

# IntraNews

Titus Newsletter / March 2020



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**TeraBlack  
cabinet hardware**

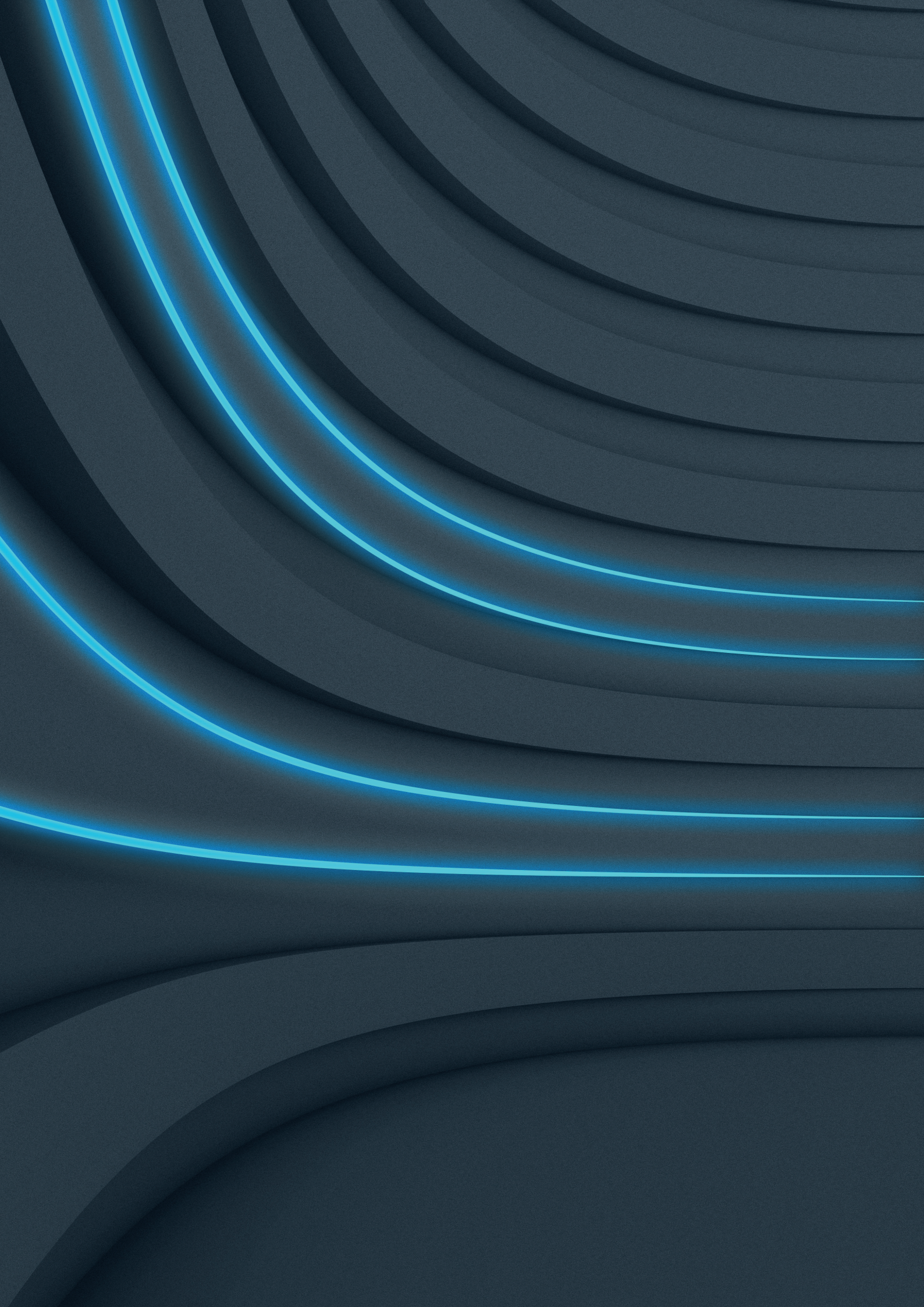
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**New generation of  
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# Editorial

## Titus goes over to the Dark side!

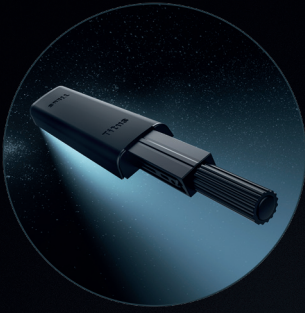
Robert Appleby, Chairman

**M**aintaining growth is essential to gain the benefits of lower production costs from scale economies, as we continue our design and production engineering efforts to make attractive products for our competitive markets. Building on Titus brand reputation is essential in this effort to gain market share in new market sectors, so the enhancement of the 'Back to Black' message that we promote with the TeraBlack story is to re-enforce our identity when the customer makes a choice for hinges.

With the introduction of **TeraBlack** plated variants of **T-type**, Quickfit connectors and Touch Latch accessories, Titus 'dark' products are not only visually appealing, they also meet the trend to darker kitchen colours and provide greater resistance to corrosion with uniform finish and consistent production quality. The 'soft' feel of the finish provides an elegance to TeraBlack products which are also environmentally friendly, and avoid the growing concerns surrounding Nickel as an allergen.

Our rapid sales growth of 2015, 2016 and the early part of 2017 came to a halt in 2018 and 2019. European and World markets have slowed down. Titus must find growth with new products, new customers and new markets. Titus is well positioned to do this - the successful re-launch of our Basic hinges, as **B-type** and ST as **S-type** under Titus brand since 2016. Our investment in T-type in 2017 maintains this sales growth momentum, Titus is establishing a position in the fast growing market in kitchen manufacturing worldwide. The growth in Titus branded sales as a proportion of our non-branded 'industrial sales' is increasing. In 2020, sales of newly launched T-type will exceed the worldwide sales of S-type, as the result of our patient sales development around our consistency as a provider of **products that enhance the competitiveness of our customers** with unique features and service.

A handwritten signature in black ink, likely belonging to Robert Appleby. The signature is stylized and cursive, with a prominent 'R' and 'A'.



