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our customer magazine



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A fresh perspective on sporting goods distribution



TCK SPORTS GROUP
BENELUX SPORTING GOODS DISTRIBUTION

THE ADDED VALUE OF TCK SPORTS GROUP

THINK GLOBAL, ACT LOCAL

ABOUT TCK

- FAMILY BUSINESS, FOUNDED IN 1972. HAS BECOME THE EXCLUSIVE IMPORTER IN THE BENELUX OF 25 A BRANDS. THE COMPANY HAS 65 EMPLOYEES.
- LARGE SALES TEAM, COMPOSED OF EXPERT AND EXPERIENCED PROFESSIONALS WHO OFFER A PERSONAL APPROACH.
- PROFESSIONAL CUSTOMER SUPPORT IN FINANCE, IT, CUSTOMER SERVICE AND LOGISTICS.
- PRACTICE-BASED TRAINING DAYS FOR SALES STAFF WORKING IN THE STORES.
- ALL OUR COLLECTIONS, TAILORED TO THE BENELUX MARKET, ARE DISPLAYED IN OUR SHOWROOMS IN LEUSDEN (NETHERLANDS) AND WILLEBROEK (BELGIUM).
- WITH OUR OWN 9000 M2 DISTRIBUTION CENTRE, WE CAN GUARANTEE FAST DELIVERIES.
- WE TRY TO WORK IN AN ENVIRONMENTALLY FRIENDLY WAY, AS EVIDENCED BY OUR ISO 14001 CERTIFICATION.

IN-HOUSE SERVICES

- ORDERS PLACED BEFORE 4PM ARE SHIPPED THE SAME DAY.
- 24/7 ONLINE ORDER SERVICE WITH TCK ORDER ONLINE.
- NOOS ITEMS ARE ALWAYS AVAILABLE DIRECTLY FROM OUR OWN STOCK.
- TCK DROP SHIPMENT SERVICE. ALSO AVAILABLE TO RETAILERS WITHOUT A WEB SHOP. FAST, EFFICIENT AND FAIRLY PRICED.
- ONLINE CUSTOMER PORTAL FOR EASY ACCESS TO ANY TYPE OF CONTENT AND FOR USER-FRIENDLY CUSTOMER SERVICE HANDLING.
- IN-HOUSE REPAIR DEPARTMENT AND FAST CUSTOMER SERVICE.
- SMART FINANCE AND IT SOLUTIONS.

MARKETING

- MODERN MARKETING CONCEPTS FOR OUR BRANDS. ALWAYS IN ACCORDANCE WITH INTERNATIONAL CUSTOMER INTELLIGENCE, YET FOCUSED ON THE BENELUX MARKET.
- MULTI-DISCIPLINARY IN-HOUSE MARKETING TEAM COMPOSED OF BRAND MARKETEERS, CONTENT MANAGERS AND GRAPHIC DESIGNERS.
- FAST, EFFECTIVE AND TAILORED MARKETING SUPPORT FOR OUR CUSTOMERS.
- INDIVIDUAL BRAND WEBSITES INCLUDING DEALER SEARCH FUNCTIONS DOWN TO PRODUCT LEVEL.
- SPONSORING OF MAJOR SPORTS PROJECTS, AMONG WHICH THE NIJMEGEN FOUR DAY MARCHES, THE ROYAL DUTCH SWIMMING FEDERATION (KNZB) AND THE DUTCH GEHANDICAPTE SPORT FUND (HANDISPORT).

PARTNERSHIPS



LOWA BENELUX BV

DEUTER
FRITSCHI
GONSO
LEKI
LOWA
ORTLIEB
ORTOVOX
(VIERDAAGSE)

