



switched on

May 2008

Welcome

Here we are back again with the new issue of Switched On and we have lots to talk about!

The business in all product groups is buoyant and we enjoyed a record year in 2007.

We have continued our investment in our Dubai facilities and we are soon to commence work on a new Indian facility in Baroda.

In the UK we are planning to expand our Banbury operations and increase our development efforts in switchgear and automation.

Product development continues at pace and progress in switchgear, automation and cut-outs has been achieved during 2007.

We are continuing to expand our commercial operations and look forward to welcoming new staff to the company and opening new offices later this year in Dubai and further afield in Asia.

So, as we follow **'The Way Forward'** initiative and the new Business Improvement Teams' progress, we can look ahead together to further growth and a bright future for the business.



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Lucy Switchgear plays key role in Caribbean islands development

Trinidad and Tobago is one of the most important group of islands in the Caribbean for business and investment; in the last six years the economy grew by an average of 9.7% per year making Trinidad and Tobago one of the fastest-growing economies in the world. The country also received \$6 billion in foreign investment in the last five years.

Signs of this remarkable growth are evident all over, from the Waterfront project which Lucy Switchgear played a major part in, to the establishment of the University of Trinidad and Tobago and the development of the south west peninsula of Trinidad for heavy industrial and port purposes. The growth is underpinned by the country's energy sector, which has benefited from high oil and gas prices from its own expansion through construction of many new projects.

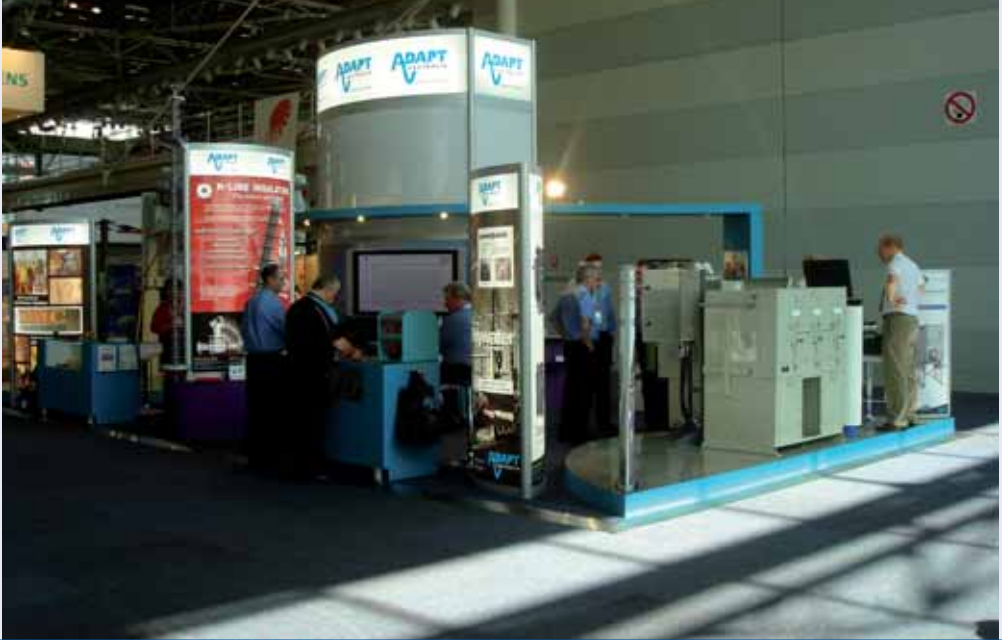
As a result Trinidad and Tobago is poised to enter one of the most exciting periods in its economic history. Internationally known for its vibrant oil and gas industry together with the more traditional production of bitumen (the world biggest producer), it is now

expanding and developing other areas of merchant marine, food processing, fishing, agriculture and tourism which is already substantial on the 'green' island of Tobago. None of this can be achieved without sufficient power generation and a distribution network which is monitored and controlled for maximum efficiency.

Lucy Switchgear has been working very closely with the Trinidad and Tobago Electricity Commission to expand the network which was originally using the Trident oil ring main units and now the latest SABRE extensible range of vacuum units. Powergen, the generating company, have also purchased HV products.

T&TEC firmly believe the way forward is with vacuum technology. Also T&TEC are planning SCADA on the secondary distribution system and have already engaged consultants. It is anticipated many Lucy ring main units of all types will be upgraded as part of these future plans. Many installations are outdoor in high ambient temperatures, high humidity and saline atmospheric conditions.





E21C

Sydney exhibition and convention centre was the location for the 9th Energy 21st Century (E21C) show in Australia.

Lucy Switchgear co-exhibited with their long standing country agent ADAPT Australia putting together the most impressive stand in the whole show. Launching the new Multi-Circuit Range to the Asia Pacific Market Andrew Evans, Lucy Switchgear's Export Sales Manager and Carl Sellick, Sales and Marketing Director, proudly showed off a three function MCR alongside a fully automated Sabre VRN2a complete with a Gemini G2-RTU.

Reinforcing the theme of the show – that of rising to the climate and environmental challenges faced by the Energy Industry - Lucy Switchgear demonstrated its commitment to offering workable solutions for the Electricity Utilities by providing them with safe, efficient switchgear with a minimal environmental impact combined with SCADA systems which offer unprecedented levels of system and network control and communication.

