

Corporate Social Responsibility Policy



About us



Lucy Electric is a leader in secondary power distribution solutions with over 100 years industry experience. Specialising in high performance medium voltage switchgear for utility, industrial and commercial applications, we enable the safe and reliable distribution of energy to homes and businesses worldwide.

Our best-in-class products are at the cutting edge of medium voltage design and innovation, providing switching, protection and automation solutions with reliability, safety and value built-in as standard. We also offer bespoke engineering, comprehensive warranties and dedicated after-sales support, supporting our customers throughout the product life cycle.

Based in Oxfordshire, UK, Lucy Electric has offices in China, the UAE, Malaysia, Thailand, Saudi Arabia, India, Brazil, East Africa and South Africa, with manufacturing facilities in the UK, the UAE, Saudi Arabia, India, Brazil and Thailand. Through industrial partners and contractors, Lucy Electric has an established international network and local track record in over 50 countries.

As a responsible manufacturer built on our proud heritage and driven by strong principles, with quality, value and integrity at the heart of our business strategy, we believe in respecting the interests of all our stakeholders, partners, customers, suppliers and the wider community.

We conduct our business in an ethical and socially responsible manner, evidenced through our commitment to protecting the environment, supporting human rights and benefiting the communities in which we operate. That's why we've chosen to benchmark our activities against ISO 26000 guidance. This detailed and comprehensive approach is what we aspire to in all areas of our business.

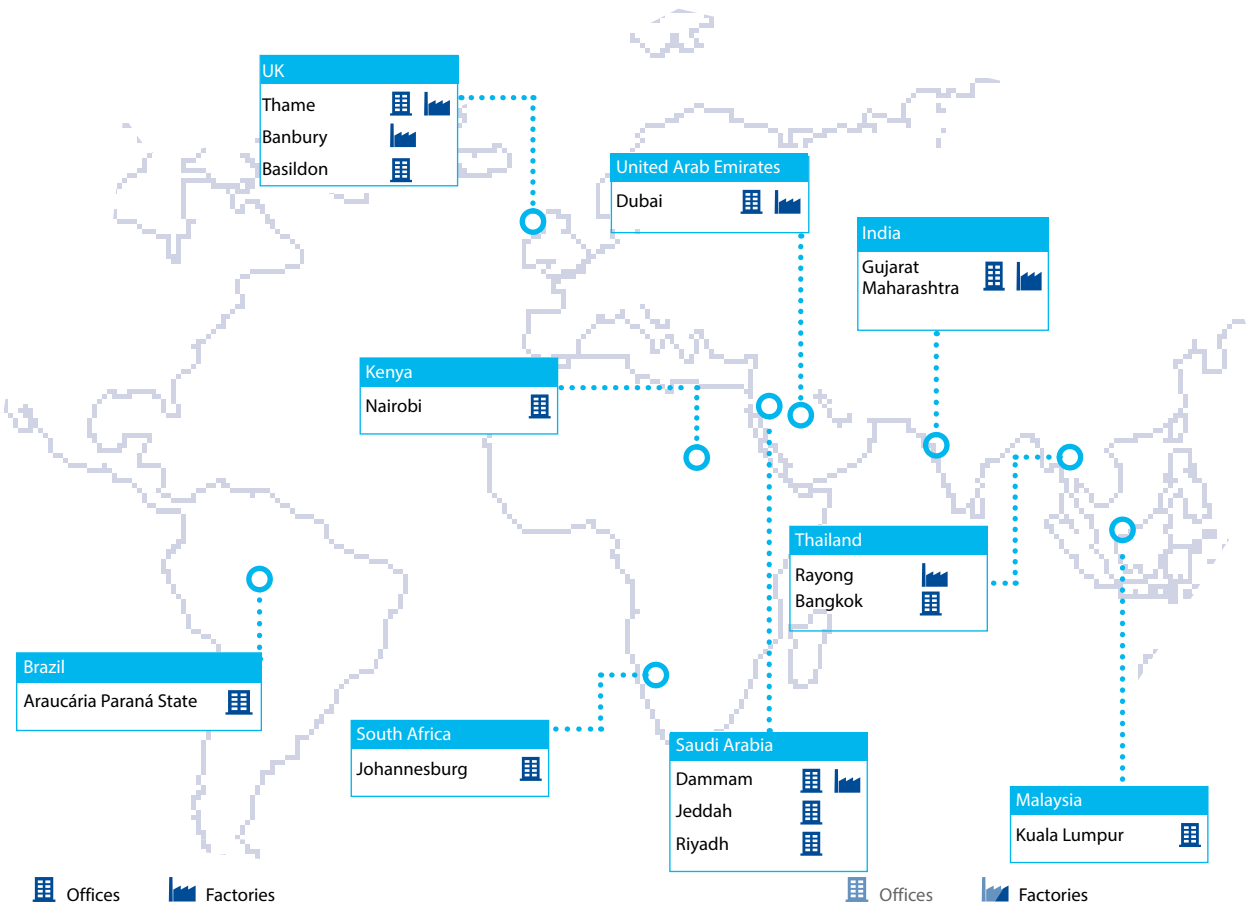
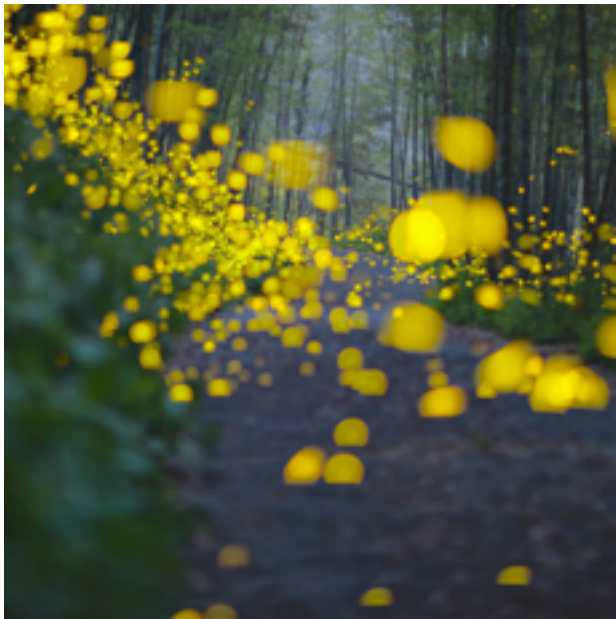
Our Corporate and Social Responsibility (CSR) Policy sets out the principles we follow and the programmes we've developed, focusing on areas where we have impact or influence.



engineering intelligent solutions

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Organisational Governance

ISO 26000 splits the principles of CSR into 7 main categories or Seven Pillars of CSR.

