

CITY NEWS

IN THIS ISSUE

New Marketing and Sales Directors

Voice of the Customer

Implementing Six Sigma

RoHS and WEEE Legislation

Underground Mining

Profile on Mark Green

New CD-Rom

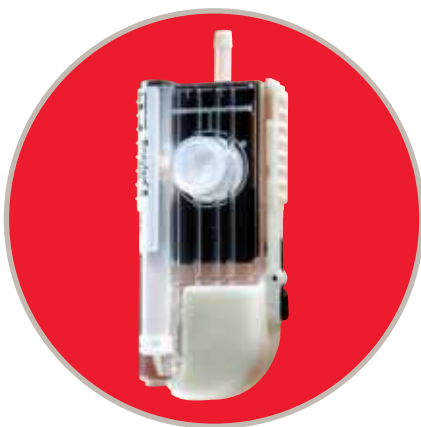
Address Update

City Technology Out and About



Introduction

Welcome to the second issue of "City News" in 2007. This is the beginning of a busy spring and summer period at City Technology with a number of important events, beginning with Sensor+Test 2007 in Nuremberg. This trade show has historically been the main event for gas sensor technology for over 20 years and we look forward to meeting many of our customers, old and new, in Nuremberg in May.



In this issue we introduce Sean Clay and Glen Collins who have taken the responsibility for sales and marketing respectively for the City Technology business as part of the Sensors & Devices EMEA strategic business group. Both Sean and Glen look forward to meeting with many of our customers over the next few months.

Once again we include an article on Six Sigma Plus in the newsletter. This underlines the importance of this programme to City and as we begin to implement it across our business we will all see the benefits of quality improvements.

Following the introduction of European Directives on the uses of hazardous substances in products and the disposal and recycling of electronic equipment (RoHS and WEEE) we are often asked how this impacts the products City Technology manufacture. Debra Wallace, our Quality and Environmental Systems scientist has written an article outlining the scope of this legislation and how it affects our products.

Finally we have just released the latest version of our CD ROM. This now contains technical information on all City Technology's products, including for the first time the Sensoric and Sixth Sense product ranges. To receive your copy please see details in the newsletter.

Stacey Savings
Marketing Specialist
City Technology



New Marketing and Sales Directors

As part of Honeywell's Sensors and Devices EMEA strategic business group, City Technology welcome two new faces in senior leadership roles.



Sean Clay is the newly appointed Sales Director for Sensors and Devices EMEA which along with City Technology includes Systems Sensor (one of the worlds largest manufactures of fire detection and notification products) and KAC who have 30 years experience in fire alarm technology.

Sean, who has an MBA from Cranfield, has held a number of sales related roles; working in the Life Safety industry since 1991. These included Sales Training, Business Management and Business Development roles whilst at Novar. In 2004, Sean joined Honeywell as Sales Director for System Sensor and KAC. Along with City Technology these three companies form Sensors and Devices EMEA which is part of Honeywell Life Safety.



Glen Collins, Marketing Director for Sensors and Devices EMEA joined Honeywell in 2004 as Marketing Director of Systems Sensor and KAC before City Technology joined the Sensor and Devices group in 2007.

As a graduate of Economics and a Master of Business Administration (MBA) Glen has worked for a number of successful companies including Panasonic where he held a Business Management role and Marconi where he was employed for 10 years in various marketing positions.

Both Sean and Glen are very excited by the opportunity to work with City Technology and look forward to meeting many of our customers in the near future.

Voice of the Customer

City Technology is a market driven company operating for 30 years, striving to produce products and technologies which can help make customers more competitive in the market place.

To help reinforce this philosophy I am pleased to introduce a new process known as 'Voice of the Customer' (VoC). This process is designed to open a dialogue that helps us to understand your business in more depth, clarify key trends and discuss opportunities for the future.

