

# COMPANY PROFILE

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TOP Electronic Components S.A  
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# Top Electronic Components S.A

Trading company of industrial and electronic components



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Topelcom



TOP ELECTRONIC COMPONENTS SA



# 01 OurHistory

TOP Electronic Components S.A, **has been present in the Greek and global market for about 30 years.** It was founded in 1993 after the merging of the three private companies, under the names of **I. POULOS & CO., P. TOUMPIS & CO. and A. TSAGKOGEOGAS & CO., which were already operating in the Greek market since 1973.**

This consolidation enabled the structural re-organization of the company and led to the enhancement of customers' support and acceleration of growth. **The continuous progress of the company, made the need for facility expansion evident, so by 1997, the company had already relocated to its new premises,**

a private-owned building, located in a strategically selected region between the center of Athens and the busy port of Piraeus. With a total area of 4600m<sup>2</sup> of offices and warehouses, the new HQ hosted effectively the organization until 2014, **when an additional warehouse of 2700m<sup>2</sup> was acquired, significantly increasing the storage capacity of the company.** This location and space investment, resulted in a higher level of customers' satisfaction by providing them easier access to the companies services.

During these years, **TOP, driven by a customer-centric orientation and a thoughtful financial management, managed to acquire several widely recognized certifications.** As a reward for its efforts and commitment to high quality services, in 2011 the company entered the list of the **Strongest Companies in Greece [issued originally by ICAP and later, until today, by the International Duns & Bradstreet organization located in the US].**

It was at the same period that the company decided to also invest in the development of **a website along with a functional B2B e-commerce platform [www.topelcom.gr]** which was widely accepted by its customers and brought new potential to the everyday business.

Throughout the years and up to the present day, having come across and successfully overcome critical periods caused by both the country's and global instability, **TOP has managed to develop and maintain an on-going competitive advantage, regarding prices in offer and quick delivery solutions for non-stocked items, all adding up to an efficient customer service.** Moreover, it operates in an environment that constantly guarantees technologically updated products resulting from the company's know-how in the wholesale trade sector. This knowledge comes from the long experience in the global markets leading to an **extensive range of brands -over 27000 active codes- being registered in its database and available in its warehouses.**



## 02 Core Business

### Wide sales network covering Greece, Cyprus and the Balkan countries

In total, TOP has an overall of around 3000 points of sales where its products are distributed and through which, they reach the final user. The range of products include electrical components, industrial, automation, lighting, cabling and variety of other products. Its customer portfolio consists of both Greek and multinational companies, which are active in the fields of construction, telecommunication, automation, security, medical and electronic applications and other.



### Our Portfolio

Based on its customer-oriented philosophy, TOP continuously tries to update its product mix to better meet the arising needs of the customers, by **researching and introducing more than 500 new codes per year**. We offer products that can satisfy all customers' needs in the following fields:

- Electrical Equipment
- Industrial components
- Automation
- Cables
- Lighting
- Structured cabling
- Electronic Components
- Tools and measuring devices
- Lab equipment
- Batteries and chargers
- Inverters and UPS
- PC, mobile and travelling accessories

# 03 Main Partnerships

TOP efficiently distributes products of over 165 suppliers around the globe and is the authorized agent and distributor of many renowned brandnames, most important of whom, are the following:



# 04 Our Services



**T**OP revolves around meeting fast all customers' needs. **Towards this aim, a fully integrated B2B e-commerce platform has been developed**, that provides accurate real-time information regarding the availability of products and enables our customers to place their orders on line in a fast and secure way. Through the platform the customers can also get the latest information about offers, new products and our company's activities.

To improve the selling process, **trained personnel analyze the customer's request and suggest suitable and technologically advanced solutions** which entirely meet the customer's expectations. Special requests which cannot be covered by TOP's existing product mix are handled by scanning our extensive network of suppliers.

