

CITY NEWS

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Introduction

Welcome to this first issue of "City News" in 2007 which I trust you will find both interesting and informative. I would particularly like to draw your attention to the article about Jonathan Gilby who has now completed 25 years service with City Technology.

In a period when we have experienced a great deal of change, not least in becoming part of Honeywell in March last year, it is all too easy to forget one of the key factors that makes City Technology different; our people. With individuals in the business like Jonathan we have a huge reservoir of knowledge and expertise in electrochemistry and other gas sensing technologies. This level of experience is reflected across the business; for instance our 30 strong team of R&D scientists has an average of over 10 years experience in gas sensor technology.

Over the last few months we have begun to see the benefits of being part of the Honeywell organisation and I am confident that our customers will start to see these benefits throughout 2007. For instance we are starting to introduce Honeywell's Six Sigma Plus (SSP) into the company and elsewhere in this issue Ian McFadd, a SSP "Black Belt", explains this business improvement program in more detail. On average, companies operate with their processes at a 3 Sigma level, which equates to 66,810 defects per million opportunities (or 93% error free). Like all

Honeywell companies, City Technology's goal is to achieve 6 Sigma, which is 3.4 defects per million opportunities (or 99.9997% error free).

Finally, as you will see from the back page we will be attending a number of important trade shows and events throughout 2007 covering North America, Europe and Asia. These present a great opportunity for us to meet many of our customers and we look forward to seeing many of you at these events.

John Warburton
City Technology



“Things have gone really well and we are starting to see the benefits of being part of the Honeywell organisation and being able to pass on these benefits to our customers.”

In Profile Ralf Haut

Ralf Haut is the account manager for City's Safety business in continental Europe, based in the Bonn hub. Formerly an account manager with the Sensoric business he is now responsible for sales and technical support of all City's products including the Sensoric and Sixth Sense product ranges within Europe.



Ralf completed a 3 year state approved apprenticeship as a chemical laboratory technician with the chemical giant Bayer AG in Leverkusen. On completion of his apprenticeship Ralf spent three further years with Bayer working in analytical methods development for HPLC, GC and optical techniques.

On leaving Bayer, Ralf gained a degree in Process Engineering at the University of Applied Sciences in Duesseldorf, Germany. During his studies he gained valuable experience of international business and was able to polish his foreign language skills whilst working on placements with Henkel, at their Duesseldorf HQ, Elf Atochem in Paris and Mobay Chemical Corporation in Pittsburgh.

Since completing his degree Ralf has worked in a number of sales and marketing roles with analytical and gas detection technologies for companies including Siemens AG and Land Instruments. In 2003, Ralf joined Sensoric as sales account manager with responsibility for sales of the Sensoric gas sensors world-wide.

Ralf is the first to admit that there have been plenty of changes since he joined Sensoric, as he explains; “in the last 3 years we were initially acquired by First Technology and started to integrate our business with City Technology and then we all became part of Honeywell. Although this was a further large change for us in the Bonn office things have gone really well and we are starting to see the benefits of being part of the Honeywell organisation and being able to pass on these benefits to our customers. For example, we can now offer the widest possible choice of products, including the City, Sensoric and Sixth Sense product ranges, to our customers thus providing all their gas sensing needs from one source.”

Outside work Ralf has an interest in fine wines and Jazz music, often enjoying holidays in Bordeaux, and one suspects sampling the local produce as well. As an active sportsman he is also involved in athletics in his home town of Duesseldorf where, for the last 3 decades, he has competed in the high jump and coached his local team of junior athletes.

Updated Website

You may have noticed some changes to the City Technology website in recent weeks. As well as listing all the City products, the website now incorporates all the Sensoric toxic gas sensors and the Sixth Sense product range, giving you full access to product and technical information on over 300 different products on the one site.

Not only does City Technology offer the widest range of gas sensors in the industry (over 300 products for detecting 28 different gases), it is now easier than ever to access information on any of these products on www.citytech.com.



Sensors for Biogas Applications

Biogas is increasingly becoming a more important source of energy, as production and distribution methods become more economically viable, and social, legislative and political pressures grow to provide renewable, environmentally friendly, CO₂ neutral methods of energy production.

There are currently no specific instrument approvals in place to measure biogas products or processes. However the requirement for these is being reviewed specifically by the German TÜV in collaboration with a major natural gas supply company.

City Technology's electrochemical gas sensors are already successfully being used in Biogas plants for process control, measuring oxygen and hydrogen sulphide. Although not currently legislated, in-process gas analysis provides valuable information for the biogas installation to keep it running safely and efficiently.

The recently launched Bio-OX oxygen sensor is specifically suited to the measurement of oxygen in biogas. Due to the high concentrations of CO₂ in biogas (typically 30-40%), conventional capillary

type oxygen sensors suffer from lead carbonate build up around the lead anode inside the sensor. This can cause the sensors output signal to decay prematurely, typically after only 6 months in the application.