The information is gathered within a structured and formal process - our objective is to use this information to drive our New Product Development process. Your direct input into what is important to your business helps to develop products

which enable us to compete in the dynamic environment within which you operate. This in turn will enable us to provide a better overall service.

This VoC process is all about being proactive and constantly innovative to stay one step ahead of the evolving market place and I look forward to meeting with you in the near future.

Glen Collins
Marketing Director
Sensors & Devices EMEA



Implementing Six Sigma

In the previous City News Ian McFadd gave an overview of the Honeywell Six Sigma Plus program, which was described as the integration of Six Sigma & Lean tools to create a powerful improvement methodology.

In support of this program City Technology has started to implement the use of the tools needed to deliver robust improvements. One such tool is Design for Six Sigma (DFSS), recently introduced to City Technology's

Research & Development, Production Engineering, IT & Quality personnel.

Prior to the training, employees were split into seven cross-functional teams and each set a project to improve a specific product and/or process using the tools from the module. The setting of projects helped the teams to think about how the DFSS improvement method and tools could apply to their projects. The training was conducted by several Honeywell Master Black Belts who have vast experience in applying the DFSS method in practice, not just the theory.

Each of the teams are now progressing their projects and in the coming months will present the measured improvements and, if adequate understanding of the DFSS tools can be demonstrated, the team members will achieve Greenbelt certification.

The use of the tools is not limited to these projects and certification is not the end of the learning and tool utilisation. For example the Honeywell New Product Introduction (NPI) process will require inputs from various DFSS/Lean tools such as Voice of Customer, process mapping, line balancing etc. to be utilised. In addition, City Technology's system to change existing products and processes is an Engineering Change Note (ECN) - DFSS & Lean tools are being called upon to ensure that variation is understood and adequate controls are in place before approving the change.

The use of these tools will become part of what we do everyday to ensure we continually improve the products and processes, that should translate into better products and services for our customers.

RoHS and WEEE Legislation

Many of our customers are aware of the recent European Directives relating to the use of hazardous substances in products and the disposal and recycling of electronic equipment - RoHS and WEEE. This article outlines the scope of these Directives and how they affect gas sensors manufactured by City Technology.

The RoHS (Restriction of Hazardous Substances) and WEEE (Waste Electrical and Electronic Equipment) European Directives were released in 2002 by the European Council. It was then the responsibility of each member state of the EU to enact appropriate legislation in their country.

RoHS

The RoHS Legislation was introduced in the UK in 2006 and came into force in July of that year. The Legislation restricts the use of certain hazardous substances (lead being one of them) within electronic equipment, developed and released onto the market after the July 2006 deadline. Monitoring and Measuring devices were not included in the Legislation, so there is no restriction on using hazardous substances in City Technology's sensors (i.e. lead in O₂ sensors). This also means that any PCBs, Bias Boards, infra-red and pellistor sensors do not need to be lead-free. Despite this, City Technology is currently changing over to the use of lead free components in PCBs.

It is possible that during the next review of RoHS (as of yet no set date), Monitoring and Measuring devices will be included in the scope of future legislation. To ensure the continued use of lead in gas sensors is permitted, City Technology, along with other gas sensor manufacturers, has made a formal request as part of the 3rd stakeholder consultation to have 'lead in gas sensors' exempt from future legislation.

WEEE

The WEEE Legislation was finally introduced by the UK government in December 2006 and came into force in January 2007. The legislation requires that waste electronic equipment be disposed of appropriately and recycled if possible. Electrochemical gas sensors are not classified as electronic equipment and so disposal methods have not changed. However, PCBs, Bias Boards and Infra-red products are electrical and so need to be disposed of as electrical waste. Hence if a PCB is attached to an electrochemical gas sensor, or if the sensor is within electronic equipment they have to be separated and disposed of appropriately. We recommend that any PCBs, Bias Boards, etc be disposed of as electrical waste. City Technology recommends that sensors should be disposed of according to local waste management requirements and environmental legislation.

