



Electrocomponents Factsheet

Electrocomponents is the global distributor for engineers

- Listing: London Stock Exchange (ECM), FTSE 250
- Trading brands: RS Components, Allied Electronics & Automation

Key facts

- Global revenues were £1.71bn for the financial year ended 31 March 2018
- Revenues grew by 17.1% in 2017
- Over 75% of global revenues are derived from outside the UK
- We have operations in 32 countries
- The Group serves over 1 million customers worldwide
- We have more than 500,000 products in our global range
- Around 5,000 new products are added every month
- Over 40,000 RS Pro products on offer
- There are around 5,800 people employed by the Group worldwide

Supply chain

- We have a global network of distribution centres:
 - UK: Corby, Nuneaton
 - EMEA: France, Germany, Ireland, Italy, South Africa
 - APAC: Australia, China, Japan
 - North America: Fort Worth
- We have 19 trade counters worldwide
- We ship around 50,000 parcels per working day
- One parcel is shipped every two seconds
- Group stock turn = 2.8
- Our average customer order value is around £150
- We distribute products from over 2,500 leading suppliers worldwide
- We have four global product categories:
 - Semiconductors
 - Interconnect, Passives & Electromechanical (IP&E)
 - Automation and Control
 - Tools, consumables and test

Innovation

- 60% of global revenues is generated by eCommerce
- eCommerce revenues grew by 4.9% in 2017
- Our RS Net Promoter Score (NPS) was up 6.3% to 43.6 in 2017
- We have 60 websites across the world, with the majority in local language
- There are around 10 million visits to our global websites every month
- Around 800,000 product views per day on our websites worldwide
- DesignSpark has over 550,000 registered members and around 700,000 page views per month
- DesignSpark PCB has over 250,000 users globally
- DesignSpark Mechanical has over 250,000 users worldwide
- DesignSpark Electrical has over 45,000 users globally

- Over 40,000 downloads per month from a library of more than 80,000 3D CAD models from around 120 suppliers

Sales

- Over two million interactions with customers around the world every year
- We handle more than nine million orders per year
- We manage 50 million prices across our global product range
- Over 100,000 telephone calls per month handled by customer services globally
- Live Chat is available in 29 countries in 19 languages across the world
- Around 14,000 live chats per month worldwide

Corporate Responsibility

- Electrocomponents is a member of the FTSE4Good index
- In 2016, we were top of the Carbon Disclosure Project (CDP)'s FTSE 350 'Information Technology' sector with a climate change score of A-
- CO₂ emissions due to energy use in our premises were reduced by 6.4% in 2017
- Proportion of total waste recycled was up by three percentage points to 74% in 2017
- Total water use was down by 4.9% in 2017
- The total number of accidents was reduced by 18% in 2017

About Electrocomponents plc

Electrocomponents is the global distributor for engineers. With operations in 32 countries, we offer more than 500,000 products through the internet, catalogues and at trade counters to over one million customers, shipping around 50,000 parcels a day. Our products, sourced from 2,500 leading suppliers, include electronic components, electrical, automation and control, and test and measurement equipment, and engineering tools and consumables.

RS Components and Allied Electronics & Automation are the trading brands of Electrocomponents plc. The Group is listed on the London Stock Exchange and in the last financial year ended 31 March 2018 had revenues of £1.71bn.

For more information, please visit the website at www.electrocomponents.com.