To prevent this carbonate build up the Bio-Ox sensor uses a gas permeable solid membrane as a diffusion barrier, rather than a capillary, which inhibits CO₂ ingress into the sensor. The Bio-Ox has an expected life in the application of at least 12 months.

City also supplies a 3 Series carbon monoxide sensor, the 3M, for measuring hydrogen sulphide in biogas. The cross sensitivity of this sensor to H₂S allows it to detect the high levels (up to 5,000ppm) that can be present in biogas and are above the range of H₂S sensors.

New recruits strengthen Sales & Marketing Team

In recent weeks we have welcomed five new faces to the City Sales & Marketing team, Stacey Savings and Richard Chambers based in the UK, Wilson Tan and Frances Yao in China and Bruce Christensen in Chicago.



Stacey Savings
Stacey has recently joined us in the role of Marketing Specialist based in our Portsmouth office. She is a graduate from Southampton University with a degree in Marketing Management.



Richard Chambers
Richard joins us as the new Product Specialist for the UK / ROW Safety Team. Richard is a graduate in Physics and Microelectronics with over 14 years' experience of technical support roles most recently with Solartron Metrology.



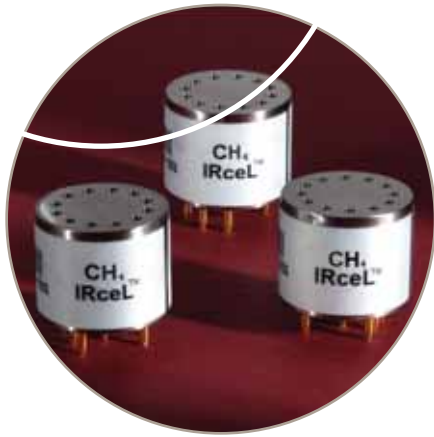
Wilson Tan
Wilson is our new team leader in Shanghai. Highly experienced in gas detection he joins us from MST Technology where he was responsible for gas detection sales across China. A graduate in Chemical Engineering and Science of Law he has over 10 years' industrial experience.



Frances Yao
Frances joins us as the new Admin. & Marketing Manager for the FEA team based in Shanghai. Since graduating with a degree in Management of International Enterprise from the Shanghai University of Science & Technology, Frances has gained 8 years' experience in a number of commercial and marketing roles within industry.



Bruce Christensen
As the Product Specialist based in our Chicago hub, Bruce is responsible for providing technical support to our customers in the Americas. Bruce has considerable experience in gas detection having joined us from Enhanced Products Corp where he was responsible for developing and maintaining custom refurbished and new fixed gas monitoring systems.



New methane infrared sensor

In response to requests from our customers we have recently expanded our range of IRceL® infrared sensors with the addition of a methane sensor - IRceL® CH₄. Like the other IRceL® sensors this is a 4 Series sensor certified to flameproof and intrinsically safe standards.

Methane IRceL®

- 0-100% methane.
- embedded EEPROM contains device specific calibration factors.

Infrared sensors are being increasingly used in place of pellistors for detecting flammable gases in both fixed and portable gas detectors. Although infrared sensors are not directly analogous with pellistors (i.e. they don't measure combustion and will not detect H₂ for instance) they have the benefits of long-life, not being susceptible to poisoning, operating in anaerobic conditions and they "fail safe". Consequently infrared based sensors for detecting a range of hydrocarbons are being increasingly used in certain applications.

The IRceL® CH₄ has been designed to deliver the best possible performance and uses high quality optical components comprising a long-life tungsten filament bulb as the IR source and a dual channel pyroelectric

detector (reference and detector). The novel non focusing optical design, offers significant improvements in performance over other optical designs, enabling the sensor to operate reliably and reproducibly across a wide temperature range.

Like all the IRceL® range, the methane sensor contains an embedded EEPROM providing "on-sensor intelligence". The EEPROM contains device specific calibration factors which when used together with City Technology's algorithms for signal linearization and temperature compensation allow the instrument to perform with industry leading accuracy virtually unaffected by temperature.

Jonathan Gilby Celebrates 25 years' with City Technology

Congratulations to Jonathan Gilby, our Director of Quality and Innovation, who has just completed 25 years' service with City. Jonathan joined City in 1981, having just completed an Open University degree, when we were still based within City University in central London. At our regular Long Service Awards presentations Jonathan received a watch in recognition of his outstanding contribution to City over the last 25 years.



Six Sigma Plus and City Technology

City Technology is currently in the process of deploying Honeywell's Six Sigma Plus (SSP) business improvement program. SSP essentially integrates Six Sigma and Lean tools creating a powerful, business wide focussed improvement methodology.



