

LIFT-OFF

Number 21

July/August 1985

Internal newspaper of Otis Elevator PLC (UK)

Warehouse moved

THE second phase of establishing the London Service Centre was to move the zone warehouse from Clapham Road to the following address:

Otis Service Centre, Minavail House, Ealing Road, Alperton, Wembley, Middlesex HA0 4PA.

Manager is Stan Elford reporting to Mark Towner, supervisor Nolan Inniss and stock control is by Joe Scantori.

There is a daily delivery service by van to all London branches plus full use of post

and Red Star.

Send all requisitions to the above address and to ensure quick service always quote all part numbers. Collections from site can be made only for emergency breakdowns.

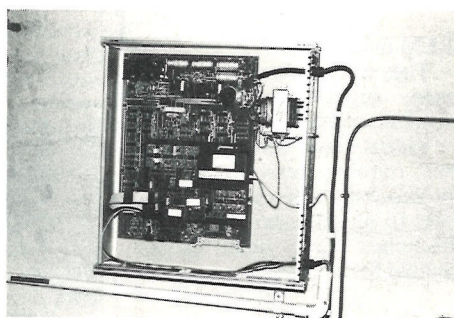
In the near future the zone warehouse and the workshop will be joined with intercompany spares which are currently supplied from Liverpool factory.

The warehouse, of course, shares the same location as the London field workshop.

Remote Elevator Monitoring is good news for lift passengers and for our customers

REM IS HERE

It will
enable us
to give
improved
service



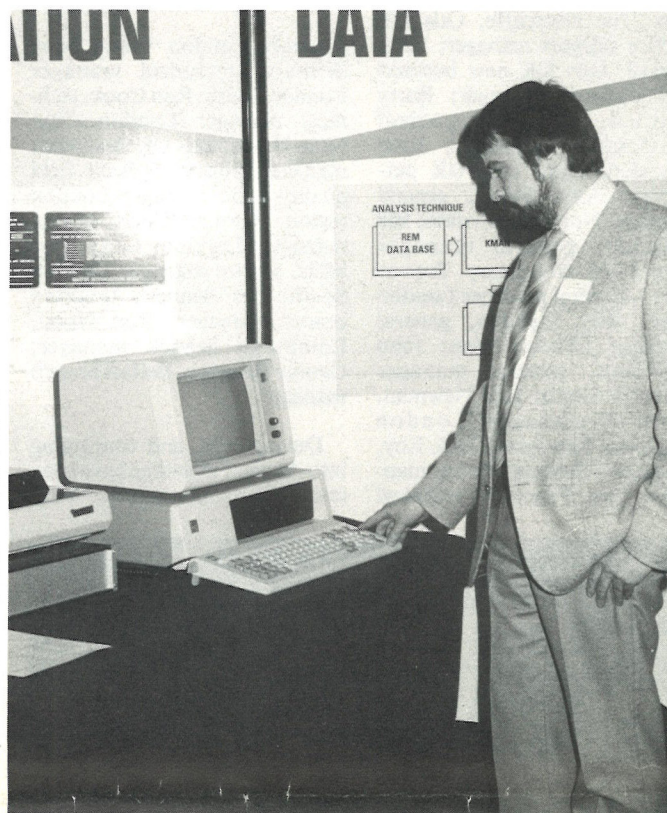
within United Technologies.

REM has been tested on sites in France, Belgium and the United States as well as the UK and during 40,000 hours running there have been failures on only four units.

Here in the UK we are proud that the project manager for REM in Europe has been our own Lindsay Harvey.

Peter Chapman and Robin Crooks from the Brighton office have worked on the project since July 1984 and their valuable contribution is gratefully acknowledged.

As, too, is that of Les Bennett and his staff at Brighton branch, who have given so much assistance and hospitality to visiting personnel over the past year.



Above left, the electronic box (exposed) which is fitted in the lift motor room and constantly monitors performance. Above, Robin Crooks with the monitoring unit which will be installed in local branch offices as required

AFTER three years of development and testing Remote Elevator Monitoring (REM) has arrived.