Debra Wallace
Quality & Environmental Scientist
City Technology

Underground Mining

CTL products have been used worldwide in underground mining for almost 30 years. In fact the National Coal Board (UK) were heavily involved in the development of our first 2T Carbon Monoxide CiTiceL, (a two electrode CO sensor designed to detect the slow oxidation of coal underground owing to heating effects in the shafts). Even today some of the performance parameters of our current range of sensors originated from the sensor performances required for monitoring gases in underground mines.



Historically canaries were traditionally used to detect harmful gases such as CO as recently as 1986 until our electrochemical gas sensors led to the manufacture of affordable handheld portable electronic gas detectors.

The most common hazardous gases associated with underground mining are generally carbon monoxide and flammable gases such as methane and hydrogen.

Carbon Monoxide (CO) is a toxic gas that is produced from the incomplete combustion or explosion of substances containing carbon such as coal, natural gas or liquid fuels. Large concentrations of CO are generated during mine fires or explosions. CO is a colourless, tasteless, odourless gas. It is flammable and explosive in mixtures with air in concentrations between 12.5 - 74%. It is toxic as it blocks the ability of haemoglobin in the blood to carry oxygen from the lungs to other parts of the body.

Methane (CH₄) is a colourless, odourless flammable gas. When mixed with air it becomes explosive in concentrations between 5 - 15%. Methane is non-toxic but it can become an asphyxiant in high concentrations as a result of oxygen displacement. Methane occurs naturally in all coal mines, trapped in pockets within the coal bed. It is released as the coal is broken up during the mining process. Methane is less dense than air and is often found near the mine ceiling.

Hydrogen (H₂) is a colourless, highly flammable gaseous element, the lightest of all gases and the most abundant element in the universe. It can be found in certain mines (comes from the decomposition of water (H₂O) by radioactive decay of uranium, thorium, and potassium) and in battery recharging stations. When mixed with air it becomes explosive between 4 - 76%.

CO can easily be formed underground during a fire or after an explosion. Flammable gases such as methane and hydrogen are also regularly found

underground. All these gases can be immediately hazardous to health, particularly where there is insufficient ventilation.

Products such as the 4P50M, 4P75M, 4P90M and MICROpeL 75M have been specifically designed with the latest mechanical shock and poison resistance for underground mining applications where the operating conditions can be extremely challenging. These types of pellistors are being widely used around the world, including South Africa, Australia, North America, Eastern Europe and China. Some coal mines can easily exceed 3km deep. Historically underground mining has been a very dangerous activity with many deaths caused by roof collapses, gas explosions and gas poisoning. In 2004 China alone reported a death toll of over 6,000 in coal mines.

Improvements in mining techniques and hazardous gas monitoring has made mining safer around the world. Modern gas monitors can rapidly detect the presence of potentially harmful gases such as CO, H₂, methane and provide early warnings to the underground work-force.

The MICROpeL 75M is currently being used successfully in both fixed and portable instruments, including continuous coal cutters (where there is extreme vibration, water and particulate matter present simultaneously), handhelds, and cap mounted instruments to detect and warn for the presence of flammable gases/explosive atmospheres and to enable explosion prevention measures to be taken to avoid loss of life.

For further information about our range of products (pellistors, CO, H₂ sensors) suitable for underground mining applications please email: sensors@citytech.com

In profile Mark Green

Mark Green is City Technology's Business Development Manager for our Safety customers in the UK & ROW territories. Since joining the company in April 1993 Mark has held a number of technical sales and business development roles covering almost all of our products and much of the world.



Mark has a strong technical and business background having graduated from the University of Keele with a joint honours degree in Economics & Physics and then completed a Post Graduate Diploma in optical data recording. In his first few years at City Mark gained business and marketing qualifications through part-time learning.