These are:-

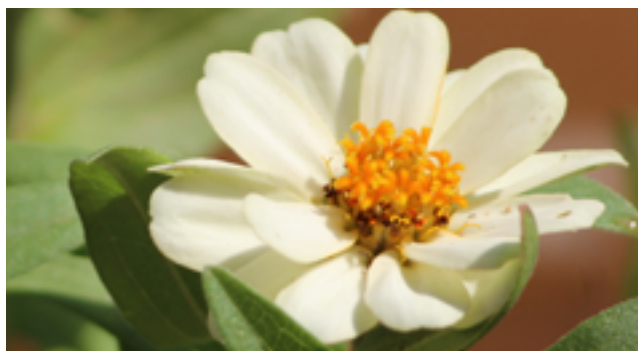
1. Organisational governance
2. Human rights
3. Labour practices
4. The environment
5. Fair operating practices
6. Consumer issues
7. Community and development

Lucy Electric benchmarks its activities against these seven pillars to ensure that it achieves continuous improvements in each area of the business, not only in business processes but also in stakeholder engagement and common understanding of the importance of sustainable, ethical and socially responsible operations. This is how we monitor our progress in all aspects of corporate responsibility and sustainability.

We encourage participation in social initiatives and are proud of the commitment shown by our employees who readily engage in CSR activities to help the communities in which we operate. We communicate our activities and successes throughout the business to ensure that the principles of CSR are promoted and encouraged throughout our organisation.

Group Values

Underpinning our CSR strategy is our company culture and ethos which permeates every aspect of our business and how we approach opportunities and challenges. Central to this philosophy lies our Lucy Group values which are enshrined in Lucy Electric and all our other businesses.



Human Rights

Lucy Electric has a robust human rights policy and we mitigate the risk of human rights abuse throughout our organisations and those within our supply chain. We discharge this responsibility via our supply chain management programme along with internal and external audits.



Human Rights Statement

Lucy Electric is committed to further developing a culture which supports internationally recognised human rights declarations. We recognise our responsibility to respect human rights and avoid human rights abuses.

Our aim is to improve our human rights performance by referencing the principles of the Universal Declaration of Human Rights, the core convention of the ILO labour standards and the ten UN Principles of Human Rights. Additionally, we support and operate within the principles of other related conventions, international laws and standards.

We respect and promote human rights through:-

- Our Corporate and Social Responsibility Policy, which covers governance, health and safety, employment, environment, society, business integrity, the promotion and protection of human rights in our supply chain and the responsible provision of products and services.
- The communication and promotion of our vision, mission and values (all of which is underpinned by our CSR philosophy).
- Lucy Electrics continued efforts to support and develop human rights initiatives and participation in various other activities designed to promote corporate responsibility.

Modern Slavery Act (MSA)

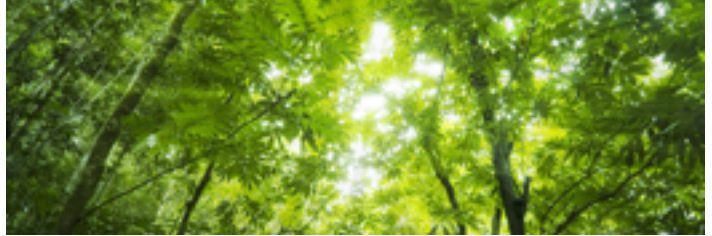
Lucy Group Ltd and Lucy Electric have exceeded the compliance requirements of the UK Modern Slavery Act 2015, which introduced obligations applicable to most commercial organisations. Organisations are required to publish an annual anti-slavery and human trafficking statement, to include its own performance and that of its supply chain irrespective of wherever in the world those suppliers are based.

Our third annual Modern Slavery Act Statement has been published by our Board of Directors and is accessible via our websites. Existing suppliers have been asked a series of searching questions to check not only their own compliance but the compliance of their supply chains. All new suppliers are required to meet rigorous compliance standards. In addition, the company undertakes a programme of unannounced audits to provide additional assurance. All Lucy Electric staff have been provided with MSA awareness guidance and additional training.



Environment

Taking care of our planet



We recognise that our operations have an effect on the local, regional and global environment where we live and work. Our entire workforce is committed to continuously improving its environmental performance and the prevention of pollution by following environmental regulations and laws, and adopting codes of practice that are recognised as setting the standards of environmental performance.

Specific policies are written to cover all major environmental aspects of our business, addressing issues such as energy use, waste production, air emissions, deleterious materials and resource use. We manage and implement this through our coordinated Environmental Management System. All our assembly facilities are ISO14001 approved.

Compliance

Lucy Electric complies with the following environmental standards and policies:

- SO14001:15
- WEEE
- CEMARS
- Waste to landfill
- F Gas Regulations
- Lucy Integrated Management System -Environmental Objectives (internal)
- Recycling initiatives (internal)

Energy use

Global measures to reduce carbon emissions

The last few years have seen an acceleration of moves to reduce carbon emissions and make the workplace more environmentally friendly. These range from government commitments to less peaceful environmental activist protests widely broadcast through the media.

Behind the scenes many organisations are already actively driving down their emissions as they realise that not only is it good for the planet, it reduces cost and is a favourable component of CSR.

ISO 14001:15

Lucy Electric is certified against the ISO14001:15 standard on environmental management to help organisations:-

- Minimise how their operations or processes negatively affect the environment (i.e. adverse changes to air, water or land).
- Comply with applicable laws, regulations and other environmentally related requirements.
- Continually improve on the above.



What is Lucy Electric doing to measure its carbon footprint?

Until 2018, our sites were individually measuring their carbon footprint, taking a range of factors into consideration, such as electricity, gas, water and transport usage. Although this did provide transparency on a country by country basis, the reporting fell short of internationally recognised protocols and therefore made it difficult to produce a total emissions figure for all sites (manufacturing).

To align reporting methods, we adopted the principles outlined in the UK standard (ISO14064), otherwise known as the Certified Emissions Measurement and Reduction Scheme (CEMARS). Working together our site, quality and environmental managers developed a common framework for data capture, creating a platform for driving continuous improvement.

Each site is still responsible for its own improvement activities, but the sharing of standardised data and knowledge has allowed us to collaborate more effectively around our quest to reduce global emissions.

The success of the process at LE has been recognised and is being rolled out at Lucy Group level through the Global Reporting and Analysis Framework (GRAF). This will enable Lucy Group to report total emissions in its annual report and accounts.

CEMARS and Lucy Electric's carbon footprint

Lucy Electric measures its carbon footprint in the UK using the world class CEMARS standard provided by the Achilles Carbon Reduction Programme.

An organisation must demonstrate its commitment to measuring, managing and reducing greenhouse gas emissions in a robust and credible way to become certified.

We also use CEMARS to identify areas where we can improve our carbon footprint; evaluating gathered data enables us to identify future environmental objectives.



Achilles

In June 2019 Lucy Electric UK passed a Utilities Vendor Database Audit (UVDB) achieving 100% across the board for Environment, Quality, Health & Safety and CSR.

The auditor highlighted several strong points, including emissions reduction improvement, achievement of ISO45001:2015, audit training, and use of green suppliers for packaging.

This is a fantastic achievement exemplifying LE's performance as a world class supplier of equipment and services. The results show improvement over last year's findings and reflect our team's hard work and commitment to maintaining its systems.

CEMARS gold certification

Lucy Electric UK has been awarded a CEMARS certificate for its continued commitment to reducing greenhouse gas emissions.

CEMARS, a leading certification programme recognised across the globe, rewarded Lucy Electric for achieving an impressive 18.13% reduction in absolute emissions over the past eight years. As a result of this sustained reduction and for having no non-conformities across our data sets, we proudly received a gold CEMAR certification.