# TeraBlack

TITUS ENHANCED RESISTANCE APPLICATION

**Our TeraBlack products have a light absorbing microstructure which provides a unique black, non-reflective, matte finish and a smooth uniform surface, which is not only visually appealing but also highly resistant to corrosion.**



# TeraBlack, the Titus response to emerging trend of dark cabinet hardware

**Martina Kuzmič**, Marketing Manager

**F**urniture industry is dynamically co-creating and adapting to lifestyle trends, reflected in a changing home environment. In Titus, we keep a close eye on emerging trends in home and furniture in order to promptly respond with innovative solutions which improve the competitiveness of our partners in the kitchen and RTA industry.

In response to the growing demand for black or dark cabinet hardware, we launched the TeraBlack product range, with T-type hinge as a leading product, at Sicam Pordenone in mid-October 2019. And what a response! TeraBlack stole all the attention of visitors to Titus, who immediately recognised the uniqueness of the Titus solution.

The 'TeraBlack', which stands for Titus Enhanced Resistance Application, has a dark grey and non-reflective finish and a smooth, uniform surface with a velvet feel. The solution is supported by a tightly controllable, repeatable, efficient and scalable process which provides a high level of corrosion resistance and consistency throughout the lifecycle of the product. The TeraBlack approach brings the trendy black finish into a wide range of applications in all types of furniture; and it is not limited to a hinge, - it can also be applied to other furniture fittings such as push latches, shelf supports, connectors and others. •



**"TeraBlack is a very exciting step forward in the evolution of our product range," said Dean Kočevár, Product Manager. "It's been specifically developed to complement and enhance all types of cabinet furniture, but we believe that it will appeal particularly to the kitchen market. TeraBlack is much more than just another colour option, it's a unique finish that's great to look at and will retain its good looks throughout the whole life of the product. These features, combined with the outstanding quality and performance that characterise all Titus products, make the new TeraBlack items an attractive option for all furniture manufacturers."**



It is more than just another colour... it is a solution  
'Engineered for Purpose'



TeraBlack with highly uniform dark grey matt surface, complements all – standard and trendy – furniture designs in kitchen, bedrooms, living rooms, bathrooms and office

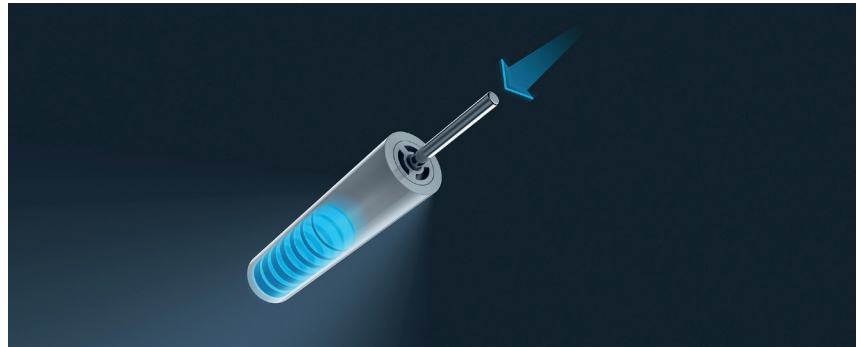
# Small Damper with big effect

Stephan Peltzer, Global Director Damping Division

**T**he VacuVita vacuum food storage system is using a Titus linear hydraulic damper for a smooth, soft-opening function of the smart small kitchen appliance.

VacuVita is an international company with headquarters in the Netherlands and production facilities at various locations worldwide. It was founded in 2013 and soon became one of the most successful companies built on crowdfunding in The Netherlands.

The **VacuVita Home Base** is a fully automated and sustainable kitchen system that keeps food fresh for up to five times longer - no more freezer burned meat, dried out vegetables and soggy salad. The lid of the Home Base opens with a smooth and controlled motion, when the sensor on the front is touched. After closing the cover again, the system creates a vacuum that keeps your food fresh. Because the system is



easy to handle, it is easy to store your food, the sustainable way.

Surprisingly, I found out from a new, potential damper customer with their UV-light cleaning device for medical equipment and smartphones/tablet computers in surgeries, that Titus dampers were used and highly recommended to them by VacuVita - a contact that we pursued some years ago.

Meanwhile, VacuVita did a great engineering job to integrate a strong Titus S series damper into the lid,

activated by a cam shaft system.

The VacuVita Home Base is a perfect example of a well-designed product with a great damping functionality.

Let there be more of those examples to open the door to thousands of future damper applications, that are still unknown today – unknown to Titus and unknown to potential clients and end-customers worldwide. •



# New generation of S-type-i and B-type-i hinges with integrated damping

Enei Kolar, Application Engineer

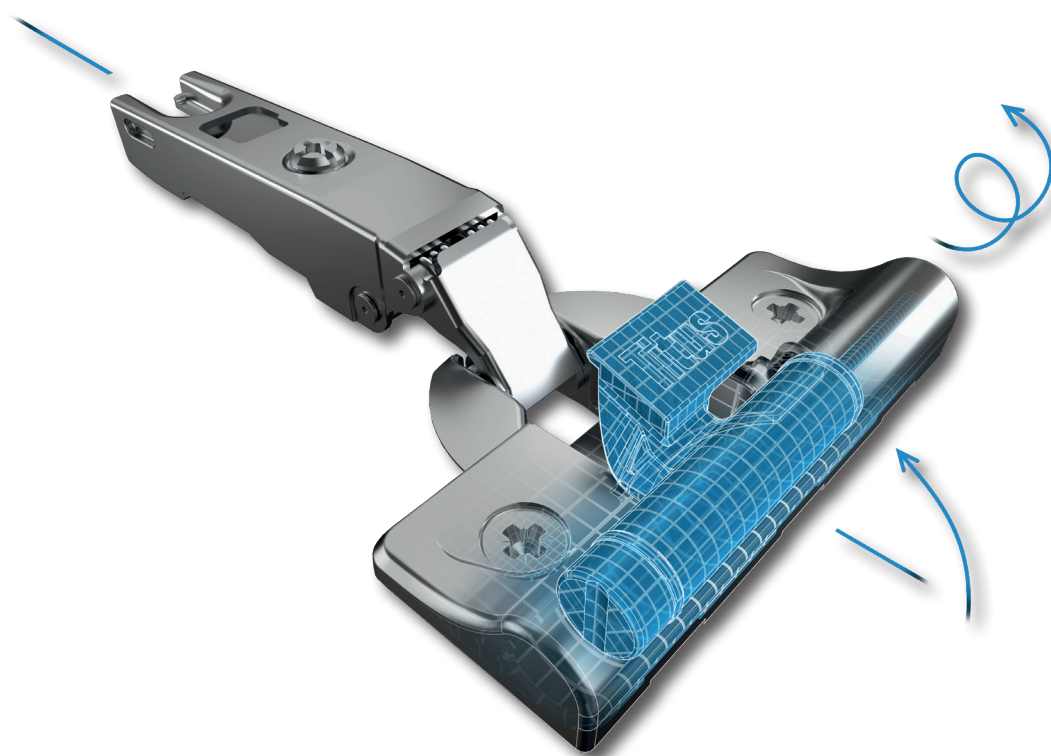
**A**t Interzum 2019 Titus announced an upgrade for B-type slide-on hinge and S-type snap-on hinge. The upgrade gives a premium damping function on a widely applicable hinge family, the B-type and S-type. Transferred know-how from our premium T-type hinge family down to B-type integrated damping eliminates the need for adjustment, assuring a consistent performance with 'ConfidentClose' on doors of different dimensions and weights.

