



Our Groupwide Processes

Our Groupwide Processes are the foundations upon which the businesses are based. They provide operational expertise in product purchasing and selection, catalogue management, information services and supply chain support.

Our suppliers

We work with suppliers to maximise the effectiveness of our product portfolio and marketing opportunities while minimising the overall costs to the business of ensuring that products are available for our customers.

- Our processes allow us to operate efficiently on a worldwide basis
- Our supply chain process continues to ensure that we have stock availability of over 99%
- We have implemented 'ethical audits' for direct suppliers in developing economies to ensure that we do not knowingly trade with suppliers involved in unethical practices

Our processes

Product Management: identifies and selects products to be sold by the Group and purchases them in the most effective manner.

Supply Chain: is responsible for the logistics of product supply, including management of all stocks. The team works to maximise stockholding efficiencies and the local businesses' ability to meet customer order demand.

Facilities: develops our warehousing capacity and properties internationally, providing the integrated logistics requirement for the Group together with the Supply Chain.

Media Publishing: provides the central expertise for design, production and effectiveness of all media.

e-Commerce: is responsible for developing and co-ordinating business-to-business e-Commerce across the Group.

Information Systems: is responsible for the integrity of our systems and for all hardware, software and systems development, and innovation.

Human Resources: supports the recruitment, development, motivation, and retention of senior employees, in order to ensure the availability of skills to meet business needs.

Finance: provides guidance and support for forecasting, measuring and reporting business performance, and includes tax, treasury and operational audit.

Legal and Company Secretarial: provides expertise and control to ensure conformance to international and local laws and regulations.

Our suppliers

Suppliers acknowledge the key role that Electrocomponents plays as a demand creator for their products and as the critical channel for accessing customers internationally.

We have developed a systematic approach to managing our supplier relationships by adopting best practice and by exploiting our international sourcing capabilities.

Portfolio Management: Managing a range of over 300,000 products requires experience and market knowledge to ensure that we have the optimal offer for our customers. Our suppliers represent the leading brands and sources in the business-to-business market and provide invaluable help by working with our product teams to select ranges that build demand.

Supplier Management: With over 3,000 suppliers across the Group we have analysed and segmented our supplier base to ensure resource is aligned to the potential of the supplier. Supplier management is about building partnerships with suppliers embracing all elements that are important to mutual profitability.

Co-operation: We work together on marketing and promotional developments with many suppliers to expand our mutual markets.

Demand Creation: Electrocomponents' suppliers recognise the Group strengths of our global customer reach, marketing capability, leading edge channels to market, technical support and high service.

Our supplier relationships are also critical to Supply Chain where we manage the process from order to receipt of stock. We have established recognised leadership in our logistics capabilities.



Belden Wire & Cable's link with RS Components stretches far beyond the conventional manufacturer distributor relationship.

It's a five-year-old partnership built on two-way communication and a willingness to align business strategies for growth. As a sophisticated distributor of Belden's industrial and media cabling, RS Components places orders through electronic data interchange and products are delivered labelled and packaged to specific requirements.

Belden has put together a dedicated key account management team that is focused on addressing critical areas such as service levels, product sales, marketing support and target markets.