Upholding a year-on-year reduction is challenging but Lucy Electric UK has shown that by working together towards a shared goal of measuring and reducing our carbon footprint, we've managed to make a real difference. We look forward to lowering our admissions even further moving forward.



Four years zero waste

Our relentless drive to reduce waste and maximise recycling has resulted in our UK factory recording 'zero waste to landfill' for the fourth successive year. Our overseas facilities are also recording significant increasing levels of recycling and a comparable reduction in waste.

Our products

- We are continuously reviewing the design of our products to assess if there are ways in which we can make them more energy efficient and environmentally friendly.
- Our products help our customers optimise energy efficiently
- We use recyclable materials wherever technically and safely possible.

Logistics

- Locations of factories are close to customers to avoid unnecessary transport.
- We measure our UK carbon footprint and publish the results; this is being rolled out to our other sites around the world.
- Packaging such as pallets and plastics associated with freight are recycled where possible and we adhere to packaging regulations. Lucy Electric endeavours to ensure the materials we use do not come from countries in conflict.

Recycling

- A strategy for sustainable waste management is in place and we recognise our responsibility to recycle materials wherever possible. We recycle our paper, cardboard, pallets, wood, metals and plastics used to build products, which reduces waste and cost.
- We measure and reduce the amount of paper that is printed. Printers are monitored for the number of paper printed every month.
- During expansion of existing facilities and new developments, we employ sub-contractors who follow strict recycling and disposal regulations.
- Single use plastics and polystyrene materials have been eradicated from our operations and offices.

Disposal of waste

We are committed to minimising waste and controlling hazardous waste. This means controlling stock levels and disposing of all waste through appropriate, safe, responsible and accredited suppliers. LE ensures that only suitably qualified suppliers are utilised for this purpose.



Water saving initiative in Dubai

Water is a very precious resource and perhaps even more so in the Middle East. Our factories in Dubai (UAE) have installed a water recycling system which includes sewage to provide safe water for irrigation.

Green travel

Our UK site has launched a green travel initiative which encourages alternative means of getting to work. Lucy Electric gives loans to those wishing to purchase a bicycle and provides information about local walks, transport, and cycling routes.



Further environmental improvement initiatives

- Lucy Electric promotes the efficient use of energy to produce and deliver products and services to its customers.
- Sensors have been fitted to office lighting to avoid them from being left on.
- “Switch off” stickers have been put on all light switches for rooms where sensors cannot be used.
- All air-conditioning units comply with F Gas regulations.
- Electricity and water consumption is monitored to ensure we create the lowest possible waste; for example, our UK sites use energy efficient light bulbs and PIR lights are used across our Dubai site.
- At our manufacturing sites we measure electricity usage not only across our factories and offices but also within discrete ‘energy zones’ to identify opportunities for reduction.
- In Thailand we monitor and conserve energy in conjunction with the Industrial Estate Authority.

Elimination of polystyrene and single use plastics

LE’s Environmental Management team created a global task force to eliminate the use of polystyrene and single use plastic packaging internally and throughout its supply chain. We are proud to confirm that the use of both materials has been completely eliminated.

In the UK single use plastic cups and plastic bottles were eliminated from water fountains and vending machines in favour of recyclable paper cups, glass and porcelain mugs.

In India and Dubai plastic bottles in the canteen were replaced by metal jugs and glass. Projects are running to reduce use of plastic bags for repacking material.

In Thailand a 100% elimination of expanded polystyrene (EPS) insulated water bottles was achieved, these were replaced by glass bottles. The next step will be to work with the food supplier to provide recyclable cutlery.

Similarly, plastic cups are being replaced by paper cups in Saudi Arabia. Plastic spoons are also being swapped out for wooden ones and a mug was given to each employee for personal use instead of plastic bottles.

These activities extend our efforts to be more sustainable; to date, we have seen the elimination of polystyrene from packaging and the elimination of paper towels in our UK facilities.

Solar panels

As a leading energy business, LE is proud to have installed one of the largest solar farms in the county on the roof of its Oxfordshire, UK headquarters. This provides nearly 30% of the energy required to operate the site. The company also has a pilot scheme running in India and is considering rolling this technology out to other sites.



Supply chain

Lucy Electric has been built on the principles of providing quality products and services which exceed our customers’ expectations. In order to achieve our goal we have approved a quality led and loyal supply chain. We aim to build lasting relationships with our suppliers and their employees. We are committed to working with them to build a sustainable business and provide long-term employment for their staff. A good, positive relationship with our suppliers is vital to our success. As a result, we work with our suppliers where possible in the following areas:

- We have a robust Supplier Code of Conduct that suppliers must adhere to. This builds on our existing efforts to source responsibly and continue our legacy of ethical business and integrity throughout our supply chain.
- We assess our suppliers annually to ensure compliance. We encourage vendors to adopt responsible business policies and practices.
- We are committed to ensuring that the welfare of workers and labour conditions within our supply chain meets or exceeds the standards of Lucy Electric. We ensure that this is done by auditing our suppliers, which includes compliance with ethical employment, safe working practices, and environmental control.
- Where necessary, we will exert procurement pressure to ensure that all of our vendors behave in a socially responsible way.
- We are also in the process of further developing our supply chain to ensure that our vendors are environmentally responsible and take continuous improvement measures to look after the environment to the latest standards.

Our People & Society

Taking care of our employees and their communities

Health & Safety

Our full time team of H&S specialists manage safety across all LE factories and offices. The team is ably supported by local managers and safety coordinators.

We provide safe working environments for all of the LE team and have secured H&S ISO 45001 certification across our established manufacturing sites. We measure the safety status of all our sites every quarter across a range of attributes to target improvement actions.

Lucy Electric provides fair and equitable employment terms and conditions. We benchmark people management practices to create an engaged workforce, doing more than just keeping the company in compliance with applicable labour, employment and business practices. This helps to maintain a productive and committed workforce. We also strive to help and support our local communities and charities and encourage staff to do the same.

We have embedded diversity across the business. We have simplified our key principles and translated these into local policies so that they may be easily accessible to everyone throughout the organisation.

Safety leadership training

Dubai and Thailand's Health and Safety department provided leadership training to department managers, supervisors and team leaders from across the business. Site directors also joined the training due to their commitment to safety management.

These sessions highlighted the need for H&S awareness, equipping managers with the right tools and knowledge to pro actively engage with employees on all safety related matters. It aimed to help leaders become more skilled at influencing employees to adopt safe working cultures, ensuring that high-quality standards are upheld.

At the end of the training course, employees completed a Personal Safety Action Plan (PSAP), committing themselves to four individual safety actions to complete over the next three, six and 12 months.

Spotlight on National Safety Week

Lucy Electric India (LEI) has celebrated National Safety Week for the last six years. During this year's event, LEI carried out health and safety training to promote best safety practices at work and in day-to-day life.

LEI approached this year's training session in a slightly different way. To reinforce the importance of safe working practices, each employee was given a patch that read "Safety First Every Day." They were then asked to stitch the patches onto each other's shirts. It was a novel and memorable way to spend National Safety Week 2019.