With progressive damping, Titus R&D achieved a different damping response for ways of closing the door. You may notice that whether in a hurry and slamming a door or with a more gentle approach, this new technology always assures 'ConfidentClose' and a gentle landing with 'SoftTouch'. 'ConfidentClose' also adds safety features with late start of deceleration giving space for manoeuvring without the danger of bumping into a slow closing door. Another silver lining is that the door will always close, so no pet or child is able to enter a mistakenly left open cabinet.

Low 11mm hinge cup depth allows for mounting on door thickness from 15mm, with the hinge extended life-cycle making it an appropriate solution for many cabinet applications including kitchens. Yes, that's right...an entry level hinge with premium damping is now ready to compete in all furniture types. It is certified per EN15570:2008 and fulfills the toughest requirements of loads and cycles. The new hinge features standard drillings as well as its base plates.

By adopting the Titus B-type slide-on hinge or S-type snap-on hinge, the furniture manufacturer benefits from having the widest possible range of damping options, namely add-on, integrated and stand-alone, within one hinge and base plate platform.

With its 3<sup>rd</sup> generation S-type-i and B-type-i hinges, Titus moves soft closing boundaries into applications that long deserved the premium damping. •



# Explaining CAF – Consumer Assembly Friendliness

**Dave Panell, Director at Nucroft, interviews Phil Beddoe, General Manager of Titus UK**

Natalija Baljič, Marketing

**A**t Titus, we always aim to make our fittings 'assembly friendly' for furniture makers and for consumers at home. To help with this, we have developed a simple procedure to assess the Consumer Assembly Friendliness (CAF) score for our fittings. In this interview, Phil Beddoe explains the benefits fittings with a good CAF score bring to Titus customers.



**Dave Pannell:** Hello Phil. Let me start by saying that I've often heard Titus described as 'the expert in cabinet hardware', and I believe the company gained this title, in part at least, by embracing something called CAF. Can you explain what CAF actually is?

**Phil Beddoe:** CAF stands for Consumer Assembly Friendliness or if you prefer, Consumer Acceptance Factor, and it's simply a convenient way of comparing items of ready to assemble (RTA) furniture on the basis of how easy they are to assemble. Two items of RTA furniture might look very similar, but one might go together very easily while the other might be quite difficult to assemble. This is important because if a consumer has a bad experience assembling a piece of RTA furniture, they are very likely to tell their neighbours and friends, and to advise them not to buy from that supplier.

**DP:** I see. Everybody likes the idea of RTA furniture – it saves money and it's easy to transport – but it does have negative connotations. The last thing you want to do is to spend all night putting it together! But I understand that CAF isn't just about people assembling furniture at home – it can also be applied to the assembly of furniture in the manufacturer's factory.

**PB:** Absolutely. We have a number of customers who assemble furniture in the factory in relatively high volume. So, it's very important that we keep CAF in mind when we are designing fitting solutions for factory use. The fittings have to be tolerant, easy to use, strong, reliable and consistent. A good CAF score helps to improve assembly time in the factory, which is very important to our customers.

**DP:** Could you give me an example of how a component with a good CAF score helps to reduce assembly time?

**PB:** Traditionally, a piece of RTA furniture is delivered with a bag of fittings – we call them elephant bags – and there might be 200 or even 300 components in the bag. This makes life really difficult. You open the bag and it can take 20 minutes or more just to identify every single screw, cover cap, and so on. In a normal bag, a hinge would probably be delivered as six components – two screws for the hinge, two screws for the hinge plate, the hinge itself and the hinge plate. But with Titus hinge range you have the option to offer pre-assembled products with all screws in place and the hinge already connected to the hinge plate. So now you've only got one component in the bag instead of six. What's more, the consumer can see immediately that it's a hinge, and easily work out how to insert it into the panels.

**DP:** That's interesting, especially as I recently read that some people – especially young people – don't actually have a toolkit at home, so they may not be able to put these sorts of things together. I imagine this is something else that CAF needs to take into account.

**PB:** Yes, life has changed. Everything has to be instant: instant information, instant delivery, instant service. In the future, people won't be prepared to take the time to find all the different screws, cover caps and so on that they need to assemble a piece of furniture. They'll want to complete the job in 20 minutes, not spend the whole weekend on it! I think it's important that we support our customers, whether they're manufacturers or retailers, in reaching this goal. With the internet, the end customers can now give instant reviews so they're no longer telling the neighbour and ten other people if they have a bad experience, they're telling the world. And a bad review – one star out of four or five – can have a detrimental effect not only on the product itself, but on sales in general.

**DP:** Yes, I've seen cases where people have given furniture a one-star rating simply because it was hard to put together, not because it was an inherently bad piece of furniture. I know you've already said that Titus has embraced CAF for developing its own product range, but do you also work with manufacturers if they want to reduce the overall CAF score for their products?

**PB:** Definitely! It's a service that we've provided for many years for manufacturers and for retailers. We help them to reduce their CAF scores, making their products easier and faster to put together. We find that this helps them to boost customer satisfaction and to get more repeat customers. Overall it helps the manufacturers and retailers to protect their brand. •

# Titus received Gold award for innovation

Natalija Baljič, Marketing

**C** CIS (Chamber of Commerce and Industry of Slovenia) Awards for the best innovations at national level represent the highest national recognition of innovative achievements and thus promote innovation in Slovenia and abroad.

Every year, the CCIS announces a competition for top innovations by Slovenian companies and rewards only the best. This year the first, golden award was given to the Titus Group for their innovative product, **Quickfit TL5 'Full Metal Jacket'**, and process, Titus proprietary **FastFit insertion machine**.