TORNADO SPORT BV

ARENA
BLIZZARD
DALBELLO
HEY
INJINJI
MARKER
TECNICA
UVEX
VIBRAM
VÖLKL

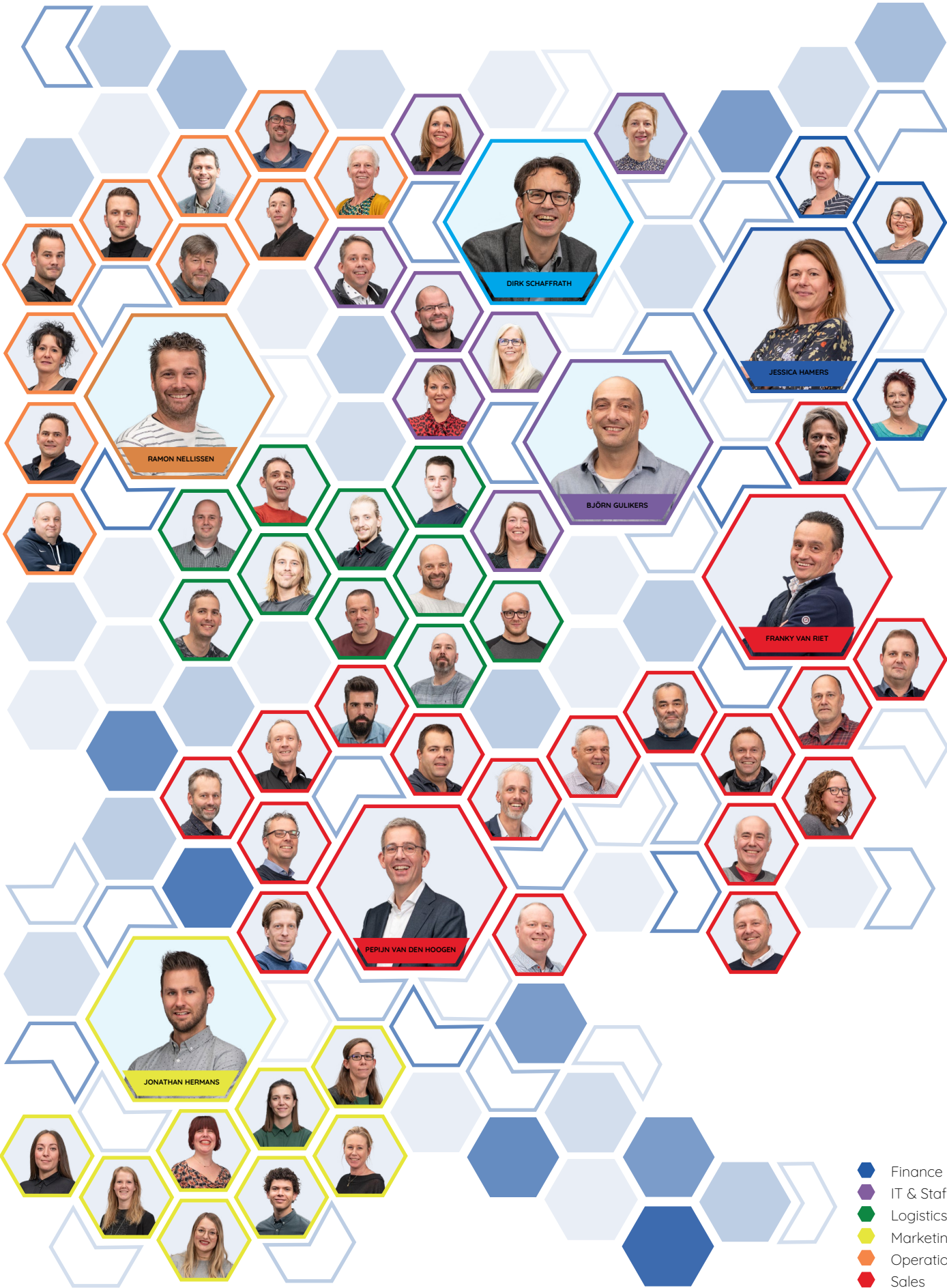
X-FUNCTION BENELUX BV

BLADERUNNER
NORDICA
ROLLERBLADE
SIDAS
SIGG
THERM-IC
X-BIONIC
X-SOCKS



TEAM TCK SPORTS GROUP

SPORTS - ENTREPRENEURSHIP - PASSION



TCK SPORTS INVESTS IN THE FUTURE

Efficient environmental management yields benefits throughout the chain

ISO 14001

TCK Sports Group is ISO 14001 certified. The certificate shows that our organisation takes measures to limit environmental risks. **“With this certificate, we as an organisation underpin that we manage the environment in a conscious way and that we are committed to continuously improving it. The quality system underlying the certification gives us, among other things, better insight into costs, such as water, energy and waste, and provides clear guidelines for creating a healthier and safer working environment.”**

Ramon Nellissen - Manager Operations



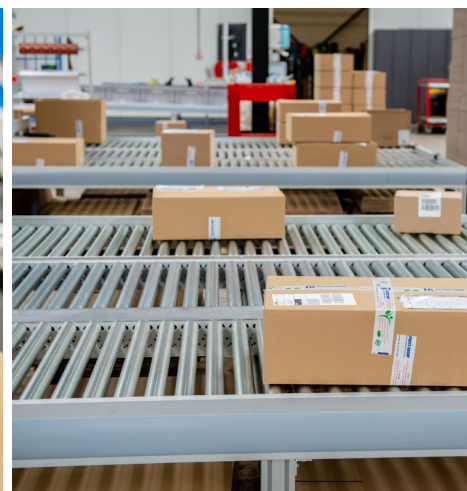
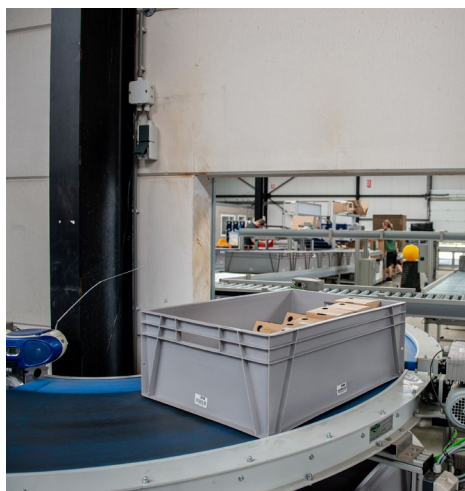
CORPORATE SOCIAL RESPONSIBILITY

Achieving ISO 14001 certification is inextricably linked with the pursuit of sustainability and Corporate Social Responsibility. With the certification, our environmental performance and compliance with laws and regulations within our organisation have been prioritised. We have already taken various initiatives in practice, including waste separation, the use of recyclable padding material and the purchase of electric commercial vehicles. Corporate Social Responsibility goes further than that, however. For example, we recently hired a number of employees with a disadvantage on the labour market and we have been supporting the Dutch Disabled Ski Team for more than 30 years.



Logistical solutions

In addition to environmental awareness and corporate social responsibility, we are also continuously improving our internal processes. In 2019 we moved to new business premises, which had the result of tripling the company's size in one fell swoop. This allows us to deliver even more items directly from stock. However, a larger warehouse also meant greater walking distances. This is why we decided to optimise our picking process. An impressive roller conveyor system was installed to that effect. We are very proud of this achievement, as this was both an extensive and challenging project. Minimised walking distances, so that more goods can be picked every day, is one of the biggest advantages of this system. An advantage which also benefits our customers optimally.



With plenty of room to seize new opportunities. TCK is ready for the future!