Lucy Electric Manufacturing Technologies (LEMT), based in Vadodara, India, celebrated its National Annual Safety Day which promotes overall safety in industry and the responsibilities of employees. Open house meetings are set up to offer support and guidance to workers; the meetings aim to listen to employees' work concerns and assist in stress management.



Fair employment practices

Lucy Electric complies with all laws pertaining to freedom of association, privacy, immigration, working time, wages and hours, as well as laws prohibiting forced, compulsory and child labour and employment discrimination. We conduct our industrial and employee relations business in an open and constructive manner.

Training

As part of our commitment to providing development opportunities for our people, we've recently launched new global development programmes to bring new skills, ideas and tool kits to our businesses, supporting with leadership skills, project management and team dynamics.

To date, over 110 employees have participated in these programmes, which have been facilitated in the UK and India, all with great success and participation from the teams.

Equality and diversity

Lucy Electric is committed to embedding equality and diversity across its operations. It reflects its commitment and contribution in its HR strategy – leading to continuously improving business excellence.

- We promote a positive culture for work to which every employee contributes and within which they are able to develop their full potential.
- It is central to the concept of the company that all employees treat each other with respect, regardless of their race, disability, ethnicity, gender (including transgender), age, sexual orientation or beliefs.
- Lucy Electric has an embedded diversity across all its entities. We have simplified our key principles and translated these into local policies so that they may be easily accessible to everyone throughout the organisation and to make this information widely available for all employees of Lucy Electric in a range of formats.
- We base employment decisions on job competences (e.g. education, prior experience, behavioural competences) and merit.
- Lucy Electric respects the privacy rights of employees by using, maintaining and transferring personal data in accordance with General Data Protection Regulations (GDPR).



Employee welfare

- We have an Employee Assistance Programme (EAP) which provides free confidential information, support and advice on a range of personal and work-related issues.
- We provide fair and equitable employment policies as appropriate in each country where our employees work, following the principles of fair employment.
- We resolve conflict by understanding differences, and we determine the most appropriate course of action with all parties involved.
- We maintain an ongoing programme of monitoring and reviewing our pay system to ensure it provides equitable pay and is free from discrimination.
- We encourage all employees to raise any concerns within the company.



Prevention of discrimination and harassment

Lucy Electric is committed to creating a work environment free of harassment and bullying, where everyone is treated with dignity and respect. We have specific policies which cover bullying and harassment in the workplace and in any other work-related setting. We have an open door policy where employees can discuss any issues in confidence.

Freedom of expression

Lucy Electric fosters a culture which encourages freedom of thought and expression within a framework of mutual respect.

- We promote a positive culture for all employees to contribute through self-evaluation, learning and innovation.
- In particular, we encourage involvement in our multi-disciplined continuous improvement teams.

Employee development

- We work hard to develop work/life skills, providing tools, resources and a supportive environment for all employees.
- At Lucy Electric, employees work with their managers to make choices that assist them in navigating their work and personal life challenges while meeting the business needs of the company.
- On joining the company all employees receive comprehensive induction training
- Staff development needs are identified via individual development planning and changing business needs.
- Training is delivered via internal, external and e-learning programmes - examples include H&S, environment and training.



Best business practice and Ethics

We set out to create ethical business relationships that are conducted and maintained while working for Lucy Electric. This is achieved through our policies that apply to all individuals working at all levels, including directors, senior managers, officers, employees, consultants, contractors, trainees, seconded staff, homeworkers, casual workers, agency staff, volunteers, interns, agents, sponsors, any other person associated with Lucy Electric or any of our subsidiaries or their employees wherever they are located.

Doing business the right way

Customers are the life blood of any business. We aim to deal honestly with our customers to secure their loyalty and trust by providing products and services which exactly match their requirements in terms of price, quality and specification. We regularly review our performance in meeting our customers' expectations through customer satisfaction surveys together with feedback from our sales and customer service teams.

Lucy Electric embraces the philosophy of customer improvement. The management system evolves and strives to help achieve new levels of business excellence.

Expectations are:

- Business objectives and targets must be integrated and monitored through an agreed set of key metrics.
- All personnel (from top management to associate level) at each business unit must demonstrate active involvement.
- Preventative action is used as a management tool
- Rigorous demands are made when planning for new product/service introductions
- Problem solving methodologies drive continual improvement

The framework of the Lucy Integrated Management System (LIMS) is much like our business: multifaceted with quality and CSR, including the environment and health & safety, at its core. The LIMS framework allows other business units to 'plug in' and become seamlessly aligned with the rest of the business.

Anti-bribery and corruption

We are committed to complying with the Bribery Act 2010 in our business activities in the UK and overseas. This includes the following:-

- Under the Bribery Act 2010, a bribe is a financial or other type of advantage that is offered or requested with the intention of inducing or rewarding improper performance of a function or activity.
- Knowledge or belief that accepting such a reward would constitute the improper performance of such a function or activity. A relevant function or activity includes public, state or business activities or any activity performed in the course of a person's employment, or on behalf of another company or individual, where the person performing that activity is expected to perform it in good faith, impartially, or in accordance with a position of trust.
- All Lucy Electric staff are trained to understand the 'rights and wrongs' of conducting business. The training includes interactive examined PC based programmes along with group presentations.
- Compliance is reinforced by a confidential 'whistle blowing' process to ensure that any suspicions of inappropriate behaviour can be safely and anonymously raised for investigation.

Engaging with our stakeholders

Respecting the interests of all our stakeholders is vitally important for Lucy Electric. We actively engage, listen and respond to their concerns by being open and honest in our approach.



Communication

Employees are key to the success of our business. By engaging with our employees, we create a working environment in which everyone feels valued and can achieve their potential. We manage this through annual employee surveys, regular communication via the Intranet, line managers, supervisors and team leaders and newsletters.

We value employee engagement and create the best work environment possible, a place where everyone can contribute, where issues are promptly raised and resolved, and where communication flows across all levels of the company.

- We hold company employee surveys looking at how we can improve as an employer.
- Lucy Electric regularly holds communication events which are broadcast to its sites around the world
- We strive to have open, honest communication between managers and employees, seeking guidance and also providing or soliciting feedback.
- Knowledge management techniques are utilised to improve the availability and use of knowledge and information across Lucy Electric and to support knowledge exchange for improvement in policy and practice.
- To complement our robust health and safety policy, we publish regular bulletins with practical advice and guidance on H&S matters.



Overseas traveller risk management

The company is conscious of its duty of care in managing traveller safety. To that end the company undertakes:-

- Traveller induction training which includes risk awareness and health management
- Annual travel safety training conducted by industry experts
- 'Where's my traveller' Location monitoring via our travel booking agency. This is designed to ensure that no more than three employees embark on the same flight.
- To ensure understanding and compliance by requiring travellers to complete a safety check list prior to travel.



Community and development



Lucy Electric is committed to the communities in which it operates. We regularly engage with the local community and authorities in order to manage the social, economic and environmental impact of our operations. With a Lucy Electric CSR champion established in each of our business locations, we are actively ensuring that we make a positive difference wherever we are in the world.