After sales, **the experienced team of sales engineers keep supporting our customers by advising them on installation and troubleshooting issues**, building solid relationships and ensuring maximum customer satisfaction levels.

## Business Competitiveness

We provide a **"one stop service" for our customers**, creating great value for them through the following key benefits:



Variety of solutions that meet different needs



High levels of stock to serve customers fast



High quality products in competitive price



Timely and punctual after sale service

# 05 Quality Policy

## Trustworthy and high quality partners have been a one-way route for the company.

Over the years, TOP has been acknowledged for its quality assurance processes and its strong financial position, which are essential competencies to operate as a distributor.

Furthermore, **TOP early realized the importance of specific certifications** for the products it distributes. Thus, the selection of trustworthy and high quality-oriented partners has been a one-way route for the company.



As a result, since year 2002, TOP is certified for its quality assurance policy implemented in importing, exporting, storing, distributing and supporting of electronic – electromechanical and other products, with **ISO 9001:2000** certification. Since 2017, TOP is certified with the newest Quality Management system as per **ISO 9001:2015**.

Additionally, driven by its environmental concern, since year 2020 TOP is certified with **ISO 14001:2015** and just recently it has been also certified with **ISO 27001:2013** for its management of security information. Our company, aware of issues of safety and health in the workplace, has been also certified since January 2023 with **ISO 45001:2018**.

In collaboration with **ICAP GROUP**, which continually recognizes TOP as **one of the strongest companies in Greece** in its field of activity, the International **DUN & Bradstreet Certification Company** certified TOP with the **International Certification of Trustworthiness and Reliability**.

# 06 Vision & goals

## Our vision is to be a trustful partner, that enhances customers' value

TOP aims to keep satisfying its customers' needs to the ultimate level, **by exploring new products, expanding to new markets, while working ethically.**



### Our values

#### INTEGRITY

The co-operation with our customers is based on commitment and consistency between words and actions

#### RESPONSIBILITY

We are fully aware of the impact of our trading behavior and the responsibility required when serving a customer

#### RELIABILITY

The solutions proposed to our customers are based on precise, honest and reliable information

#### RESPECT

Taking care of people and the environment in every aspect of our activities

TOP intends to **maintain the trust that has built with its customers and suppliers worldwide, throughout its long presence in the market** and to invest in the continuous improvement of products and services as well.