At the ceremony held at the Innovation Day in Brdo pri Kranju, Titus Dekani received the national gold award for innovation, consisting of a Quickfit TL5 'Full Metal Jacket' dowel and a FastFit machine for automated insertion of furniture fittings into the furniture sides. The combination of the innovative Titus Quickfit dowel and the FastFit machine is a unique and complete solution that gives high volume furniture manufacturers a significant competitive advantage and offers to the end-user easier and faster furniture assembly at home. The new,

high performance Quickfit TL5 'Full Metal Jacket' with expandable steel sleeve exhibits exceptional pull-out resistance, providing optimum strength and performance in various types of wood materials. The special design of the product enables the insertion of fittings into furniture panels already in the production, thus significantly facilitating and accelerating the assembly of furniture at home. Titus Technologies has developed a dedicated FastFit insertion machine which reduces the time of insertion of fittings into the production panel by 85 percent, it increases the quality of the finished product and reduces the risk of errors.

The CCIS National Award for Best Innovation is the highest recognition for the innovative achievements of companies in Slovenia. Tadej Gosak, CEO of Titus Europe, said: *"The Titus Group is very well aware of the importance of innovation which is also one of the core values of the brand. The basic guidelines for innovation in the field of furniture*



*hardware are based on Titus' 'CAF - Consumer Acceptance Factor, in which we are constantly looking for ways to simplify the assembly of furniture at home. I would like to take this opportunity once again to thank the team of innovators for their outstanding contribution and to congratulate them for the gold award. With their constant innovative ideas and proposals, they often place 'difficult' decisions before us, as the number of good ideas far exceeds our investment capacity."* •

**Being innovative means more than having good ideas. It means dedication to the customer and the market with a focus on product and process. A serious and lasting commitment to innovation thus means creating a corporate culture of innovation, ongoing risks and investments.**

Edi Ujčič, ex-director  
Lama Automation



Members of the Innovation team: Robert Lukežič, Simon Križman, Veronika Mojškerc Dolenc  
Proces: Igor Slavec, Robert Jakin, Andrej Mahnič, Kristijan Mazi, Tomaž Lileg, Ines Ritoša

# Kingfisher project

Phil Beddoe, UK and N. Europe GM

**We are pleased to announce that the first direct deliveries to the Kingfisher Group have now been made.**

Kingfisher plc is a British multinational retailing company headquartered in London, with regional offices located across the UK, France, Poland and Romania. It is the largest home improvement retailer in Europe and the third largest in the world. The group has 1300 stores across 10 countries across Europe, Russia and Turkey. Employs 79,000 people. They operate under 4 Retail Brands B&Q, Castorama, Brico Depot and Screwfix.



Kingfisher offers DIY and Home Improvement products and service to nearly 6 million customers per week who shop in store or on-line. Total annual turnover is €13.5 billion.

Titus has successfully secured the business to supply the New T-type hinge, B-type hinge, soft close, push latch, Quickfit TL and Cam 5000 across their entire new unified kitchen range, which is now being rolled out across all of the stores, starting in the UK, then France, Poland and Romania in the second half 2020. The retail environment continues to be challenging however the new unified kitchen range represents a big investment to all involved and we look forward to it being a success across Europe.

The project has been complicated, long and challenging. This success would not have been possible without the considerable Titus team effort and hard work (and at times patience) from all departments in Dekani. I would like to express my thanks and gratitude to all involved. Kingfisher represents a fantastic opportunity for Titus as they continue to involve us in all future projects going forward. •

In July 2018, top purchasing management of Oppein visited Titus Dekani to explore further opportunities to expand cooperation with Titus beyond connectors especially the combination of the Titus hinge with Glissando.

# Guangdong Oppein Home Group

Ian Chu, Sales Manager China

**Oppein, one of the largest kitchen/furniture manufacturers in Asia, has been using Titus Quickfit connectors since 2014, with the result of increasing production efficiency, significantly reducing the assembly time and ultimately improving the overall quality of the products.**



ASPAC ex-Director, Chris Tate, in his visit routine at Oppein Guangzhou headquarter

Oppein was founded in 1994 with the main production focus on kitchen cabinets. Its product range has expanded to wardrobes, furniture, vanity and even interior doors. They currently have 5000 showrooms across the whole country with a presence in over 100 countries. In 2018 annual production volumes reached 600,000 sets of kitchen and 780,000 sets of wardrobes.

Titus Oppein first cooperated in 2014. At that time Titus only supplied QF connectors to their Tianjin factory, one hour away from Beijing. This factory is one of the four key production facilities. Titus has convinced them of the excellent and consistent performance of QF products and usage of Titus fittings was expanded to all four of their production facilities at the beginning of last year. •



# Tekform drawer case study

**Rebecca Hedley**, Marketing Manager Titus Tekform Australia

**H**awkfine Furniture found that the Tekform Drawer is easy to mount, install and adjust onsite, saving time and money on installation labour costs.

Research shows that a kitchen can make or break the sale of a home, and almost three quarters of those surveyed preferred to use domestically produced goods. For kitchen designers and manufacturers, the satisfaction comes from knowing their clients are satisfied with the quality and overall value of a kitchen. Hawkfine Furniture is a proud Australian family owned business specialising in manufacturing bespoke kitchen cabinetry for building projects, including high rise apartments and luxury multiple residences in Melbourne. With over 42 years in business, Hawkfine furniture has transitioned from creating bars and shelving units to shop-fitting projects. And for the past 15 years, the technical skills have been transferred over to creating beautiful kitchens for large architectural projects across Melbourne. Hawkfine is well aware of the importance of the kitchen to a home and with the competition being tough, especially from foreign imports, they are always on the lookout for cost savings opportunities or new products that will give them an edge over the competition.

Before discovering the Tekform Drawer by Titus, Hawkfine was using a combination of similar but inferior competitor products or completely different solutions, such as timber box drawers with ball bearing slides. Hawkfine kitchens are assembled into rigid carcasses and delivered to site for fitting. This part of the process needs to be as simple, straightforward and quick as possible, as it is a major element of the project cost. Hawkfine discovered that with the simple drawer front installation and adjustment, the installer could easily install the drawer onsite and adjust with no tools or marking jigs - just a simple insertion, adjustment and there's your completed drawer.