Lucy Electric Thame is where our head office and UK offices are based and also where the majority of our CSR and sustainability work is coordinated and communicated to the rest of the company. It's therefore really important for us to ensure that whilst we are looking at what we can do in other regions, who arguably have more obvious needs, we also try to make a difference in our own local communities in the UK.

Lucy Electric is an active member of Local Chambers of Trade and engages with national, regional and local authorities. We also liaise with business in the community and actively contribute to alumni events.

Supporting our local community

Lucy Electric Thame has a reputation for being involved in Thame's local events and is known for actively supporting and engaging with the community.

- We sponsor the town's Christmas light switch on,
- We sponsor the Thame swimming gala for disabled children
- We sponsor the local Thame football club
- We collect food for the local food bank and take part in the Community Christmas Box appeal.
- We support Thomley a local charity providing play facilities and respite for those with disabled children.



Thame Community Charter

We are a signatory to the Thame Community Charter, produced by Sharing Life Trust, the group behind the Thame Community Bank and the Thame Food Bank. By signing up to the Thame Community Charter, Lucy Electric Thame now stands as part of its local community, supporting the ideals and values of the town.



National charity events

Lucy Electric Thame takes part in national charitable appeals. In 2019 we raised money for: Save the Children, Christmas Jumper day the Royal British Legion's Poppy Appeal, Coffee Morning for Macmillan and Movember, as part of Men's Health Awareness Month - in 2019 we raised over £2500 for this excellent charity.



Collaborating to support education



Lord Williams's School
Sic itur ad astra a tous venants

Lord Williams School

LE UK are very pleased to have excellent links with the local secondary school, Lord Williams. We are often called upon to help contribute to the children's education through activities such as work experience, factory tours and future days. Members of different departments regularly visit the school to talk to students about the world of work and what career paths are available to them.

We also take part in the Lord Williams Future Fest, an evening dedicated to making young people aware of local career opportunities and what companies are looking for. This helps students think about what they want to do in the future and how their studies will contribute towards a long-term successful career. Lucy Electric Thame is also committed to supporting the school's fundraising events, such as the Lord Williams Colour Run, where participants are subjected to being covered in coloured dyes at various stages of the course!

Volunteering

For the last two years we have worked in partnership with the Thame Rotary Club and supported their 'Business in the Community' initiative. This programme brings local companies together to undertake community projects for local charities and good causes. In 2019 Lucy Electric staff and employees from other local businesses joined together to improve the local Citizens Advice Bureau (CAB) building, as well as the Red Kite Family Centre, a community owned play group for children under five.

We are proud of our staff who raise money for charity in their own time!

We celebrate our staff who in their own time raise money for charities through fun runs and various other activities. We have had staff run, motorbike ride, hike, bike, kayak and walk on hot coals (literally) for charity this year. We allow staff up to two extra days paid leave a year for volunteering.



The 2019 High Sheriff Engineering Awards

The annual High Sheriff Engineering Awards, founded by our Chairman Richard Dick and delivered in partnership with Lucy Group, rewards outstanding school students in Oxfordshire who excel in engineering and design technology.

At this year's award ceremony, held at Abingdon & Witney College, Richard Dick announced that the UK needs 50,000 more trained engineers and highlighted the exciting career opportunities that exist within the sector.

There were more than 60 student nominations across five award categories, but Katie Blundell was announced as the overall winner; the judging panel were immediately impressed by the quality of her project and its positive social impact - an aid for children with motor and balance issues.



Engineering goes to school for science week

In the run up to British Science Week last March, our team in Thame was approached by St Mary's Primary school in Haddenham to ask if Lucy Electric would partner with them for a day to help teach youngsters about the science behind engineering. Mike Jones kindly took on the challenge and taught reception and year 1 classes (4-6 year-old children) about electricity and how it is used, and what is involved in becoming an engineer. Mike helped the children make static butterflies and spoke to an assembly of 150 pupils.

During the assembly, Mike cleverly explained that his CAD work sometimes looks like Lego instructions, something most young children would understand. He explored the topic of renewable energy, such as solar and wind power and gave the children some fun facts. The children were then encouraged to come up with their own ideas for inventions.



Spotlight on 'owls'

The Thame factory now houses twelve OWLS - not the feathered variety, but internet-based energy monitoring 'OWL' meters.

Thame wanted to know more about its energy consumption in order to reduce it. It originally installed networked remote meters and low cost fixed sub meters, which were read monthly. However, a lower cost alternative was needed that could be read remotely and automatically record historic information to enable data monitoring over time.

John Williams found OWL, an energy monitor originally for the domestic market, that had been upgraded to monitor a three-phase industrial supply. The OWL meters provide data insights indicating when and energy is being wasted, allowing the team to scale back and save money. For example, Thame realised that by changing the operating hours of its moulding department chiller, it was able to save £9K a year.

An annual saving of up to £20K has been forecast and over 50% of the Thame site will be monitored moving forward. Over the next few months more OWLs will be installed, which will greatly reduce our carbon footprint. Thame also plans to change its lighting from discharge to LED delivering even more energy and cost savings!

UK apprentices

We are very proud of our apprenticeship scheme and are extending this further beyond engineering apprenticeships. Our apprenticeship scheme offers young adults the opportunity to study and gain real world work experience. It also offers Lucy the opportunity to foster talented individuals and let them excel within Lucy.

Spotlight on work experience

Lucy Electric challenges school students to an egg-flinging contest

On day one of their week-long placement at Lucy Electric Thame, four work experience students from King Alfred's Academy and Lord Williams School were set an 'egg race' challenge. They were tasked with designing and building their own free-standing catapults to be used in an egg-hurling competition on their final day.

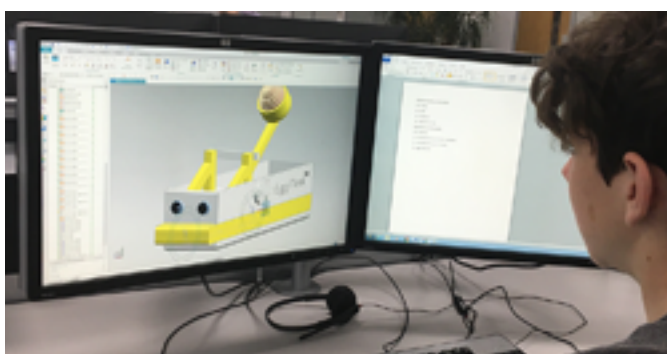
The students designed egg-launchers, (which had to be capable of projecting an egg through a barrier and into a bucket two metres away), on a 3D solid modeller system called NX. Whilst the task was intended to be fun, it was also an educational experience. Gaining hands-on in Computer Aided Design (CAD) and building the catapults from scratch enabled the students to develop practical engineering skills and apply them to a real-life scenario. Our engineers follow a similar process when designing and building units using CAD.

Points were awarded for prototyping and operation and included categories such as originality and style. Points were given for passing an egg through a hole in the barrier and for landing them in the bucket. Additional points were awarded if the egg was still intact when it landed!

On the day of the competition only one student managed to not crack an egg, even though they had all successfully projected eggs during practice runs! The winners were rewarded with chocolate!

We hope the students enjoyed their week and found it helpful when thinking about their future careers.

Due to the success of the egg race, Lucy Electric is planning to set even more exciting challenges for work experience students moving forward!



