)75 914 9015 f: +39 (0)75 9190165  
e-mail: [info@vic.it](mailto:info@vic.it)

## TR Kuhlmann Germany

t: +49 (0)5246 / 50320-0 f: +49 (0)5246 / 50320-70  
e-mail: [info@trkuhlmann.com](mailto:info@trkuhlmann.com)

## Singapore

t: +65 6759 6033 f: +65 6759 6022  
e-mail: [singapore@trfastenings.com](mailto:singapore@trfastenings.com)

## China

t: +86 21 5032 5696 f: +86 21 5032 5775  
e-mail: [china@trfastenings.com](mailto:china@trfastenings.com)

## Taiwan

t: +866 7 552 5577 f: +886 7 552 7033  
e-mail: [taiwan@trfastenings.com](mailto:taiwan@trfastenings.com)

## TR PSEP Malaysia

t: +603 5519 1444 f: +603 5510 8505  
e-mail: [psep@psep.com.my](mailto:psep@psep.com.my)

## Malaysia

t: +604 508 3931/2 f: +604 508 3942  
e-mail: [malaysia@trfastenings.com](mailto:malaysia@trfastenings.com)

## India

t: +91 967707 1807 m: +65 9684 1763  
e-mail: [india@trfastenings.com](mailto:india@trfastenings.com)

## Thailand

t: +66(0)20413 340 f: +66(0) 20413 340  
e-mail: [thailand@trfastenings.com](mailto:thailand@trfastenings.com)

## USA

t: +1 800 280 2181 f: +1 281 807 0620  
e-mail: [usa@trfastenings.com](mailto:usa@trfastenings.com)