In this article Ian McFadd, a Six Sigma Leader and Black Belt from Honeywell's Life Safety EMEA business, outlines the SSP programme in more detail.

SSP is seen as a fundamental business driver, delivering business benefit both internally in the form of profitable growth and productivity and also externally, in the form of enhanced value to the customer. It achieves this by close alignment with the business strategy and by a sound understanding of the customer needs.

Six Sigma Plus can be considered as a **Philosophy, Methodology** and **Measure**:

Philosophy

An extensive and comprehensive SSP training program ensures that everyone within the organisation is empowered with the skills and toolset for driving improvement. All supervisors, managers and other professionals within the business are trained to at least Green Belt level and in addition, higher SSP experts in the form of Black Belt and Master Black Belt level are deployed throughout the business to support major breakthrough initiatives.

Rather than being solely project focussed, SSP becomes engrained within the daily fabric, running through all levels and aspects of the business. The ultimate goal is to generate an environment of rapid continuous improvement by utilising fact based decision-making, founded on solid knowledge and analysis.

Focus is placed on addressing the following improvement aspects:

- Specifying value in the eyes of the customer
- Identifying the value stream and key processes involved
- Eliminating process defects / variation and other waste

Methodology

The improvement methodology adopted follows the following process:

- **Define** Establish and bound the exact problem
- **Measure** Gather meaningful data surrounding the problem
- **Analyze** Analyze the gathered data and recommend improvements
- **Improve** Implement recommendations and establish improvement level
- **Control** Embed a control mechanism to 'hold the gains'

Various improvement tools such as Quality Function Deployment, Process Mapping, Value Stream Mapping, Control Charts and Failure Mode Effects Analysis as well as more advanced tools are employed at each stage to focus positive change.

Measure

Six Sigma can be used as a measure in defining overall process performance levels. The process can be linked to any aspect of the business. On average, companies operate with their processes at a 3 Sigma level, which equates to 66,810 defects per million opportunities (or 93% error free). Like all Honeywell companies, City Technology's goal is to achieve 6 Sigma, which is 3.4 defects per million opportunities (or 99.9997% error free).

Going forward, SSP will provide a solid foundation to the company initiatives and enable City Technology to continuously tailor its business to better meet the developing needs of its customers. The culmination of which, will be the generation of true business growth and customer value enhancement.



New Swiss Customer Service Centre

Following the acquisition of City Technology by Honeywell in March 2006, Honeywell Life Safety undertook a strategic review of the organisation and structure of the Gas Sensing businesses. The outcome of this reaffirmed City Technology to be a strategically key business for Honeywell's Life Safety organisation and confirmed that the Sixth Sense gas sensor brand will join that of Sensoric as product ranges within the City Technology family. Honeywell remains committed to continue to invest in and grow the entire City Technology sensor business.

This review also focused on the customer-facing elements of the organisation. A key opportunity was identified to create a customer service centre for the overall City Technology business in order to better serve the enlarged product offering. This will enable us to offer a more consistent level of service to you across all three of our combined main product ranges.

Early in 2007, we will establish a single organisation for all our customer service, including order processing, credit-control and accounts receivable activity based in Switzerland. Ultimately, this centralised customer service hub near Zurich will be handling all Poole, Portsmouth and Bonn sourced products sold under the City Technology brand.

The core pre-sales and account management activities will remain in Portsmouth and the regional hubs - which, together with Poole and Bonn, will continue to be centres of innovation and technical excellence for their respective unique products. Pre-sales customer services will remain largely unchanged; likewise, the functions of our regional customer service hubs for the Americas (Chicago) and the Far East (Shanghai).

City Technology Out and About

Throughout 2007 City will be attending a number of trade shows and events, stretching from North America to Europe and China.

We will be exhibiting or attending the following trade shows throughout the year. If you wish to meet a City representative at any of these events we recommend you contact us beforehand to make an appointment.

You can meet City Technology at the following events in 2007:

AHR	29 - 31 January 2007 Dallas, USA (Attending)	MICONEX	September 2007 (tbc) Shanghai, China (Exhibiting)
ISH	6 - 10 March 2007 Frankfurt, Germany (Attending)	NSC	14 - 7 October 2007 Chicago, USA (Attending)
CIHE	10 - 12 April 2007 Beijing, China (Attending)	AAPEX	November 2007 (tbc) Las Vegas, USA (Attending)
Sensor +Test	22 - 24 May 2007 Nuremberg, Germany (Exhibiting)	Medica	14 - 17 November 2007 Dusseldorf, Germany (Exhibiting)
AIHCE	4 - 6 June 2007 Philadelphia, USA (Attending)		

We look forward to meeting many of you at one of these events in 2007. To see a complete list of events please see: www.citytech.com

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