Mike and Nick receive Lucy Electric CSR Awards

The Lucy Electric CSR Awards initiative started in September to recognise employees who voluntarily take time out of their busy schedules to make a positive impact on people and the planet. From local volunteering to taking part in fundraising activities, the CSR department recognises those employees who are actively contributing to charitable causes across the globe and the awards programme is just one way in which we can say a big thank you!

The initiative was kick-started back in June 2019 by presenting our local volunteer CSR champions, based in every LE site across the world, with thank you letters and certificates signed by the Lucy Group Chairman, Richard Dick.

In addition, LE UK awarded to two colleagues who are helping to bring our CSR programme to life. Mike Jones and Nick Sawyer both Design Engineers based in Thame, received a CSR award for regularly volunteering at Lord Williams School, a local secondary school in Thame. They each received a CSR Commendation Certificate and a bottle of champagne.

Over the last few years Mike and Nick have both taken a keen interest in educating young people about science and engineering and have actively contributed to the school's careers fairs and events that help students develop employability skills.



Football tournament

2019 kicked off with some sport; in January, Lucy Middle East (LME) and Free Zone Enterprise (FZE) took part in an inter-departmental football tournament and held a cricket tournament later that month, which was open to any employee who wanted to take part. It was a great team-building opportunity and allowed staff to improve their well-being through exercise, have fun, and create friendships outside their usual work environment.



Internship scheme

Our factories located in Dubai are in a long-term partnership with BITS Pilani, an engineering college. We have a five month internship programme with the college and have employed many students as interns once they've completed their studies.



Employee well-being

LME and FZE have launched an Employee Assistance Programme that caters for Dubai's large ex-pat population. Ongoing well being seminars and workshops are taking place as part of the programme, focusing on how to combat stress in the workplace and highlighting the negative effects that stress can have on health. A team of experts were brought in to help employees understand and recognise what can trigger stress.

Taking a holistic approach to promoting wellness in the workplace, our Dubai sites are also running workshops about healthy eating and exercise. The workshops provide advice on topics such as nutrition, proper posture, physical activity, creating positive attitudes, conflict management, and the impact that sleep and tobacco can have on health.



Employee welfare

We take care of our employees' welfare, particularly our ex-pat population who are working away from home. Our direct workers have access to all necessary amenities, including clean, well maintained accommodation, an on site doctor and a fully equipped first aid room. We also encourage our employees to socialise and have fun; they have access to a gym and a dedicated cricket pitch, and we have basketball and five a side football teams. We also organise team building events, staff parties, excursions, cultural celebrations and fun runs. The Onam festival is celebrated every year as is Ramadan and Christmas.

Booking for 2030 with Dubai Cares

LME and FZE proudly donated to Dubai Cares, an organisation that aims to ensure inclusive and quality education for all, and to promote lifelong learning by 2030. Dubai Cares asks people to 'buy tickets' to see future doctors, lecturers and musicians in 2030. The money raised will help train future generations in a range of key vocations. LME and FZE purchased six 'tickets' for 2030 to invest in the future careers of children.

Supporting the 'Wear It Pink' campaign

LME employees wore pink for more than a week to help raise funds to support treatment and research into breast cancer. It was a great opportunity to spread the word about breast cancer and what impact it has on women around the globe, as well as the friends and families of those suffering from this disease.



Beat diabetes

This year, LME and FZE took part in the 'Beat Diabetes Walk', a flagship event which brings communities together to raise awareness of diabetes and to promote a healthy lifestyle. The walk is an important event in Dubai, which is mirrored in Bahrain, Oman, Kuwait, Qatar, India and Saudi Arabia.



Community campaigns

LME and our manufacturing sites have taken part in many charitable and fundraising events this year.



The Environment

Reducing our environmental impact and the problem of eradicating single use plastic has been a focus at our Dubai sites.

Recycling

LE Dubai have extended recycling beyond the factories and into the offices. Recycling stations have been established in the office along with publicity material so that office staff understand how to use them and separate out their waste. Now all office cans, plastics and paper are segregated and recycled.



Play Your Part: Recycle Smart

LME and FZE took part in the nationwide initiative entitled 'Play Your Part: Recycle Smart' to encourage contractors and customers to recycle. The company already recycles but in order to become even more environmentally friendly, LME and FZE are now using sustainable packing materials; plastic covers for units that are not only recyclable but also made from biodegradable materials.

LME and FZE are even communicating the company's environmental credentials through their promotional materials. They have created biodegradable flyers, made from 100% recycled materials, which are handed out to customers during meetings and conferences.

Tree planting

As part of FZE's ongoing commitment to improving the environment, Neem trees have been planted in front of the FZE stores office suite. Not only will this work towards a better environment but it will also enhance the beauty of the site to the benefit of employees, customers and our neighbours alike.



Plantable pencils:

LME and FZE are encouraging the use of sustainable products wherever they can, including sustainable stationary. As part of this initiative, both teams recently introduced novel 'plantable' pencils – pencils with small capsules of seeds attached to the end instead of an eraser. Once a pencil has been used up, employees can plant them and grow herbs or flowers.

The pencil itself is biodegradable and made using recycled newspaper; once planted it will decompose into the soil, leaving zero waste – a really fun way of being more ecological.



Lucy Electric Manufacturing Technologies India



World Environment Day

LEMT celebrated World Environment Day by launching its own initiative to make a positive impact on the environment. Everyone was invited to help plant 51 trees on the site.

Trees create an ecosystem which provide a habitat and food source for birds and other animals. They also absorb carbon dioxide and potentially harmful gasses from the air, such as sulphur dioxide and carbon monoxide, and release oxygen. One large tree can provide a whole day's supply of oxygen for four people.

The initiative went well and everyone got involved. Plans are now underway to nurture the trees to ensure they reach maturity. Staff are already enjoying how much prettier the site looks!



International Women's Day

International Women's Day was marked by the directors at LEMT presenting all female employees with flowers and greeting cards as a token of their appreciation. This was an opportunity to acknowledge and recognise the very valuable contribution that LEMT women make to the business and everyday working life.

Education and training

LEMT has links with local universities and provides graduates with employment opportunities. LEMT also provides staff with career development opportunities by supporting extra studies and supports education in the community, especially in its support for a local school that has been 'adopted' by the company. We are very proud of our involvement and cover this in some detail below:

Spotlight on 'Kota Maida School'

India was the first country in the world to mandate Corporate Social Responsibility into law. This includes CSR guidelines requiring companies to spend 2% of their net profit on Social Development which must be approved by the State authorities.

Lucy Electric Manufacturing Technologies chose to begin a project to support Kota Maida village school which is located close to the factory. The school buildings were inadequate, in dire need of maintenance and very uncomfortable in hot weather. In addition, the school had limited resources to provide learning materials and support for the children many of whom are from disadvantaged homes.

The project funded by LEMT was designed to totally refurbish the school. In 2015/6 two classrooms were constructed at the school to replace some inadequate and rather dangerous buildings. In addition, a fully equipped play area was installed.

