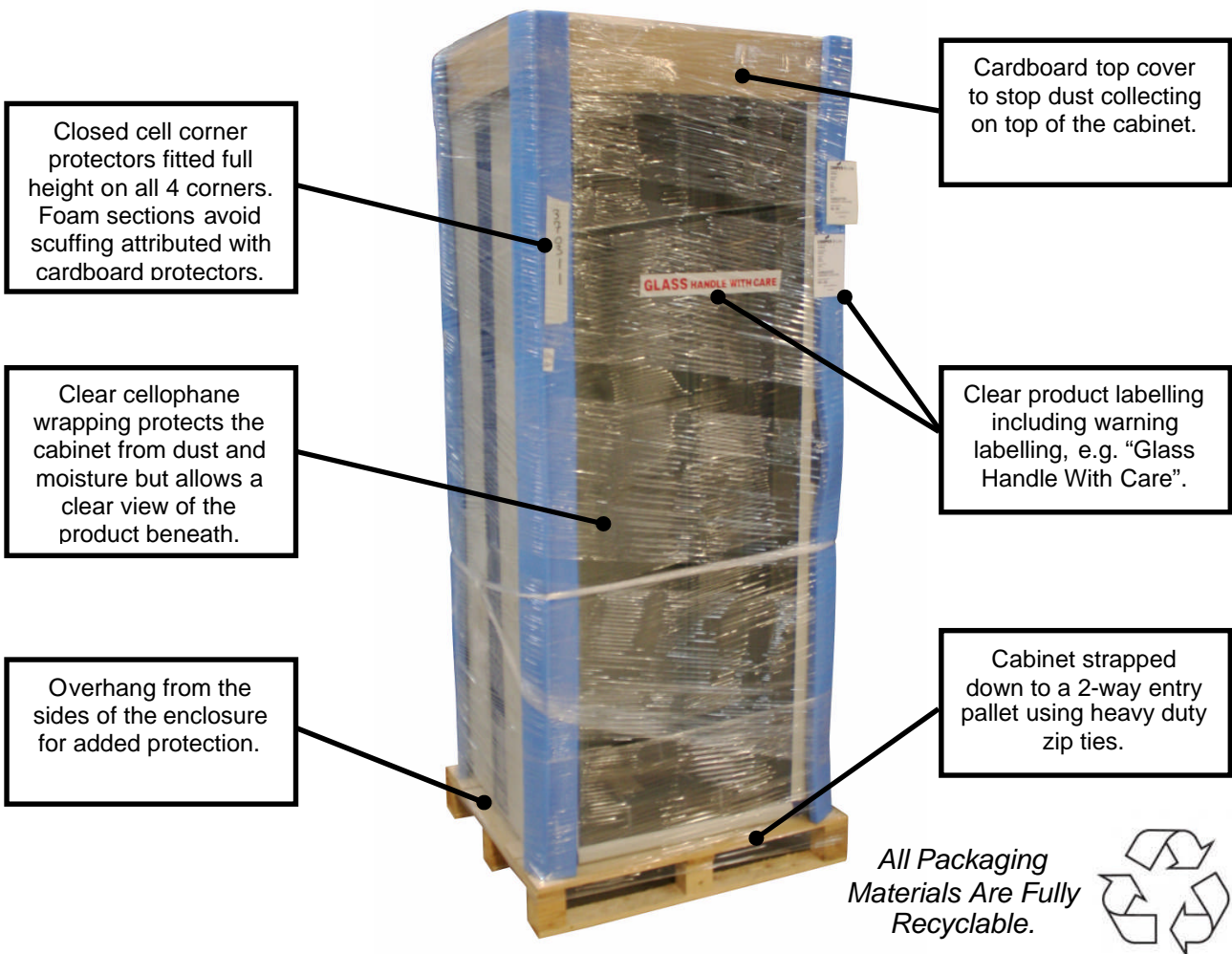


Packaging Improvements

At Cooper B-Line, we take customer feedback very seriously. Our team is constantly working on product and process improvements using many tools, including our Voice of the Customer (VOC) programs, to guide our understanding of what the market expects from our products as well as how they compare with our competitors. As a result of these continuous efforts, we know that high quality packaging and error free shipments on our line of datacomm enclosures, namely Access and EC, are among the most important attributes our customers want us to deliver as part of our value proposition.

As a result of specific VOC efforts we started a project to review, benchmark, improve and implement changes to our entire packaging process for the datacomm enclosure line. We performed an in-depth review of our packaging processes and shipment procedures in an effort to understand what we do well and where we can improve. We utilised packaging engineering consultants to help us choose the best materials and processes available to protect our cabinets in shipment. We visited with and interviewed a number of our customers and asked them how they think we can improve our service levels in logistics and packaging. We also benchmarked all of the major vendors in the datacomm enclosure industry to understand the industry's best practices.

Effective immediately you will see a number of changes in the way Cooper B-Line packages and ships our Access and EC range of floor standing enclosures. Packaging features include –



Sustainability

From the zip ties securing the cabinet to the pallet to the cellophane wrapping, all of the packaging materials utilised in the new style packaging are fully recyclable. Where ever possible we have also looked to incorporate packaging components manufactured from recycled materials. Both the vertical corner protectors and the cellophane wrapping are manufactured using recycled materials.

Packaging Waste

Customers may remove any packaging materials from the cabinet / cabinets at the immediate point of delivery and hand the materials back to our driver for return to our premises for recycling (does not apply to third party deliveries). For further information please contact our customer services department for details.

Logistics

In addition to the changes in packaging, we have also carried out handling training for our logistics team as well as our logistics partners. Cooper B-Line is committed to 100% customer satisfaction in all aspects of our business. We feel confident that these improvements will put us in a 'best-in-class' position in the electronic enclosure industry.

Complaints

If you receive a cabinet from Cooper B-Line that has been damaged in transit to you we want to know about it. Please inform your Cooper B-Line sales representative immediately so he or she can bring it to our attention. Alternatively please contact our customer services department on +44 (0)1278 788000 or sales@CooperIndustries.com.

Thank you for choosing Cooper B-Line.

Details subject to change without written notification

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