

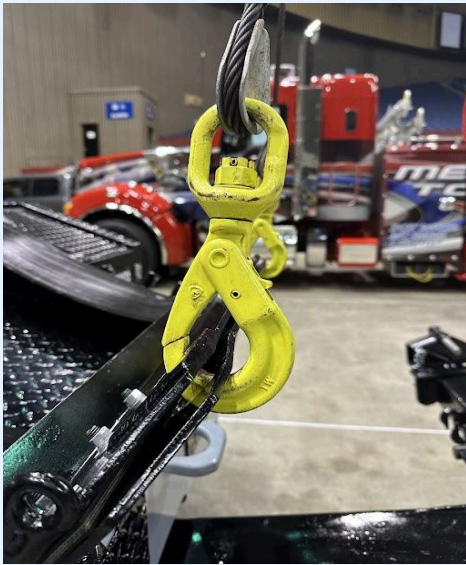
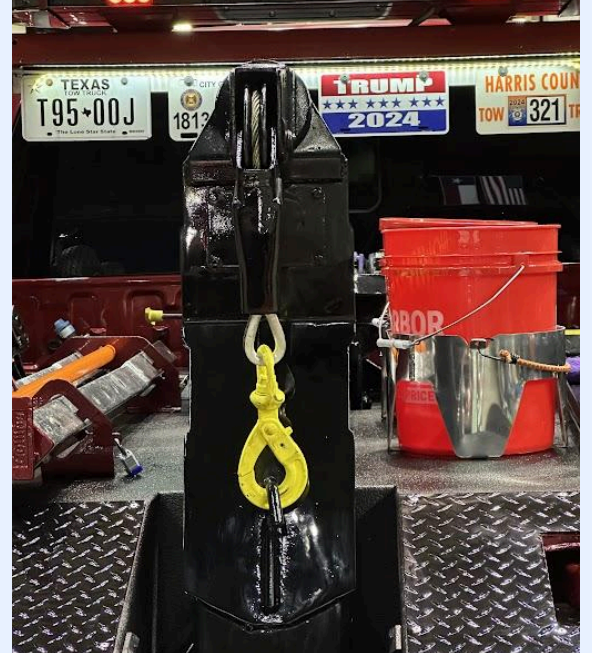


TW PRODUCTS

Chain, Wire Rope & Rigging Hardware

01 July, 2024 Newsletter

Last month, we had the honor of exhibiting at the TOWXPO in Dallas-Fort Worth. We were delighted to see many familiar faces and engage in valuable conversations. Maria, one of our company representatives at the show, emphasized that attending trade shows like this is not just about securing new sales but also about nurturing and reinforcing our relationships with our existing customers and their distributors. She particularly enjoyed reconnecting with Lee from AllGrip, David from Zips, David from Landoll, Omar at B/A, Howard at Matheney's, Rocky from SafetyLight, Todd at Cluster, and others.



As is the case in most scenarios, relationships are crucial. Our company is committed to establishing and maintaining positive relationships with our customers and partners through transparent and sincere communication. We actively keep all key stakeholders informed about vital organizational activities and plans, aiming to achieve 100 percent customer satisfaction through continuous improvement. This includes ensuring that our customer service team members receive adequate training to better serve you.

In June, we celebrated our anniversary. Consistent with our yearly tradition, we closed our office so that all employees could have a day off to relax, spend time with family, or engage in activities they enjoy. Additionally, we have successfully onboarded a new customer, aligning with our growth goal. In line with this growth, we are bringing on board new team members to support our expanding needs. Get ready to meet some new faces!

