



A division of Hubbell Ltd

Company Profile

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Company History

Victor Lighting, was initially formed as Charles Crofton and Company (Engineers) Limited in July 1929 to sell mining equipment under the trade name Victor. In 1936 the company moved to Wallsend and commenced manufacture of hand held electric drills for the coal mining industry.

The product range was expanded solely in the coal mining equipment field up to 1939 when the company became involved in the production of aircraft components. In the late 1940's following the nationalisation of the coal mining industry in the UK, Victor began to diversify. Firstly, Victor began to increase export sales of mining equipment. Secondly the company began to develop new products for other industries. The most notable success of this diversification was the introduction of a range of lighting equipment, predominantly for use in the oil, gas and petrochemical industry.

The company name was changed to Victor Products (Wallsend) Limited in July 1944 and became a public company in April 1955. In March 1972 a quotation was obtained for its shares on the stock exchange. Victor Products was then acquired in 1996 by Federal Signal Corporation (FSC) of the USA to complement their existing safety products manufacturing division.

In July 2005, the Hubbell Corporation concluded an agreement with Federal Signal whereby Hubbell Ltd acquired the product lines of Victor Industrial Lighting to form Victor Lighting.

Victor Lighting is now part of the Hubbell Electrical Products group with manufacturing and operations based in Glasgow, Scotland.

Victor Lighting is committed to quality and is accredited for quality assurance to ISO 9001:2000. The company's products also have approvals and certification from a number of internationally recognised bodies including EECS (Baseefa), BSI, ATEX (Sira) and GOST (Russia) for explosion protection and IP ratings.

Management Quality Policy

1. Introduction

The purpose of this policy is to ensure that the company's performance in excellent product quality, customer service and technical support is maintained and improved. Our reputation for these qualities is crucial to the ongoing success of the business.

2. Safety

Safety considerations are most important in all processes. The company takes very seriously its responsibility to provide a safe working environment for its employees and has a full health and safety policy detailing the procedures that help to ensure this.

3. External certification

In order to ensure the highest standards of quality and safety, the company's quality management system complies with the requirements of BS EN ISO 9001:2000 and BS EN ISO 13980:2002. The latter standard deals with equipment for use in a potentially explosive environment.

4. Customer satisfaction

The company's aim is to satisfy customers and to fulfil their needs at every opportunity. Specific challenges are recognised as:

- The design and manufacture of a wide range of specialist high-quality luminaires, for hazardous, industrial and marine environments.
- The provision of expert advice about customers' individual lighting applications and provision of accurate information about relevant Victor Lighting products.
- Design focus incorporating our lighting design software, LiteGuide.
- On time supply of customer's orders manufactured to the highest quality standards.
- The accurate and timely supply of information and documents relevant to orders and inquiries.
- The provision of readily available technical support and customer service.

5. Employee training and development.

We will continue to provide the necessary training and education for employees who wish to advance their skills and develop beyond their present role. Employee loyalty and low staff turnover are business characteristics that management is proud of and wishes to continue.

6. Vendors

Component quality, pricing and reliability of supply are critical elements to the ongoing success of the business and so we will only work with suppliers who share similar objectives in these areas. In return for their support we will be loyal to our suppliers. We also value vendors who seek and find technical and commercial innovation.

7. Implementation of the policy

The management will ensure that this policy is implemented throughout the business and are all totally committed to continually improving every aspect of the business covered by it. Periodic reviews of this policy will be undertaken to ensure the contents are current and reflect the needs of the business.

**Robert R Cochran,
General Manager**

November 2005

General Profile

Introduction

Victor Lighting, as part of the Hubbell Electrical Products (HEP) group is committed to servicing the needs of its global customers. For Victor this means not only providing world class products but service excellence across all areas of its business operations.

With a manufacturing and operational base in Glasgow, Scotland, Victor Lighting provides support to its worldwide operations through a network of highly competent agents. These appointed representatives share the same philosophy of commitment to customer service excellence.

The Victor Lighting range is composed of a series of technologically advanced luminaires and features products designed to meet both European (IEC) and North American (NEC) standards. The entire hazardous area range is also certified to comply with the latest ATEX directive.

Victor's success within the Ex luminaire market is no more apparent than in the North Sea where a large population of Victor fluorescent and HID fittings have been successfully installed and maintained. These onerous environmental conditions also provide testament to the quality and reliability of Victor products, where only the toughest products will survive.

Innovation

The Victor Lighting range of luminaires incorporates some of the most advanced technologies available to the lighting industry today.

By combining the latest technologies, modern light sources and leading manufacturing techniques, the company has developed innovative lighting solutions designed operate in the most demanding environments worldwide.

Quality

In addition to utilising advanced manufacturing techniques, Victor Lighting also employ the latest quality assurance methodologies to ensure that all products are of the highest standard.

The company has a long history of quality assurance accreditation and currently holds ISO 9001:2000 and ISO 13980:2002 approvals. Victor Lighting products are certified to British and CENELEC standards with approvals from notified bodies in the UK, Netherlands and Russia.

Support

Victor Lighting aims to provide the highest levels of technical support and customer service for all of its products. Pre and post sales support is provided by the technical and sales teams who are fully trained to answer any question required. All Victor luminaires are also supplied with complete installation and maintenance instructions to allow efficient fitting.

Victor will be happy to provide technical advice on lighting design and offer a free software design package, LiteGuide. In addition, for large project based schemes, Victor can offer an in-house lighting design service.

Sustainable Development

Victor Lighting is committed to manufacturing in a sustainable manner and believes in the protection of the environment. The company is currently working to implement the requirements for the latest WEEE and RoHS directives.

Customer Support – Internal Contact Listing

Contact	Address	Tel/ Fax/Mobile	email address
Sales Office	UK Office PO Box 5571. Glasgow G52 9AH Scotland	T: +44 141 810 9644 F: +44 141 810 9642	info@victor-lighting.com www.victor-lighting.com
Robert R Cochran General Manager	As above	As above	rcochran@victor-lighting.com
Archie Haughey Sales & Marketing Director	As above	As above	ahaughey@victor-lighting.com
Mark Bradford Director of UK Operations	As above	As above	mbradford@hubbell-scotland.com
Andrew Brown Commercial Manager	As above	As above	abrown@victor-lighting.com
Gareth Bruce Marketing Manager	As above	As above	gbruce@victor-lighting.com
Jean Smith Commercial Support	As above	As above	jsmith@victor-lighting.com
Tom Lane Commercial Support	As above	As above	tlane@victor-lighting.com
Jackie Kidd Progress Orders/Shipping	As above	As above	jkidd@victor-lighting.com
Ian MacLeod Technical Manager	As above	As above	imacleod@victor-lighting.com

Relevant project specific personnel will be allocated and contact information supplied at each stage as and when designated.

Sales – UK & Worldwide Area Managers

Name	Territories	Contact Details
Gerry Fyfe	Global Sales	M: +44 7714 844 751 E: gfyfe@victor-lighting.com
Brian Poulter	Southern England Southern Wales	M: +44 7770 570 823 E: bpoulter@victor-lighting.com
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Mark Poutney	Scotland	M: +44 7971 160 132 E: mpoutney@victor-lighting.com
Brian Degnan	Europe	M: +44 7770 570813 E: bdegnan@victor-lighting.com
Desmond Heng	Asia Pacific Region	M: +65 9671 6402 E: desmondheng@hubbell.com.sg
Ken Kiek	Malaysia	M: +60 13 773 5959 E: kenkiek@hubbell.com.sg
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