Among other things it will provide a technological barrier to protect our service business from less-advanced competitors.

The technical details are complex and will be explained to Otis people on a need-to-know basis in extensive training sessions held over the next few months.

But what REM can do is not difficult to explain at all.

BOX

In the motor room there is an electronic box constantly monitoring lift performance 24 hours a day. The box is connected through British Telecom telephone lines to a monitoring unit in the local Otis branch office.

MESSAGE

If a fault or failure develops in a lift the box automatically dials the office number and transmits a message which is received on the micro's VDU screen or printer.

The message describes the nature of the fault so that the serviceman can arrive at the lift location with a better knowledge of what he has to put right.

But there is more. An unfortunate failure is a lift stopping between floors with passengers in the car.

REM can determine the presence of passengers through sensing the alarm button and will report the fact to the local office.

Staff in the office can have the ability to talk direct to passengers over a two-way system (REM optional extra), calm and reassure them, and tell them they are in absolutely no danger and that a serviceman is on his way.

And there is still more. REM monitors lift performance constantly over a wide range of functions — door closures, levelling accuracy, correct flight times.

PRINT-OUT

Every week it transmits to the local office a computer print-out detailing lift functions resulting from its constant monitoring.

Or specific information on any particular function can be called up 'on demand' through the keyboard in the office.

Since July 1984 REM has undergone an engineering pilot test in the UK at Brighton where 70 units have been operating on selected sites.

A route mechanic has reported that REM has been most useful

in helping to find intermittent faults. It has narrowed the location down to a small number of components that might have failed. This assistance will enable us to give customers an improved service in the future.

SAVED

And in one case the offer of REM to a customer saved the maintenance contract from going elsewhere. It emphasises how REM will help to differentiate our service from the competitors.

Some of the videos on REM which employees will see during training were made at Brighton with local Otis people, including Anne Godley, the branch office secretary, Peter Naisbit, Peter Chapman and Robin Crooks as the 'actors'.

REM units have been ordered for the majority of ETO countries for market testing during 1985.

REM has initially been designed for connection with any elevator using relay controllers but monitoring of micro-processor-controlled lifts is just a step away.

The project is a joint effort by Otis, Building Systems Company and Hamilton Test Systems — all sister companies

UK debut for REM at Brighton



Lindsay Harvey, REM project manager in Europe, making his presentation

IN the UK the wraps were taken off REM at an all-day seminar in June held at the Hotel Metropole, Brighton.

Senior Otis people from all over the country attended and were able to operate the system for themselves.

Presentations were made by John McCarroll, vice-president Building Systems Company; Gerard Caillet, ETO service marketing manager; Lindsay Harvey, ETO project director; Colin Coast, ETO director of training and management development; Tony Fastaia, engineering vice-president Building Systems Company; Tony Allen, Otis UK executive director; and Bill Evans, Otis UK business development manager (service).

Monitoring units had been installed in the Hotel Metropole which could be called up by the REM equipment at the Bedford Hotel, also in Brighton. So it was

possible to have a live workshop session in which all those present could try REM hands-on.

The workshop session was in the capable hands of Peter

Chapman, Robin Crooks and graduate trainee Harrie Barron. This session considerably

CONTINUED ON PAGE 2



A study in concentration. Harrie Barron demonstrates REM for Ron Cooke, Ron Hood, Bob Hamilton and Alan Mainwaring. With back to camera is Norman Davis

UK DEBUT FOR REM

from page 1

exceeded its allotted time because of the intense interest aroused and the many questions asked.

Dr John Watkinson, Otis UK chief executive, attended, along with executive directors Roy Markham and Alan Mainwaring, and Bob Hamilton, group director of personnel.