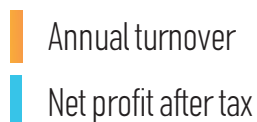
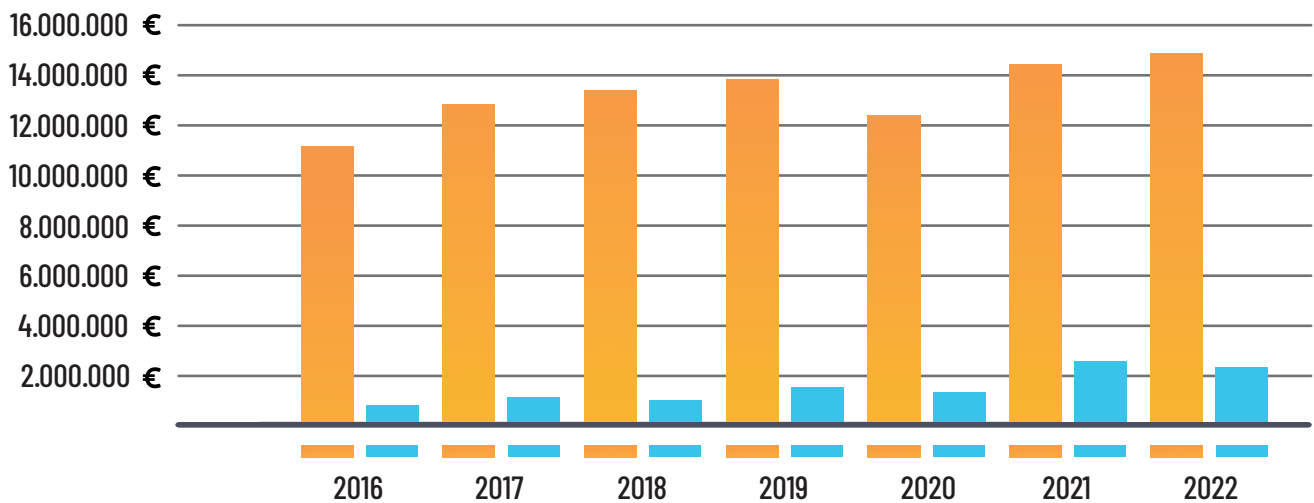
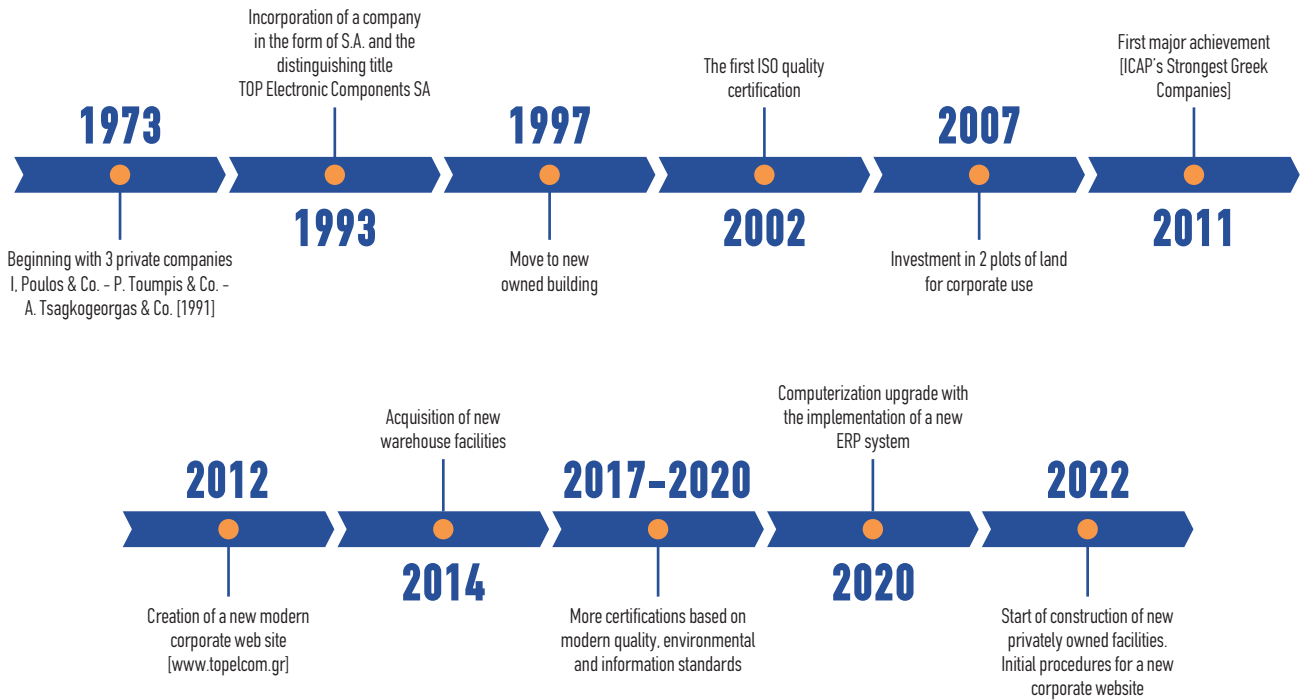
To achieve this goal, TOP has invested in new land next to its current position and has taken actions towards the construction of a brand-new warehouse and office building, which will set the foundation for the company's further development and growth.





# 07

## Landmarks & Financial Data





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