

CAPABILITIES BROCHURE



Our People Make the Difference

**DEEP
IN THE
HEART OF
SERVICE**



FOUND IN THE HEART OF TEXAS



Become A Part Of Our Richards Supply Family

Richards Supply is a service-oriented general line industrial and contractor supplier located Deep In The Heart of Texas! Founded by Mr. L.K. "Dick" Richards in 1937, Richards Supply has been providing the highest quality service each year since. And across our locations in Waco, Temple, and Fort Worth, our values have remained the same - always family-owned and operated right here in Texas. In fact, when you do business with us, you *become a part of our Richards Supply family.*

We carry a world-class selection of products by the industry's top suppliers. And we back those great products with unparalleled service. **You can trust us to take the worry out of your supply chain.**



SAFETY

In the workplace, nothing matters more than safety. That's why Richards Supply puts such a substantial focus on helping our customers operate more safely. After all, if we think of you as family, shouldn't Richards have your back? Our experts work with you to create custom solutions for your unique workflow. In order to help you meet OSHA requirements and ensure workers' protection and security, we offer a variety of inspections and walkthroughs.

- Lockout-Tagout
- Facility safety
- Grinding safety
- Fall protection
- Spill containment
- Ladder safety
- Respiratory safety
- Sling and chains
- Hearing conservation
- Safety presentations

GOLD SPONSORS





FOUR CHANNELS OF SERVICE

CUSTOM FABRICATION

The right materials make the difference. We offer in-house custom fabrication for a variety of products so you can get the most out of what you buy. We take from our wide variety of components to build you the exact tools you need. **Whatever the job, we can get you the perfect product!**



BLADES



HOSES



CASTERS



HAND TRUCKS

INVENTORY MANAGEMENT

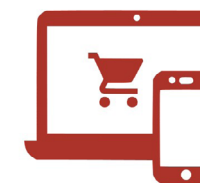
Your inventory is what drives business operations. Tracking and maintaining your supplies is crucial. That's why we send our people to you and help you save time and money by tracking it for you! We partner with you to reduce costs and increase productivity, as well as efficiently organize inventory and provide access to electronic reports. **We provide inventory management systems for you, so you can focus on what you do best!**



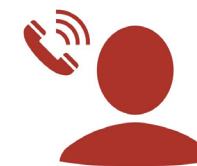
At Richards, we do business in a way that caters to our customers' needs. We understand that this might look different for each customer. That's why we offer four different channels of communication:



ON-SITE



ONLINE

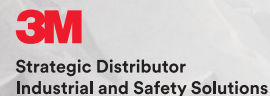


PHONE



IN-STORE

SILVER SPONSORS



No matter where you are, we make business easy. After all, you're family! So come in, call in, or log in, and ask us how we can help you with all your service and supply needs!

DEEP IN THE HEART OF SERVICE: CUSTOMER PERSPECTIVES

It's no secret, Richards Supply Company has excellent customer service -- just ask our customers! Three Richards Supply clients have stepped forward to share their experience working with us:

Brazos Masonry

Zach Everett, the safety coordinator with Brazos Masonry, receives safety equipment from Richards Supply. He describes our sales team as *"Always very responsive and looking to please."* Zach recalls a time where we went above and beyond during the start of the Covid-19 pandemic. Early on, there was a shortage of the gloves and masks and PPE that Zach regularly receives. We were able to deliver this equipment to Brazos right away, despite major disruptions in the supply chain.

Zach says, "Bob Arnold, our outside sales-person for Richards Supply Company is second to none. He calls to follow up, searches till he finds the items I need, and gets the best prices possible for our local market. *I love the local personal touch; I know I'm more than a number.*"



Blaylock Industries

Ralph LaRovere of Blaylock Industries trusts Richards with safety education for his team as well. Ralph describes our customer service as "fantastic," and "simple." He says Richards is *"faster and easier than other suppliers."* He expresses how much he appreciates our smooth process when it comes to ordering products from us. He says we "really care about the customer. They're always fair." He continues saying, *"Even though they are a smaller local company, they act and feel like a coast-to-coast supplier. There is very little they can't do. It's hard NOT to buy from them."*

Ralph recalls a time when we helped him out with a mishap. In one instance, Blaylock made an error when ordering a saw blade. Upon delivery, they soon realized that the saw they purchased was the wrong type of blade and couldn't be used. They contacted Richards and we shipped them the correct part and, because it was an honest mistake, did it at no additional cost.



Capstone Industries



At Capstone Industries, Jonathan Frieszell talks about the importance of our inventory tracking services and how they benefit the company. Jonathan describes his experience with our customer service as "absolutely positive!" He continues, *"We can rely on those guys to get us what we need. They are extremely efficient in their processes."* Jonathan notes how he is impressed with his sales rep. He describes his representative's visits, "It feels like he's a part of the team. He's not just trying to sell to us...When he comes to our location it's not just 'what can I get for you?' it's 'how is everything?' [The sales rep] makes sure to talk with our team and build our business relationship."

We credit our strong customer relationships to our amazing team and our accessibility. Our customers note the difference when working with a local distributor. Jonathan explains that in the fast-paced industry, items are needed at a moment's notice. And Richards delivers! He says, *"They are extremely invested in what we do. They work hard, so we can succeed."*

As you can see, when it comes to our customers, we care a lot. At Richards Supply, we always aim to help our customers succeed. Whether that means providing safety services, tracking inventory, or making a delivery in a pinch: we've got you covered!

WHERE SUPPLY MEETS SERVICE

Our customers are our family, and we love to see family succeed. Getting the products you need should be simple. That's why we work hard! Our team is dedicated to giving our customers high-quality service—from safety meetings, to inventory management, or to delivering the products you need for daily operations.

Join the Richards Supply family today--and see how we do things here, deep in the heart of service!

BRONZE SPONSORS



RS RICHARDS SUPPLY COMPANY

Our People Make the Difference

Richards Supply Proudly Represents These Fine Brands

GOLD SPONSOR		SILVER SPONSOR				
	 <i>PROTECTIVE INDUSTRIAL PRODUCTS</i>		 Strategic Distributor Industrial and Safety Solutions	 SAINT-GOBAIN		
BRONZE SPONSOR						
	  					
						

800-234-4121
Waco

800-234-5132
Temple

800-657-8925
Ft. Worth

RichardsSupply.com