In the end, the switch was made to the Tekform drawer based on ease of mounting, simplicity of installation and quality performance – saving valuable time and money. But that's not all, the aesthetic of the drawers adds an additional benefit for the user and the option to seamlessly upgrade to Tekform Slimline as required. •



# Latest Automated Assembly Systems Projects at Titus Technologies

Source: **Igor Slavec**, R&D Manager Assembly Systems  
Written by: **Natalija Baljič**, Marketing

**T**itus Technologies has successfully completed several automation projects in the recent period that improve productivity for our customers. Titus updates existing lines, or designs and develops completely new solutions based on framework concepts, as well as through installation and testing.

The following exciting projects are currently underway. We are developing a machine for the assembly of an electric motor of a hand mixer for BSH. Company BSH specializes in the development and production of small household appliances for the preparation of food and beverages, and is Titus Technologies' long-term partner.

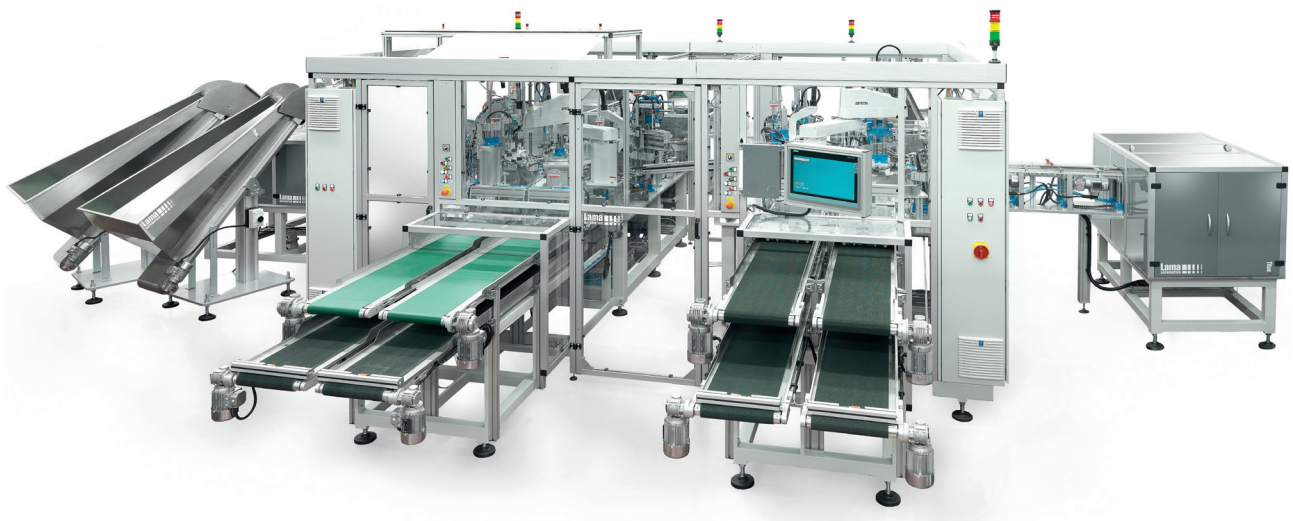
For the company TBP, whose core business is the production of bowden cables for several automobile functions, we are developing an assembly line for the bowden cables for Brose electric car window regulators for BMW.

For Domel, a global developer and supplier of advanced solutions in the field of electric motors and components, we are preparing an automated robotic cell for the assembly of the 371 Husqvarna Rotor electric motor.

We are pleased to see how our automated assembly solutions offer a lot of benefits to our customers, such as quicker turnaround, higher quality production as well as reduction of labour costs, to name but a few. •



The 371 type rotors are part of the electric motors used for mowers and other electric hand tools in Husqvarna



Machine for the assembly of an electric motor of a hand mixer for BSH

# Titus Technologies Invests in New Equipment

Natalija Baljić, Marketing

A new generation of computer programmers and design engineers have transformed the practice of machining into a precision art, CNC (computer numerical control) machining. The manufacturing industry depends heavily on CNC machines, replacing certain operations that once required engineer operated equipment like vertical millers, routers and shaping machines. In Titus Technologies they recognise the benefits that CNC machines offer to their processes as they are dedicated into offering their customers the best engineering support.

Titus Technologies decided to invest in the **Hermle C22U 5-axis CNC machine** due to the long-standing bottlenecks that occur when cutting both electrodes and tool matrices of the most demanding tolerances. Recently, the new CNC machine is used mainly for tools that come from precision die casting department (PDC), where telecommunication connectors and other tools within the Titus Group are leading in complexity.

The 5-axis C22U machine is characterised by short processing cycles, fast machining processes and the highest possible machine dynamics. The flexible machining centre is ideal for machining demanding parts where high precision and low tolerances are required. It is suitable for a wide range of applications.

For the Technologies' toolshop, the new CNC machine represents an important step in terms of technology as well as the cost-effectiveness of machining. For the development



of the precision die casting unit, however, the new acquisition undoubtedly represents very strong in-house support in managing a new growing segment of customers for telecommunication connectors as the speed of tool making and thus our time to market with the first good samples is significantly increasing.

The segment of telecommunication connectors is growing and will continue to do so in the future, as data transfer and, consequently, the development of digitalisation are a constant trend that offers us as a company as well as the Titus Group many challenges and business opportunities in the future. •



# DekaniZum events

Monika Pertot, Marketing

**E**vents for customers are a throwback to the days when a handshake was more meaningful than a text alert. In a world saturated with innumerable modes of instant online communication, events can be a unique way to connect and engage with customers.

Several times per year, DekaniZum, a Titus in-house event, is regularly opening its doors to customers and partners from all over the world showing a multitude of innovations. Over the few days programme, one day is devoted to a visit of the Titus facilities together with the 'factory tour' and introduction of the latest developments. Product training is inevitably part of it. An unforgettable boat cruise along the Slovenian coast, searching for a human fish in the Karst cave or visit to lake Bled is the reward for the next day.

The personal interaction with targeted customers help us to build brand loyalty, generate new interest and grow the business. Together with an authentic Mediterranean feel, participants have the chance to have a closer look into our business as well as to develop more personal relationships. *"There's something different about meeting face-to-face and having a conversation that's not delayed or happening through messages limited to certain number of characters," says Marko Korelc, Sales Office Manager.*

Everything starts with the brand, product and service. DekaniZum is taking relationships beyond text alerts and tweets. It is a retention tool that cements relationships with customer due to its personalized nature. Finally, the best way to nurture positive customer relationships and loyalty, is to reward them for it. For customers that

purchase consistently, an invitation to Dekani is a small but thoughtful gesture that will give them a tangible reason to keep coming back.