In 2017 the second phase of the project was completed and the school has now been completely rebuilt with new lights, fans and writing board along with bigger windows for better air circulation. In addition to this a computer room with all new LAN connections and maximum power socket availability for connecting computers has been installed. Further enhancements such as providing a shaded, covered way for children to have their lunch and the construction of brand new rest room facilities has now been completed.



Lucy Electric India



LEI employees took part in a marathon to support Gender Equality & Women's Safety 2019 on 24th February in Nashik.

Gender equality and women's safety is an important and particularly relevant theme in today's society. Students, members of the public and Lucy employees participated in the run. They joined hands on the streets of the city to reinforce the objectives of the Gender Equality & Women's Safety 2019 campaign.

In total, 25 LEI employees participated in the marathon and had a great time supporting and spreading awareness of this amazing cause.



Thalassemia support

Lucy Electric India Ambad Nashik are committed to a regular blood donations for needy patients in Nashik. Lucy Electric India arrange blood donation camps as well as a health check-up camps in association with Arpan Thalassemia Society Nashik and Sahyadri Super Speciality Hospital Nashik.. Lucy Electric India also financially supports Thalassemia children registered with Arpan Thalassemia Society for treatment.



Cultural events

Lucy Electric India Private Limited observed Dussehra Poojan, it is called Ayudha pooja.

Ayudha Pooja is an integral part of the Navratri festival, a Hindu festival which is traditionally celebrated in India. It is also called "Astra Pooja" which means "Worship of Instruments". All employees participated in the Dussehra function and cleaned their work Instruments for the pooja and working areas were decorated with flowers and Rangoli (colours).

Mr. Manoj Chaudhari, AGM Manufacturing, performed the pooja of Lord Shree Ganesh and Goddess Mahalaxmi with Maha Aarti, and then further pooja was conducted across workstations by all participating employees.

A new cultural programme "Gondhal" was organized for all employees and the family members who had organised a get-together on this very special occasion. Such get-togethers have been part of the Lucy Electric tradition for 16 years and all employees and family members look forward to it.



Energy conservation and biodiversity

An energy conservation project was undertaken last year at LEI. All the shop floor lights were replaced with LEDs and energy saving improvements have been made on the operation of the air compressor. This project has saved around 7500KW of electricity per month compared to previous usage.

As part of the environmental drive, Lucy Electric India also planted around 150 trees in and around the periphery of the factory. The scheme includes various fruit bushes and beautiful flowering trees which will encourage biodiversity and enhance the local environment.



Lucy Electric Thailand



The Lucy Electric Thailand manufacturing facility is located in Chonburi on the Eastern Seaboard in Thailand. Having been established in recent years in a newly constructed factory/office building it has enjoyed the benefits and challenges of being able to incorporate the CSR philosophy from the very beginning. This has not only governed how the factory and process was designed but also the soft business systems employed incorporate current best practice techniques throughout.

Practical help in the community

An Lucy Electric Thailand work party supported the local community by cleaning a local temple Wat Khao Boat in Rayong province. The team can be seen sweeping up around the temple and cleaning the lawn areas. LET employees have also made a donation to help with future temple maintenance costs.

Staff at Lucy Electric Thailand have also been very active giving practical help to the local community visiting local orphanages and schools, donating funds, stationery, sports equipment and other supplies which both local primary schools and orphanages are greatly in need of.



Sports day and birthday celebrations

In 2019, the company organised the annual sports day and New Year party which allows all employees to participate and encourages good relationships between executives, management and employees. In addition, birthday cakes were brought in for employees who were born between Nov - Dec



'Run for Kids' at the Camillian Social Centre

Lucy Electric Thailand took part in 'Run for Kids' at the Camillian Social Centre in Rayong, a charity that provides palliative care, child care and information on the prevention of AIDS. It provides homes and shelters for homeless women and children who are affected by AIDS. It also provides scholarships and a self-sustaining centre for HIV positive teenagers.

The orphaned children at the Camillian Childcare Centre come from very poor backgrounds or have been abandoned at local hospitals. They are referred to the centre through the Government's social welfare department which works closely with the charity. Many of the children arrive in the AIDS stage of infection but after being given proper care and nourishment, they return to living with HIV.

Over 20 employees took part in either a 5 or 12 km run on the day. LET was pleased to donate over £700 to this amazing charity and employees raised a fantastic £400.



Songkran celebration

Lucy Electric Thailand organised a 'making merit' ceremony during the Songkran festival to celebrate the traditional Thai New Year.

Water is an important element of Songkran, especially in more recent times when the throwing of water has become a huge part of the annual celebrations. Appreciation of family is another important aspect of the festival, with many Thai people spending time with older relatives. Buddhists also visit temples throughout Songkran where water is poured on Buddha images and on the hands of Buddhist monks as a mark of respect.

Lucy Electric Thailand celebrated Songkran by praying at the Spirit House and making merit by offering food to monks. A water ceremony was also held.



Revitalising the coral reef

Lucy Electric Thailand organised a CSR day to try and combat the human impact on coral reefs. Staff took part in a coral planting activity to try and regenerate the coral reef in the area and encourage marine life. They also released baby crabs into the sea and collected rubbish and plastics from the beach. The team enjoyed making a real difference by promoting new growth whilst also helping to remove from the environment some of the items that threaten it.



Lucy Electric Brazil



Lucy Electric Brazil is the latest addition to the Lucy Electric family manufacturing switchgear and associated products for the South American market. The team are making a great contribution to our CSR programmes.

Lar Baptista Esperanca Day Centre

In May 2019, Lucy Electric Brazil (LEBR) visited Lar Batista Esperanca (LBE) Day Care Centre, run by the local children's home. The centre provides local people (and particularly children) with a range of activities to aid their learning and broaden their future career prospects. This includes learning English and developing computer-based skills.

The team educated students on key topics, including the dangers of drug abuse, and gave inspirational talks to encourage them to aim high and achieve their career aspirations. LEBR will continue to support LBE moving forward.

However, LEBR's commitment to improving the lives of disadvantaged children doesn't end there. Staff also organised a day trip for more than 130 children from Caximba, one of the neediest areas in the region, and took them for a fun day out at the zoo. The team provided food and refreshments and tried to make the day as memorable for the children as possible.



Wellness in LEBR

To get employees thinking about wellness and to encourage them to take good care of themselves, a nutritionist was invited to LEBR to discuss diet and the impact it has on health. Other visitors included a doctor, who broached the subject of substance abuse and how substances effect both the mind and body. Other medical professionals offered employees eye examinations and dental care, and a local police officer attended the site to discuss the importance of road safety



Pink October – breast cancer awareness

Many Lucy businesses, including LEBR, took part in Pink October; a global campaign to highlight the importance of breast cancer awareness, education and research. Staff donated funds and wore pink ribbons throughout October to show their support for such an important cause.

Yellow September – suicide prevention day

World Suicide Prevention Day 2019 provided the perfect opportunity for LEBR to hold an open discussion on topics surrounding mental health. During an organised session, staff were encouraged to share their thoughts on issues such as depression. The day aimed to raise awareness and break any stigma attached to mental health sufferers.



Blue November - Movember hits Brazil!

