

How we create value

Our Group business model

WE ARE A 24/7 'FULL SERVICE PROVIDER' OFFERING 'END-TO-END' SUPPORT TO ALL OUR CUSTOMERS

INPUTS

Our people

We have c.1,300 employees based in our 33 locations across the globe, who deliver high-quality service, technical expertise and product quality to our customers.

 Read more on page 4

Our global logistics network

We have been a global supplier of fasteners and related components for 45+ years. Over that time, we have established secure and proven logistic networks across the world. We now offer a seamless and reliable supply to over c.75 countries.

 Read more on page 28

Manufacturing facilities

High quality, competitive manufacturing across eight global locations forms the foundation of our industry reputation which is second to none.

 Read more on pages 6 to 7

Partners and relationships

Trifast has a structured approach to engaging with its strategic supply chain partners, to establish long-term relationships which create sustainable value for both Trifast and its suppliers.

 Read more on page 24

Financial strength

A strong balance sheet, flexible banking facilities and a successful equity raise provide the confidence to invest for growth.

 Read more on page 8

Investment

To make the most of the opportunities for growth and to keep moving forward, we must continue to invest in our business, whether this is in our people, manufacturing capabilities and quality, our business infrastructure or in finding the next successful acquisition.

 Read more on pages 48

Providing Trusted Reliability at every turn

TR is a recognised and established global brand across a wide range of manufacturing sectors. Our aim is to offer the highest levels of customer service and experience at every point of contact. We don't just sell industrial fastenings - we design, we problem-solve, we engineer, we manufacture, we source and we reliably deliver high quality, often complex components and logistical solutions to production lines across the world.

Our success and ongoing growth is based on a unique blend of high quality in-house manufacturing, our long-standing customer relationships, on and off-shore flexible supply chains and adaptable, consistently reliable global logistics.

HOW WE OPERATE

DESIGN AND APPLICATION

Assemblies simply cannot function without fastening solutions. Our custom engineered components influence and enhance the freedom and versatility of design necessary to create assemblies that deliver at the peak of their potential. Our engineers are experts in fastenings, but also in their application within assembly solutions, allowing them to provide valuable input when engaged both early in the design phase and throughout the supply cycle as part of a collaborative approach.



HIGH QUALITY MANUFACTURING

Our eight manufacturing plants spread across Asia, Europe and the UK provide reliable, timely and high quality product to our key multinational OEMs/Tier 1s around the world. The parts we choose to manufacture in-house tend to require more complex manufacturing processes and/or stricter quality requirements. This allows us to make best use of our extensive engineering know-how to drive the greatest value add for our customers.

SOURCING OF COMPONENTS

Two-thirds of the Group's revenue is sourced from our established network of world class external suppliers located across the globe. This means we are not restricted by what we can manufacture in-house or source from one geography. Instead, by being a truly 'one-stop' solution for all their fasteners and related components we are able to streamline and tailor the procurement process to meet our customers' needs.



FLEXIBLE GLOBAL LOGISTICS

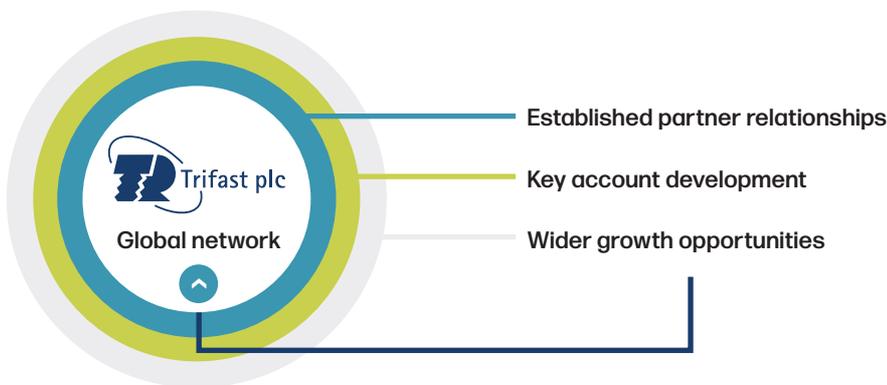
We have established secure and proven logistic networks across the world, offering seamless and reliable supply to c.75 countries. From complex and totally reliable VMI and 'Just-in-Time' delivery to local third party warehousing and straightforward ex-works solutions, we are able to provide the most cost effective supply logistics to suit our customers' needs. Being where our customers need us to be is our ethos, delivering whatever they need from a business perspective, with the same Trusted Reliability wherever they are geographically.

POSITIONED FOR SUCCESS

OPPORTUNITIES FOR GROWTH

The strong relationships we have built with our key global customers over the last 45+ years are considered a significant asset to the Group. We continue to prioritise the development, protection and maintenance of these relationships so as to grow our market share with them across the world.

Our key focus is always on added value to the customer, with zero compromise on quality.



Established partner relationships

Our global presence enables our teams to collaborate together and with our customers. Through our world-class supply chain, we complement processes and can deliver a cost-effective solution and efficient service

Key account development

At any point in time we will be working on a number of new multinational OEMs - building networks and trust, developing a better understanding of their needs and spotting the opportunities that will provide us with that initial route to supply

Wider growth opportunities

As a wider business, we are also constantly looking beyond specific customer relationships. Be it a specific product range, patented technology, a new market focus or a geographical hot spot, we are always working together to drive our ongoing growth

INVESTING FOR GROWTH

Ongoing capital expenditure in new manufacturing and inspection plants within our factories has become almost routine in recent years, while sustained high growth in a number of our distribution locations has been driving targeted investment into our people and our warehousing. In the short term, we have chosen to defer some of these investments until the macroeconomic environment settles. However, investing for growth will continue to be a core element of our underlying business model for the foreseeable future.

VALUE GENERATED FOR OUR STAKEHOLDERS

Our people

We continue to invest in our training provision for our employees to ensure that we have the best skill sets that are relevant to each of our job roles. Additionally, *Trifast* is committed to providing a safe and fair environment, we enforce this commitment through our Health and Safety, and Environmental Management systems.

[Read more on pages 42 to 47](#)

Customers

Our reputation in the industry for quality is second to none at a time when customers are beginning to focus more and more on this. We are known for our commitment and ability to go the extra mile for our customers, solving issues before they arise and stepping in where competitors have fallen short.

[Read more on page 41](#)

Suppliers

Our suppliers and our global manufacturing sites provide us with the goods and services we rely on to deliver to our customers. They range from substantial multinational companies to small-scale local businesses providing bespoke services when they are needed.

[Read more on page 49](#)

Communities

It is our responsibility to respect and value others and maintain high ethical standards in everything we do. We are committed to the care and stewardship of the communities and environments our businesses are involved in as a Group or across our 33 locations.

[Read more on pages 54, 58 and 59](#)

Investors

We operate a regular investor communications programme where management are available to all shareholders. Part of this programme includes investor roadshows in association with our key announcements, capital days and operational visits.

[Read more on pages 14 and 119](#)

Environment

We have a responsibility to reduce the impact that the Group has on the environment through continuous improvement initiatives that will create sustainable ways for us to save energy, waste and also to deliver improved efficiency and productivity.

[Read more on pages 54 to 57](#)