**With the newly opened Benchmark room, we have acquired an important facility for sales and development activities. The main purpose of it is to gain knowledge about our products as well as our competitors and compare them. The space will also be used for presenting products to customers and practical trainings at DekaniZum events.**



Newly opened Benchmark room. 'Tell me and I forget, teach me and I remember, involve me and I learn.' Benjamin Franklin

Growing popularity of DekaniZum is proved by five events between June and October 2019. In Dekani we hosted customers from Tukey, Central East Europe, Russia and from South Europe.





"Taste the Mediterranean" – is the motto of our traditional event. Our focus is always on the goal of making the visit to "DekaniZum" as interesting and pleasant as possible to all visitors.



Titus' main facilities, on the Slovenian coast, nestle in the beautiful green Istrian landscape. A piece of that experience we are sharing during DekaniZum.



DekaniZum represents relaxation, sightseeing and communication combined with an introduction to Titus values and furniture fittings.

All visitors appreciate the perfect organization of the event. We would like to share with you their thanks sent to us:

*"Our team would like to thank you for warm welcome in DekaniZum. Trainings was very interesting and useful; factory tour was amazing and we get deeper knowledge about products and Titus company itself. So, thank you and all Titus team for great and productive visit in Slovenia." – Agne Pilkauskaitė, Joldija, Latvia*

*"Let me thanks to all Titus team for organizing this perfect event." – Peter Ganoczy, Dextrade, Slovakia*

*"I want, from all the team F3M, to thank you for a warm reception, for the saturated and carefully thought out program of our visit to you, for Your time and attention! Separate thank you for that information and knowledge that you passed to us about advantages and strong parties of products Titus, that us will help to develop and fix positions of company Titus at the Ukrainian market. " – Roman Yurovskiy, F3M, Ukraine."*

# TeraBlack grabbed visitors' attention

Monika Pertot, Maruška Zwölf, Marketing

**T**itus Group continues with its successful global presence on several furniture trade fairs which offer new opportunities/open doors to new markets and target groups.

## SICAM Pordenone

**SICAM**, is an essential annual diary date for the furniture industry supplies business, held between **October 15-18, 2019** at Pordenone in Italy. Placed very strategically at the furniture manufacturing hub in Italy, SICAM attracts top global names from furniture manufacturing business for professional networking.

During the four days, the Titus stand welcomed more than 200 visitors and captured their interest with the newly launched TeraBlack (Titus Enhanced Resistance Application) product range that combines a visually appealing dark matt finish with high resistance to corrosion, meeting the requirements of designers and consumers, who are looking for unobtrusive yet attractive cabinet hardware; and is particularly well suited to applications in kitchen furniture.



Titus TeraBlack



Titus TeraBlack T-type hinge

## Intermob Istanbul (with distributor Starwood)

22nd Intermob fair in Istanbul, Turkey, was held between **13th and 17th October 2019**, which again hosted many exhibitors.

*"Main focus of the Starwood/Titus stand was on T-type hinges with T-type thick door hinge solution. Since both hinges have the same cup diameter as standard T-type hinges, it received positive feedback from the visitors", said our Regional Sales Manager Ertan Erden.*



Titus and Starwood team at Intermob



Titus and Starwood cooperation since 2009

## Mebel Moscow (with distributor Sloros)

Mebel annual furniture show and the main industry event in Russia and Eastern Europe was held from **19th to 23rd November 2019**. Exhibition successfully presented latest trends on the furniture market and brought together manufacturers and distributors with customers.



Titus and Sloros stand at Mebel

## Cairo Woodshow

(with distributor El Khalil)

Cairo WoodShow is the biggest international specialized wood and wood machinery show in North Africa. This year it was held from **5th – 8th December 2019** and over 175 companies from entire wood & woodworking machinery spectrum showed their products to more than 8.000 specialized visitors. Marko Korelc, our Regional Sales Director SE Europe explains: *“We decided to participate on Cairo WoodShow together with our distributor El Khalil Doors & Floors. Cooperation with them started in 2019 which also gave Titus chance to expand in North African market even more and gain recognition.”*



Figure 9: Titus Sales team in participation with distributor El Khalil



Titus/El Khalil booth at Cairo WoodShow

## Taipei Building Show

(with distributor Megaway)

Titus together with distributor Megaway Corporation once again exhibited at Taipei International Building, Construction and Decoration Exhibition which took place between **12th and 15th December 2019**.

Each year exhibition attracts hundreds of exhibitors and more than 50.000 visitors from worldwide. Titus / Megaway stand received award for “Good professional image exhibitor”.



Megaway Corporation and Titus at Taipei Building Show

## KBIS Las Vegas

**Between January 21 and 23**, Titus made an appearance at the important American Kitchen and Bathroom Manufacturers Show, the Kitchen and Bath Industry Show (KBIS) in Las Vegas. For the second year in a row, we presented our innovations at the prestigious DesignBites 2020 competition organized by KBIS, where TeraBlack was ranked among the Top 10 most innovative products presented at KBIS.



TeraBlack was the star of the Titus booth



The BiggestBite Award was followed by brands with the best combination of presentation and product innovation

# Are we safe enough?

Danijel Kirjakovič, IT Administrator

**Information security deals with the safety of information and information systems in a particular organization. The spectrum it covers is very large.**

**From the protection of information, hardware, software, physical and financial assets, to reputation of the organization, its employees and many other things like threats and risks. The risks can range from minor software bugs that don't cause us much harm to serious ones.**

