

# 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 lifecycle.

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

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Taking care of our employees and their communities

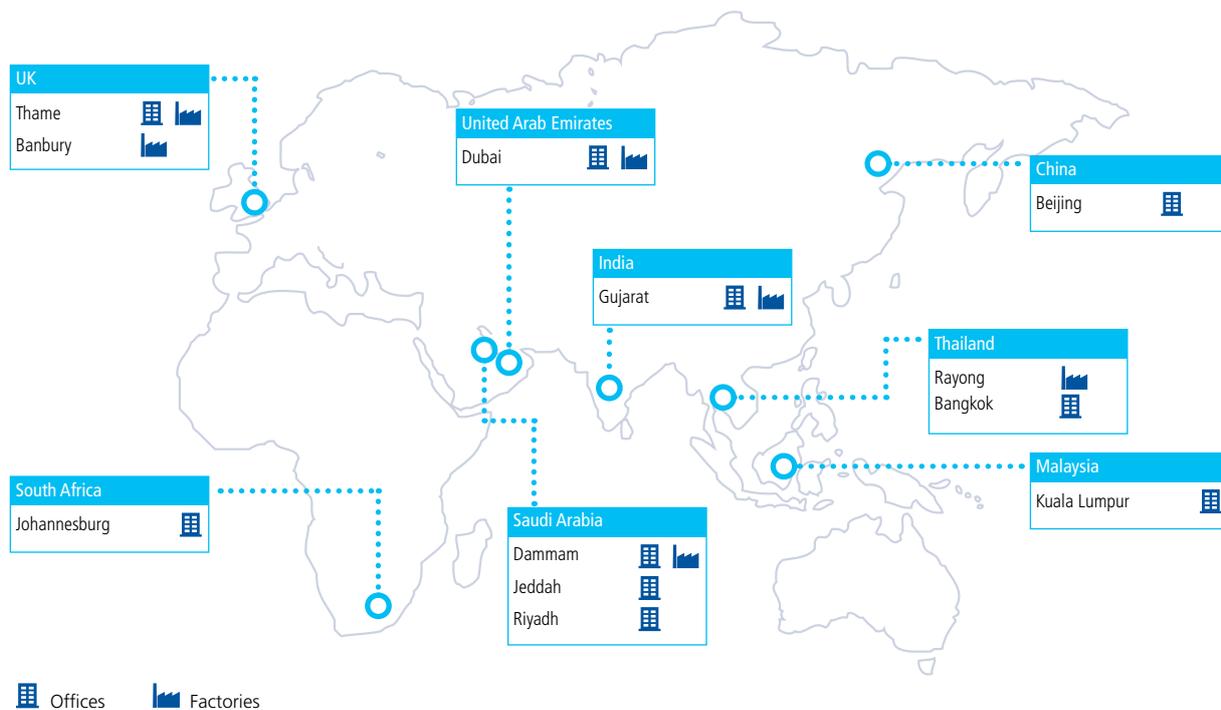
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# Environment

## 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. Therefore, the entire workforce is committed to working for continual improvements in environmental performance and the prevention of pollution. This is achieved through working with environmental regulations, laws and adopting codes of practice that are regarded as setting the standards of environmental performance.

Specific policies are written to cover all of the major environmental aspects of our business and include 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.

### Product

- We are continuously reviewing the design of our products to see 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 carbon footprint and publish the results; we intend to roll this out to our other sites. (See CEMARS)
- Packaging such as pallets and plastics associated with freight are recycled where possible and we adhere to packaging regulations. Lucy Electric endeavors 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, and plastics used to build our products reducing waste and cost.
- We measure and reduce the amount of paper that is printed. Printers are monitored for the number of papers printed every month.
- During expansion of existing facilities and new developments, we employ sub- contractors who follow strict recycling and disposal regulation.

### Disposal of waste

- We are committed to minimising waste and controlling hazardous waste. This means controlling stock levels, and disposing of all waste through safe and responsible means. We have started to utilise waste management processes that achieves 0% land fill.



### Energy use

- We have established a culture of energy management and saving at Lucy Electric. The objectives of this policy are to continuously improve energy efficiency, reduce cost, optimise capital investment for energy efficiency, reduce environmental and greenhouse gas emissions, and to conserve natural resources.
- Lucy Electric promotes the efficient use of energy to produce and deliver products and services to its customers.
- We have recently installed a double insulated roof on our Thame UK building and now plan to install solar panels to reduce heat waste and produce our own electricity.
- All our air-conditioning units comply with FGas regulations.
- Electricity and water consumption is monitored to ensure the lowest possible waste. For example: our UK sites use energy efficient light bulbs and PIR lights are used across our Dubai site.
- In Dubai, we measure electricity usage not only across our three factories but also within 'Energy Zones'.
- In Thailand we monitor and conserve energy in conjunction with the Industrial Estate Authority.



## Suppliers

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 providing long-term employment for their workers. 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 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.

## ISO 14001 & Cemars

### ISO 14001

Lucy Electric is certified to the ISO14001 standard, which relates to environmental management that exists to help organisations: (a) Minimise how their operations (processes etc.) negatively affect the environment (i.e. causes adverse changes to air, water, or land). (b) Comply with applicable laws, regulations and other environmentally oriented requirements. (c) Continually improve on the above.



### CEMARS & Carbon Footprint

Lucy Electric measures its Carbon Footprint using the world class CEMARS standard provided by the Achilles Carbon Reduction programme. We have been awarded certification to CEMARS having demonstrated our commitment to measuring, managing and reducing greenhouse gas emissions in a robust and credible way. We also use CEMARS to identify areas where we can improve our Carbon footprint and use the data gathered to identify future environmental objectives.