LEBR participated in Movember, another global campaign that aims to raise awareness of prostate cancer and promotes preventive measures. Men working in the factory and offices grew their moustaches throughout November to raise money and show their support. A local physician visited the site to advise employees about the early warning signs of prostate cancer and the importance of attending check ups; this includes overcoming any embarrassment they might have felt discussing these issues.

Fire brigade training and health and safety

LEBR recently undertook training in first aid and basic fire fighting. Participants learned to identify when it is safe and sensible to try to contain fires, and they even had the opportunity to try out some of the equipment. Staff also gained practical experience in first aid training; they learned how to apply bandages and slings and even how to carry out resuscitations



Summer safety

Too much exposure to the sun can be dangerous, and in a hot country like Brazil employees must be especially careful during the summer months. To help employees stay safe and avoid taking unnecessary risks, LEBR started an internal awareness campaign which reminded staff to take care when doing outdoor activities during specific hours of the day. To encourage employees to wear sun protection, a local company kindly donated free sunscreen kits all employees.



IT equipment donation

LE Brazil recently donated a significant amount of IT equipment to local organisations, including six laptops, seven desktops and 23 monitors.

The laptops went to a local karate club that works alongside LBE to encourage children and disabled people to become more active. The other equipment went to the LBE computer lab and will be used to teach children IT skills in preparation for the world of work.



LEBR treats disadvantaged children to an afternoon of fun

LEBR hosted a barbeque and fun-filled afternoon for youngsters from a local children's home. To make the day extra special, all employees chipped in to buy the children gifts, and in true Brazilian style, the day ended with a football match.

In recognition of LEBR's efforts to treat the children, Araucaria City Hall sent a certificate signed by the Assistant Director. It read: 'Lucy Electric has been awarded the title of 'House Partner' for its support of our local children's home and for helping us to create a fairer and more egalitarian society'.



Lucy Electric South Africa



South Africa

CSR is important in South Africa and Lucy Electric South Africa (LESA) has adhered to LE's CSR principles from inception.

For example, the company pays for the further Education of LESA staff and also contributes to the social uplift of a previously disadvantaged population through Non-Government Organisations (NGO's). Donations have been made via the TISO Foundation Charitable Trust to support various social uplift programmes.

The legislated South African Government's Broad Based Black Economic Empowerment (BBBEE) is a programme designed to uplift previously disadvantaged and marginalised society. A business must qualify to at least Level 4 (and above) to be compliant for Government or quasi Government supply.

Currently on level 3, LESA continues to drive identified areas for improvement. LESA staff training programmes are also planned and recorded on a SETA annual training report which details plans to upskill staff including pivotal training.



Supporting lifesaving

LESA supported Harties Swimming and Lifesaving club's entry into the South African National Lifesaving Championships which was held in Port Elizabeth. The event hosted both surf and pool championships.

The young people who belong to this club were extremely grateful for Lucy Electric's support in providing a donation towards their shirts for the event. It was a great experience and a learning curve for some of the youngest members of the club who found swimming in the sea a real challenge. For some this was the first time they had done so.

Six of the Lucy Electric sponsored club members were put forward for the South African national team to compete in the VII Spanish Life Saving International Open



Fun day at Abraham Kriel Bambanani

LESA employees visited the Abraham Kriel Childcare Home, a faith-based non-profit organisation that cares for children in need.

The charity provides shelter, physical care, rehabilitation and skills development for children that have been subjected to trauma, abuse, poverty and neglect. This is done through residential care, community services and educational programmes.

The LESA team spent the day at the centre playing sports and games with the children, preparing lunch and offering care and attention. Each child received a party pack including some snacks and they were all delighted with their gifts.

LESA also donated a microwave, toaster and cutlery sets to. The team are proud to support such a worthy charity and hope to continue to help the organisation moving forward



Run for Abraham Kriel Childcare Home

LESA employees supported the Abraham Kriel Childcare Home by taking part in the MTN Walk the Talk with 702 event, which happens annually in July in Johannesburg. The team fundraised on behalf of Abraham Kriel to raise money to buy much needed nappies for the babies who are cared for by the charity.



Lucy Switchgear Arabia



Support for education

LSA have championed CSR and made considerable efforts to create strong links between the company and the local technical college.

As part of the cooperation between the company and Dammam Technical College, a group of graduate students from the Department of Electrical Technology visited the LSA fabrication and assembly sites.

Visiting students learnt about Lucy history, products and manufacturing stages. After completing a factory tour, the students were trained by the quality team on operating and testing a ringmain unit. At the end of the visit the company received some great feedback from the students and teachers - they considered this visit to be one of the most useful because it allowed them to see practically what they have studied in their class rooms.

Saudi National Day

On 24th September LSA gathered its employees together to celebrate the 89th Saudi National Day. This special day provided the perfect opportunity for employees



Young Saudi training

As part of a collaboration between LSA and the Ministry of Labour through the Human Resources Development Fund Training Programme, LSA trained Saudi students in its Dammam factory to equip them with the skills they need to enter the labour market. The main aim of this programme is to help students develop a work ethic and acquire the experience to improve their employability after they graduate. The LSA assembly team worked hard to make the programme a success, once again demonstrating LE's sustained commitment to giving back to local communities



Iftar

LSA held its 2019 annual Ramadan Iftar gathering at the Warwick Al-Khobar Hotel. The event brought together all employees and their family members who enjoyed the ritual of breaking the fast together.

It was a great opportunity to catch up with friends and colleagues. Towards the end of the evening, there was still plenty of joy and surprise gifts to spread around to the lucky winners of the Iftar Raffle



Lucy Asia Pacific



Lucy Asia Pacific is an LE Sales office located in the centre of Kuala Lumpur, Malaysia. Although small when compared to the larger manufacturing sites, it takes CSR very seriously and finds increasingly imaginative ways to support the LE programme.

Taking part in a 'race with a heart'

Lucy Asia Pacific Isabelle, Ee Pin and Ying Yan participated in the KLSCM morning run's 10km category at Dataran Merdeka, Kuala Lumpur.

Whilst KLSCM is a competitive race, it is also very community focused and raises funds for local charities – it has been dubbed “a race with a heart”.

Despite the hot and dry weather, Isabelle, Ee Pin and Ying Yan completed the race with a great sense of pride and accomplishment. The money raised was added to a grand total of over MYR 890,000, which was divided between three deserving charities: Dignity for Children Foundation, Hospice Malaysia and National Cancer Society Malaysia.



Score Marathon 2019 Run The Night

Lucy Asia Pacific management and staff participated in Score Marathon 2019 Run The Night, a 10km run that took place in Dataran, Putrajaya.

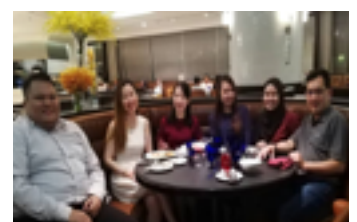
Blessed with good weather, the three LAP runners were able to complete the run for the first time without any issues. Lina said “It was a great experience and achievement for us”.



Putting on a festive feast for Buka Puasa gathering 2019

This year, to embrace the Holy month of Ramadan, management invited all staff to celebrate this special occasion together at the Ritz-Carlton KL.

A wide variety of signature dishes that represented the 13 states in Malaysia was served during a Ramadan buffet. It was a memorable and harmonious experience



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