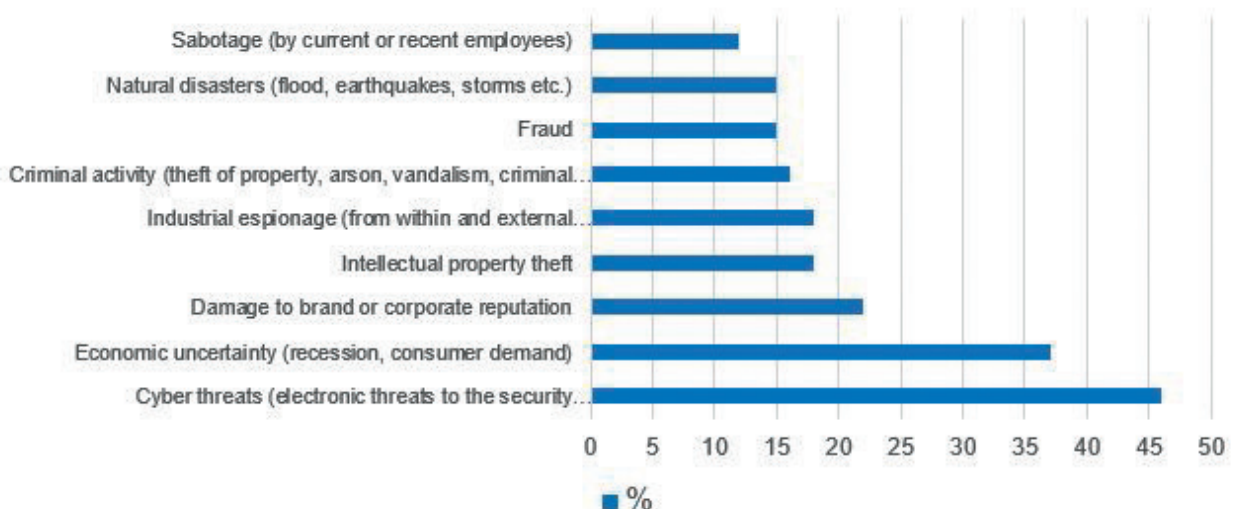
Information security should be the responsibility of every employee. In doing so, however, companies are very different from each other. Those who have their own IT department are often better protected, as tasks and responsibilities are clearly defined, while for instance in industrial environments, information security has not been excessively involved in the past, if at all. In industrial environments today, the information security is the responsibility of either, trained security professionals or IT departments adapted to the specifications in industrial environments that have their own specifics. The availability of machines, tools and process systems is always at the forefront, as production must operate continuously or with just a little intervention, even at the cost of fewer fuses.

Security risks need to be managed, where the weakest links are located and upgraded. For companies, this means continuous introduction of improvements.

There is no one-size-fits-all recipe in this area - one must always look at the specific environment, assess its security risks, and then adjust security solutions and measures, and continually train users and security professionals, each of course, for the role it plays in the system.

The Titus Group performs annual security audits, system failure tests and user training to identify and resolve vulnerabilities. We are increasingly concerned with enterprise security and user awareness. This also means that the company set the right processes and trained personnel who can react properly in an attack. Information security is a compromise and there is never 100% one person responsibility. It always begins and ends with every employee in our company, each of you. •

**Increasing risks in two years' time. Almost half of all organisations see cyber threats as one of the top 3 developing risks**



# Supply chain security management system

Andreja Jesenko, QMS Manager

**R**esponding to the challenges, posed by Titus' clients in relation to business continuity, is extremely important in securing long-term partnerships.

Security and safeguarding of people, assets, information and goods is taking on an increasingly significant role in the supply chain. Titus' customers and Titus operate an international supply chain with many internal and external stakeholders spread around the globe and the supply chain covers a wide range of activities. Manufacturing, transporting and delivering goods safely and securely is important and a complex subject of commitments between partners within the supply chain. Titus believes that this is achieved most efficiently through the management of all activities in conformance with the requirements of the standard ISO 28000 Supply Chain Security Management System (SCSMS).

A decision to apply a comprehensive and systematic approach to ensure the supply chain security as an integral part of the Quality Management System was taken in December 2018. Implementation of requirements started with acquiring knowledge about SCS for the project team and management. A gap analyses of existing levels of safeguarding activities taken is already part of the Titus MS towards requirements of the ISO 28000 standard with mapped project steps. Security risk assessment is the base line for all further improvements

and includes safety risks evaluation of suppliers, on-site contractors and services partners, transportation and parcel services contractors; our business partners whose commitment to participate SCS is an important part of the journey and efforts to further enhance the security of Titus' global supply chain. Certification to ISO 28000 is planned for April 2020.

Titus SCS policy commits to ensure business continuity in operations and supplies to our customers by achieving security objectives:

- the integrity and availability of goods and information,
- reducing the vulnerability of the supply chain by improving cooperation with partners,
- strengthening the awareness of the importance of adopting international standards in the field of supply chain security, information security, logistics and transport, and improving competencies among employees and our partners,
- lowering the overall costs of the supply chain and the cost of security controls by establishing high standards for all partners involved, thereby increasing efficiency and competitiveness,
- continuously improving the supply chain security system. •



# Tips for healthy work environment

Aljaž Vičič Mrše, HS Engineer Titus Dekani

**S**afety at work occupies a special place in each corporation Titus Dekani, we are aware of the benefits of safety awareness, because well-organized safety is always behind a successful business. Or, more simply, a safe company is a successful company and we do a lot for our own health by ourselves.

- ✓ In offices, we make sure that we use ergonomic gadgets for work, and follow the instructions regarding the position of the screen, proper seating, active breaks with exercises for relaxation, etc. The workplace should be employee-friendly with adequate temperature, ventilation, noise reduction to the lowest possible level.
- ✓ We use appropriate accessories to lift heavier loads, or we ask our colleagues for help. We follow specific instructions for safe work, use personal protective equipment where required.
- ✓ The company encourages healthy choices: providing a steady supply of water, ensuring a healthy diet, actively using the stairs instead of the elevator.
- ✓ We communicate with each other to convey information about potential hazards, ideas for improving the safety and health of the company.

- ✓ Health promotion activities are available to all employees, therefore sporting activities are also carried out within the sports association within the company. We regularly organize sporting events.
- ✓ Correct distribution of work in production ensures that employees are rotated so that work doesn't become monotonous and prevent forced posture.