### Compliance

Lucy Electric complies with the following standards and policies:

- ISO14001
- WEEE
- CEMARS
- Waste to Landfill
- F Gas Regulations
- LIMS Environmental Objectives ( internal)
- Recycling Initiatives (internal)

# Society

## Taking care of our employees and their communities

### Employment and skills

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

### 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.

### Equality and diversity

Lucy Electric is committed to embedding Equality and Diversity across its operations, and believes this strategy reflects its commitment and contribution as part of its HR strategy – leading to business excellence.

- We promote a positive culture for working to which every employee contributes and within which they are able to develop to 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 forms.
- We base employment decisions on job competencies (e.g. education, prior experience, behavioural competencies) and merit.
- Lucy Electric respects the privacy rights of employees by using, maintaining and transferring personal data in accordance with Data Protection law.

### 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 appraisals and changing business needs.
- Training is delivered via internal, external and E learning programmes. Examples of this include Health & Safety, Environment Lean, etc.
- We provide English lessons for those working in our factories around the world including the UK.

### Employee welfare

- We have an Employee Assistance Programme (EAP) which gives out information and advice on a range of issues both personal and work related.
- 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 through understanding differences and we determine the most appropriate course of action with all parties involved.
- We maintain an on-going 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.

### Freedom of expression

Lucy Electric fosters a culture which permits 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.
- Encouraging involvement in continuous improvement Teams.



### 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 work-related setting outside the workplace. We have an open door policy where employees can discuss any issues in confidence.

### Ethics and human rights

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, Home-workers, Casual workers and Agency staff, Volunteers, Interns, or Agents, Sponsors, or any other person associated within Lucy Electric, or any of our subsidiaries or their employees wherever located.

### 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 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.

### Communication

Employees are the key success factor for our business. By engaging with our employees, we create a working environment in which everyone feels valued and can achieve their potential. We achieve this through annual employee surveys, regular communication via the intranet, line managers, newsletters and the Information & Consultation Forum. We also hold an annual CEO communication transmitted to all locations in addition to local team 'town hall' meetings.

- We value Employee engagement and create the best work environment possible- a place where everyone can contribute and where issues are promptly raised and resolved, and where communication flows across all levels of the Company.
- We hold Pan Global Company employee surveys looking at how we can improve as an employer.
- We strive to have open, honest communication between managers and employees seeking guidance, also providing or soliciting feedback.
- Knowledge management: 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, our Health and Safety department send out regular bulletins with practical advice and guidance on H&S matters.

# Social

Lucy Electric is committed to the communities where we do business. We regularly engage with the local community and authorities in order to manage the social, economic and environment impact of our operations.

Lucy Electric is committed to our local community and philanthropy. For example:

- Lucy Electric allows every member of staff up to 2 days paid leave a year to engage in any charitable event or voluntary work of their choice.
- In the UK we assist schools with providing work experience places and we regularly host school visits and support career evenings.
- We regularly donate to charities.
- These include community programmes in the UK.
- Additional contributions were made to various other charities such as Macmillan charity, British Legion, Save the Children, and Breast Cancer Research.
- We have an apprentice scheme, employing apprentices in the UK, training up our next generation of engineers and service staff.
- We host and support the Oxford and Cherwell Valley Young Engineers awards in the UK.
- We regularly attend meetings with the local Council both at our Thame site and Oxford in the UK.
- Lucy Electric is an active member of local Chambers of Trade and engages with National, Regional and Local authorities.
- In Lucy Electric Thailand we demonstrate our commitment to the environment day by running a special event to plant trees in support of world Environment Day.
- Lucy Electric Thailand also has their own initiatives to support the local environment and charities e.g. it supports a local orphanage.
- We regularly support social activities which bring people together and encourage team spirit. For example we supported Songkrang in Thailand which celebrates the New Year with a party and we also hold a sports day.
- In Thailand we also have links with Kasetsart University which has helped our workers with advice about study, career progression, interview techniques and preparation of resumes.
- Our Lucy Electric factories in the UAE also have a partnership with an engineering college - BITS Pilani. We have a 5 month internship programme with the college and we have gone on to employ many of our former interns on completion of their studies.
- Lucy Electric UAE also supports charities in its region. Employees have contributed money to both the recent Philippines typhoon and Nepalese earthquake funds.



01-04 - Oxford and Cherwell Valley Young Engineers

# Lucy Electric is committed to communities where we do business

- We take care of our employees' welfare - particularly our ex-pat blue collar workers in Dubai who are working away from home.
- We look after these ex-pat employees by ensuring they have every necessary amenity as well other dedicated facilities.
  - We have built clean well maintained facilities for all our blue collar workers including providing an onsite doctor and an equipped first aid room.
  - We encourage staff to socialise and have fun – they have a gym, basketball teams, a dedicated cricket pitch, teams and tournaments, staff parties, five a side football, excursions, cultural celebrations, fun runs.
- Lucy Electric India celebrates the National Annual Safety day which promotes overall safety in industry and their employees. HR and Health & Safety set up interesting and informative events and competitions to promote this.
- Lucy Electric India supports the 'Blind Man Association' and has donated to local charities.
- We have links to local Universities and provide graduates with the opportunity of employment. We also provide staff with career development opportunities by supporting extra studies.
- Open house meetings are regularly set up to understand Employees work concerns and stress management.



- 01 - World Environment Day
- 02 - Staff social event
- 03 - Health and Safety training
- 04 - Bits Pilani students



**Providing products and services** to meet customers requirements



# Business



## 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 satisfaction and continual 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, Environment and Health & Safety at its core. The LIMS framework allows other business units to 'plug in' and become seamlessly aligned.

## Bribery & corruption

As a company we are committed to complying with the Bribery Act 2010 in its 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.

## 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 being open and honest in our approach.

# Get in touch

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