His first few years at City saw Mark working in the role of a Technical Support Advisor where he was responsible for providing both existing and new customers with guidance and assistance on the use of City's sensors in their instruments. As Mark explains, "It was during this period that I was able to build a thorough understanding of our products, especially our main safety and emissions sensors and how they are used by our OEM customers. I believe this knowledge is very important in my current role as a Business Development Manager and enables me to really understand what my customers want to do with our products so I can provide them with the most appropriate products to satisfy their needs." In the last few years City has developed a number of specialist products as a result of Mark's work with his customers and these are now being used successfully in a number of demanding applications.

Since 2000, Mark has been responsible for account management of many of our safety customers around the world. In this time he has worked with customers from China to the east coast of the US and many places in between. Currently he is responsible for safety customers in the UK, Middle East, Africa, India and Australasia.

How does City Technology today compare with the company he joined in 1993? Mark replies, "In 1993 City was a University spin-out managed by its founders and still owned by City University. In the last 14 years we have more than tripled in size, been through an MBO, IPO and two acquisitions and are now part of a \$33 billion corporation. However at the end of the day our core technologies of electrochemical and catalytic bead gas sensors remain unchanged. Furthermore I have known many of my customers for much of the last 14 years and I look forward to continuing to work with them in the years to come."

Finally, Mark was responsible for producing our first customer newsletter, City's 'Technical Bulletin' in the late 1990's - he clearly started something!

New CD-ROM



We have just launched a new version of our CD-ROM, this catalogue and operating guide contains all the data sheets for City Technology products along with comprehensive operating instructions and safety data.

To receive your copy of the CD-ROM please contact us at sensors@citytech.com



Address update

Over the past six months two of our Sales Hubs have moved to new Offices. In addition to sending out communications informing customers of the change, all our updated office details are listed here.

If any of your contact information changes, please inform a member of the City Technology team who will update your records on our system, this will enable us to maintain accurate, and efficient communication with you.

HQ and UK Office

City Technology Ltd
Walton Road
Portsmouth
Hampshire
PO6 1SZ
United Kingdom
Tel: +44 (0) 23 9232 5511
Fax: +44 (0) 23 9238 6611

North American Office

North American Regional Office
25 E. Algonquin Road
Des Plaines,
IL 60017-5017
USA
Tel: +866-414-2489
Fax: +847-391-3955

Asia Office

Shanghai Representative Office
23F Tower B, City Center
100 Zun Yi Road
Shanghai 200051
China
Tel: +86-21-6237 0237
Fax: +86-21-3210 0840

Europe Office

European Regional Office
Justus-von-Liebig-Strasse 22
53121 Bonn
Germany
Tel: +49 (0) 228 52 66 40
Fax: +49 (0) 228 62 40 76

City Technology Out and About

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

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

Sensor + Test

22nd - 24th May 2007

Nuremberg, Germany (Exhibiting)

AIHCE

4th - 6th June 2007

Philadelphia (Attending)

MICONEX

18th - 21st September 2007

Shanghai, China (Exhibiting)

NSC

14th - 17th October 2007

Chicago, USA (Attending)

AAPEX

30th October - 1st November 2007

Las Vegas, USA (Attending)

ComPaMED

14th - 16th November 2007

Dusseldorf, Germany (TBC)

HQ and UK Office

City Technology Ltd
Walton Road
Portsmouth
Hampshire, PO6 1SZ
United Kingdom
Tel: +44 (0) 23 9232 5511
Fax: +44 (0) 23 9238 6611

North American Office

North American Regional Office
25 E. Algonquin Road
Des Plaines,
IL 60017-5017
USA
Tel: +866-414-2489
Fax: +847-391-3955

Asia Office

Shanghai Representative Office
23F Tower B, City Center
100 Zun Yi Road
Shanghai 200051
China
Tel: +86-21-6237 0237
Fax: +86-21-3210 0840

Europe Office

European Regional Office
Justus-von-Liebig-Strasse 22
53121 Bonn
Germany
Tel: +49 (0) 228 52 66 40
Fax: +49 (0) 228 62 40 76