The show ran from the 11th - 14th November and was attended by more than 2,000 paying delegates. Commenting on all the enthusiastic feedback from the major Australian Utilities, Carl Sellick said "by incorporating the very latest vacuum technology into our Multi-Circuit Range, Lucy Switchgear are able to offer 'clean switching' and safe, reliable fault isolation across the whole suite of products. When you add our latest Gemini RTU into the equation you have a tremendously powerful tool for improving network operational effectiveness"



The Way Forward



In 2004 Lucy Switchgear initiated a programme called **'The Way Ahead'** designed to support the realisation of the company vision, which was to become:

- A world class and innovative international Switchgear and Fusegear business successfully meeting customer needs
- Supplier of choice for Electricity Distribution Companies in our chosen markets

'The Way Ahead' focused on:

Innovation	– new designs and processes.
New Markets	– supported by CRM.
Relocation	– move the Oxford factory to Thame (UK).
Off-shoring	– realising the low cost benefits of FZE.
Resourcing	– components to lower cost suppliers.

and was, judging by the response of the market place, an outstanding success.

To further build on the success of this programme, the next phase was launched at the close of 2007, entitled **'The Way Forward'**, which was a collective focus on improving customer service.

Business Improvement Teams were set up in UK and the Middle East, to create a logistically integrated efficient corporate supply chain, dedicated to catering for the customer needs. **'TWF'** champions were appointed in key positions throughout the supply chain, and immediate successes were soon realised, resulting in new systems implemented across Lucy operations to further improve customer service.

Lucy Switchgear's Quality Strategy

Lucy Switchgear has a four point quality strategy, developed to move the business forward and to support our customers.



Legal and regulatory compliance assured



Unified, effective and efficient management system



Customer first and supply chain excellence



Year on year improvement

The coming few months will be an exciting time for the quality team, as the business works to unify the quality systems across three sites into one integrated business approach. It will also see a wider expansion of the environmental system across the business.

The quality of the supply chain is vital to the quality of our products, delivery and service. The team are launching a new supplier management protocol over the next few weeks aimed at sharing best practise and working together with our vendors.



Quality team move to new office

Lucy's Dubai based quality team have recently moved into a new open plan office. "This move has given us the opportunity to all work much more closely together, having the whole team located in one office means improved communication and quicker decision making" said Group Head of Quality, Martin Rodgers.



MEE 2008

In February, Lucy Switchgear participated in the prestigious Middle East Electricity 2008 exhibition held at the World Trade Centre in Dubai, UAE. With an extra hall laid on, more exhibitors were displaying their products and services in the electricity energy sector than ever before.

As well as being an opportunity to meet new potential customers, the exhibition also serves as a conduit for meeting important Middle East customers, agents and suppliers. Attendance on the stand was high and consistent over the four day period.

Our exhibition stand, the largest ever, focused on our core business in ring main unit design and manufacture and featured the Sabre, MCR, Trident and Scimitar ranges.

Both the Sabre and Trident units were equipped with the latest Remote Terminal Units (G2-RTU) to demonstrate the enormous benefits of remote control and automation.

The General Manager of Lucy Middle East FZE, Peter Lymer, remarked "This exhibition signifies the importance of the Middle East market to the company and the high regard in which Lucy Switchgear is held in the region. Customers often remark they have installed a "Lucy" rather than just a ring main unit – I think this sums up our reputation quite nicely".

We have already booked our exhibition space for MEE 2009 and look forward to exhibiting new products currently under development.



Lucy Switchgear initiates customer changes

With the hugely successful introduction of our range of "J" Type Multi Service Distribution Boards, Lucy Switchgear has deftly responded to customer driven changes. With the need to reduce floor space taken up by service ducts in high cost developments and the necessity to secure the incoming supply line, Lucy Switchgear has introduced interlocked double doors to all their "J" Type MSDB's. This allows the depth of service ducts to be reduced and restricts unauthorised access to the main incoming fuses. Both doors can be independently locked and sealed as required.





Saudi Lucy Special Focus

Our associate, the Saudi Lucy Company Limited, established twenty years ago as a joint venture company in the Kingdom of Saudi Arabia, is engaged in manufacturing oil and SF6 gas insulated ring main units.

In 2007, Saudi Lucy achieved record sales and supplied over 5,000 SF6 gas insulated ring main and extensible units and over 2,000 oil insulated ring main and extensible units.

The company's competitive advantages are its quick response to customer enquiries and prompt after sales activities. The company has been evaluated as a top manufacturer by SEC (Saudi Electricity Company).

It's managed by a team of skilful, hard-working and experienced staff.

The manufacturing plant is equipped with the latest state of the art CNC machines, sophisticated inspection and test equipment. Recently a new powder coating line has been added to cope with the increase in production.

As well as the on-going successful business with SEC, Saudi Lucy is pursuing industrial project sales with a number of high profile customers in the territory and is working on new projects such as King Abdullah Economic City, King Abdullah University and the Financial City in Riyadh.



Meezah Trading Company

Meezah Trading Company has been representing Lucy Switchgear since 2002. The joint cooperation has led to the establishment of a successful business relationship for the Jordanian market.

Jordan has three different distribution utilities:

JEPCO – The Jordanian Electric Power Co.

EDCO – Electricity Distribution Co.

IDECO – Irbid District Electricity Co.

The growth of Lucy Switchgear products to the Jordanian market is evident. The following products have recently been supplied:

- 1) SF6 Ring Main Units,
both CB type and Fused type
- 2) Oil Ring Main Units
- 3) 33kV and 11kV Isolators
- 4) Earth Fault Indicators

In order to strengthen the partnership relationships with our customers, Lucy Switchgear and Meezah Trading Co. organised SF6 and Oil RMU Operator Training Sessions over a period of three days in 2007. These training sessions were attended by engineers and technicians from all the Jordanian distribution utilities, transformer manufacturers and some electro- mechanical contractors.

Lucy units are now placed in some of the most sensitive and important locations in Jordan, such as the Airport and Air Force bases along with hundreds of locations around the kingdom.

Lucy Switchgear enjoys an excellent reputation in the Jordanian market.



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