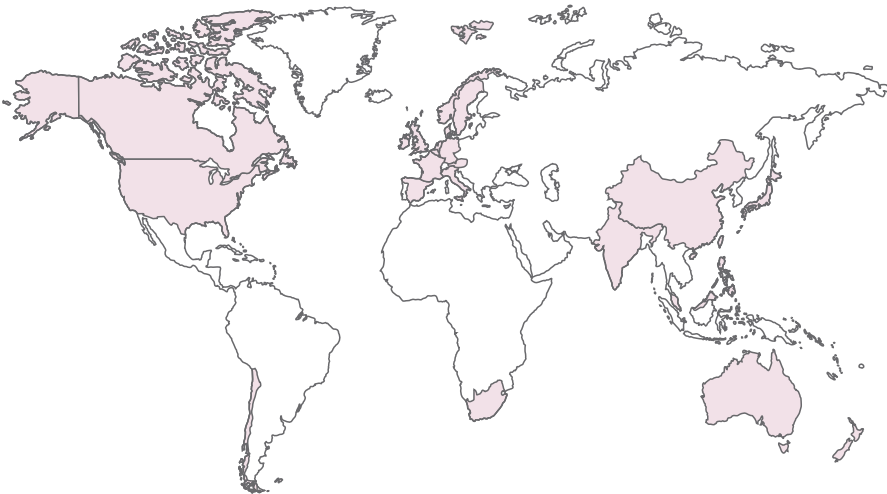


## Our business

We are a high-service distributor of a wide range of electrical, electronic, industrial, health & safety and information technology products to over 1.5 million end-user customers worldwide. Our RS subsidiaries operate in 24 countries and export to a further 160 worldwide, while Allied covers the North American market.



### Where we are RS companies

Australia	Japan
Austria	Malaysia
Belgium	The Netherlands
Chile	New Zealand
China	Norway
Denmark	Philippines
France	Singapore
Germany	South Africa
Hong Kong	Spain
India	Sweden
Republic of Ireland	Taiwan
Italy	United Kingdom

### Allied Electronics

Canada	United States
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## How we do it



Customers are served from local companies based in their own country, most with their own warehouse for fast, reliable fulfilment. They all draw on the Group Processes for product buying and selection, catalogue management, information services and supply chain support.

## Group 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 Operating Companies' 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.

## How we got here

1928	Allied founded
1937	Radiospares founded (RS UK)
1967	Electrocomponents floats on the London Stock Exchange
1984	Radionics Ireland
1989	RS Taiwan
1990	Radiospares France, RS Austria and RS Australia
1991	RS Germany
1992	RS Italy and RS Denmark
1994	RS New Zealand and RSCC India
1995	RS Singapore and RS Amidata Spain
1996	RS South Africa and RS Chile
1997	RS Hong Kong – 6 offices in China
1998	Internet trading launched RS Benelux, RS Malaysia, RS Philippines and RS Sweden
1999	RS Japan and Allied Electronics (US and Canada)
2002	RS Norway

Our principal sales methods are a paper catalogue with CD-Rom, and internet trading in all markets. By providing high levels of service – convenience, availability, reliability and technical support – to our customers we offer the best value for their small order purchasing