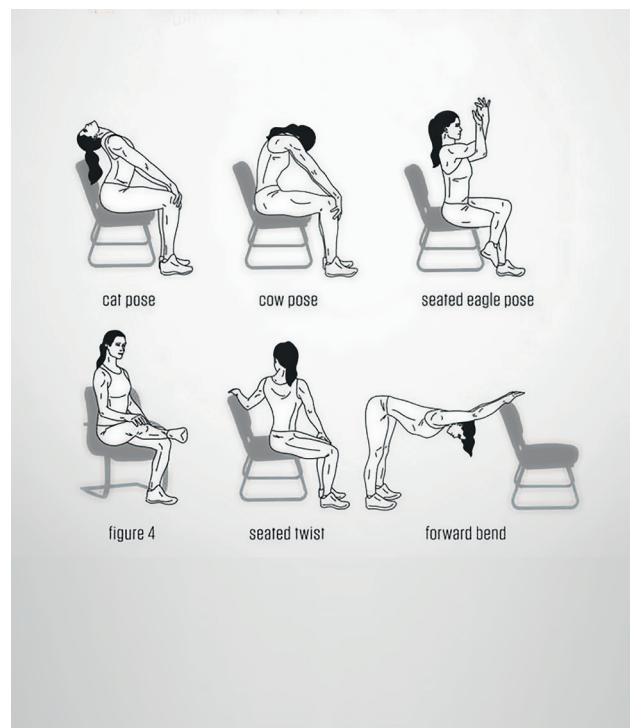
And a few more rules when visiting a production premises. It is important that all representatives and hosts inform the visitors about security rules.

- Every visitor must be notified if he /she is moving around the production premises wearing a reflective vest. The visitor moves only in the company of a responsible person on footpaths, and does not move away from the group.
- Movement through restricted sections, between machines and interference with machine parts is strictly prohibited for all visitors.
- It is forbidden to use cell phones and take pictures.
- Visitors have to be informed how to act in the event of an unlucky event - evacuation, closest exits and assembly points.

## Back pain relief exercise. Hold each pose for 20 seconds.



## Stretch exercise. 20 seconds each posture.



# Titus Group LinkedIn account

**Efi Nikolaidou**, Group Communications Coordinator

**L**inkedIn is a social media platform addressed to professionals. It enables to network and build professional portfolio.

LinkedIn is a platform that professionals use in order to research companies, people in key positions, products and recruiters. Joining LinkedIn can help us to expand our network, find customers and create a professional image. LinkedIn can give us connections that can lead to publicity, more work and business growth.

Titus is on LinkedIn as 'Titus Group'. We have one global account and our main target is to raise brand awareness, promote our products and boost traffic to our website. So far, 'Titus Group' has 1,600 followers who come from the kitchen, furniture, home improvement, DIY, building materials, sanitary industry, etc. We connect with people in key positions, such as CEOs, managing directors, buyers, business development managers, designers, production managers, project managers, fitters, etc.

We usually post two times per week and our content includes products, new products releases, exhibitions: company's activities, awards, trainings, job openings, etc.

All Titus employees should be with their personal account in LinkedIn and be active with it. 'Liking' and 'sharing' Titus' and our colleagues' posts will help us develop our social network and engage with existing or prospect customers.

Therefore, having a profile in LinkedIn is a good idea. To engage in LinkedIn is even better! •

# Sport team ŠD Lama activities

**Valter Matković**, President ŠD Lama

**D**uring June and October, Titus' sport club organized a very varied program of sports and recreational activities, which was attended by many club members as well as other employees.

Many members regularly visit various fitness centres on a weekly basis. Sport club also offers regular recreation by section so sport members can participate weekly at volleyball, basketball, football and guided workout.



In the last half of the year the running team attended Ljubljana's marathon and Business run. The cycling team organized a two day cycling trip in Kranjska Gora and attended the Istria cycling marathon. Well attended was a hike to Krn in Slovenian Julian Alps at the end August organised by the hiking team. In collaboration with Tourism Association Dekani and Local Community Dekani another hike to Tinjan followed in October. The football team participated in the competition and achieved an excellent third place.



Beside that, sport club organized two sport games which took place in Ankaran in the summer and at Debeli rtič in autumn where members competed in various sport activities. •



# Titus welcomes ...

**Alvin Ng joined Titus Group's London Head Office as Group CFO in August 2019. He is responsible for the group's financial conformance with its Financial Policies, specifically in the areas of Reporting, Controlling, and Financial Planning. The Global Group Finance functions reports to him, and he in turn reports directly to the group's main board and shareholders.**



Alvin has extensive experience as a CFO. He is a UK trained Chartered and Certified Accountant, with three decades of industry experience covering different sectors. Alvin's expertise includes innovative development of revenue and finance operations strategies, as well as the building of collaborative relationships with strategic partners. He will draw on this experience to further contribute to the growth and success of Titus working both in the UK and internationally.

**Hirdesh Dutt Sharma joined Titus in August 2019 as Regional Manager in India.**



He brings with him knowledge and experience of working with manufacturers and channel sales in India, Bangladesh, Sri Lanka and Nepal. Having 15 years of experience in selling

furniture fittings, he will add valuable insight into this business.

**William Lee, joined Titus Group in China as Quality Manager in 2015. In July 2019 he was promoted to Factory Manager in Titus China.**



William has a bachelor's degree in Supplier Chain Management and graduated from Nanjing Economics University. In 2017 he received his MBA in Xiamen University. From 2002 to 2010, he worked for Coinlli, a Taiwanese company as Warehouseman, Quality Supervisor, Purchasing Supervisor, Quality Manager successively. After that, he transferred to GKN Huading Wheels as Quality Manager until 2014. From April 2014 to August 2015, he worked for Sumitomo SZ as QA Manager.

**Andreja Bauman joined the European Division of the Titus Group on 1st November, as Chief Human Resources Officer Titus Europe with 23 years of experience in commercial and manufacturing companies in Slovenia.**



As HR manager in the last 15 years she was responsible for creating and executing HR strategies in international environments, focused on lean

organization, harmonization of HR and remuneration processes within the Adria region (republics of ex-Yugoslavia), leading performance and talent management, labour relations and key HR projects, including talent acquisition and continuous skills development in production in the rubber industry (Goodyear Dunlop Sava Tires). In the last four years, Andreja held the position of HR & Administration manager for Adria region in Toyota Adria.

**In January 2020, Uroš Tenko joined the Titus Group as a Trainee, getting qualified and educated as an Application Engineer for hydraulic dampers**



He joins the Titus Group right after graduation as a Marine Engineer at the Faculty of Maritime Studies and Transport. Uroš will be located in Dekani office during his first year as a Trainee.

**Peter Orbanic joined Titus Technologies as a General Manager, starting in February 2020.**



Peter has more than 20 years of working experience and more than 15 as manager in leading companies and different teams, mainly in automotive industry and household appliance sector.



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If you have any suggestions or wishes, please  
communicate them to **Efi.Nikolaidou@titusplus.com**