PRESENT

Also present were Tony Smith from NAO; Art Masciere, ETO director of service; Gunter Scherer, Flohr Otis service manager; Willie Peters, Flohr Otis service marketing manager; Gordon Pestell, Otis UK FOD manager; Barry Evans, Otis UK service field operations manager; Joe Nortcliffe, Otis UK service support manager; Peter Kerrell, Otis UK new business development manager; Barry Harden, Otis UK project development manager; John Marsden, from Otis UK personnel; John Baker, general manager Northern division; Bill Budden, general manager Southern division; Trevor Perry, general manager London City; Roy Standen, general manager London West; John Williams, general manager London South; Eric Newman, general manager London Regional Transport; Jack Roy, Northern division service manager; Jim Peacock, technical



Robin Crooks, Roy Mills, Jack Roy and Jim Peacock

manager London West; Tony Willmot, technical manager London South; Ron Cook, technical manager London City; Mike Hayes, Otis UK field audit manager; Harry Godsall, field quality audit manager London region; Norman Davis, service manager London City; Roy Mills, service manager London South; Les Bennett, Brighton branch manager; Ron Hood, Edinburgh branch manager; George Houston, Belfast branch manager.

During July, and continuing into August, meetings have been arranged to communicate 'What

REM means to you'.

They will be attended by salesmen, supervisors and field representatives.

Videos have been produced for training sessions and a promotional video will be available to all salesmen when their branches have been green-lighted for sales release.

Right, much-needed cup of coffee for John McCarroll, who co-ordinated the presentations, while he talks with Roy Markham (left) and Art Masciere



More concentration. Harrie Barron demonstrates to Harry Godsall, Dr Watkinson and Mike Hayes



Relaxing after their hands-on session with REM are Peter Kerrell and Roy Standen

ON THE MOVE

Who's been promoted? Who's changed location? Check with this space every issue

NAME	FROM	TO
Beatty, J.	Mate, Liverpool	Improver, Liverpool
Bell, S.	Hourly Paid Adjuster	Staff Adjuster, London Construction
Belson, P.	Advanced Fitter, Southampton	Senior Fitter, Southampton
Bennett, G.	Order Processor, New Sales Administration	Estimator, New Sales Administration
Cohen, J.	District Manager's Secretary, London West	General Manager's Secretary, London City
Cox, D. J.	Advanced Fitter, LSR 24	Senior Fitter, LSR 24
Dicker, E.	Adjuster, London Service	Assistant Field Engineer, FOD
Dixon, J.	Trained Fitter, Brighton	Advanced Fitter, Brighton
Foley, T.	Adjuster I, Birmingham	Adjuster II, Birmingham
Francois, D.	Storeman, Stores	Stationery/Post Room Assistant, Office Services
Ghosh, K.	Estimator, New Sales Administration	Trainee Sales Engineer, Sales Engineering
Glover, E.	Secretary to C. W. Whittaker	Secretary to R. Standen
Gorman, F.	Trained Fitter, LSR 23	Advanced Fitter, LSR 23
Guiver, C.	Hourly paid	Estimator, Sales Administration
Hughes, R. W.	Section Leader Processing, Service Administration	Assistant to Product Administration Manager
Jepson, W. J.	Senior Fitter, LSR 26	Maintenance Supervisor, LSR 26
Johnson, B.	Training Instructor, Liverpool	Senior Training Instructor, Liverpool
Jones, K.	Supervisor, LSR 24	Quality Manager
Kirk-Browne, P.	Salesman, London South Division	New Sales Manager, London South Division
Laird, J.	Improver, London Construction	Trained Fitter, London Construction
Manze, D.	Advanced Fitter, LSR 23	Senior Fitter, LSR 23
McKenna, B.	Advanced Fitter, Bournemouth	Senior Fitter, Bournemouth
Parker, E.	Fitter, Bournemouth	Fitter, Southampton
Perry, T.	District Service Manager, London West	General Manager, London City
Thorne, D.	Maintenance Clerk Z19	Contract Processor
Varsani, G. P.	Stock Controller, Stores	Trainee Estimator, Sales Administration
Walton, R.	Mate, Liverpool	Improver, Liverpool
Willmott, T.	Construction Supervisor, London	Technical Manager, London South
Wrigley, C.	Graduate Trainee	Operations Analyst, Southampton



Preview for Francois Jaulin

In March Francois Jaulin, president of Otis Corporate, spent three days visiting Otis UK. In our photo he is examining the prototype of the REM project. L to r, John McCarroll, vice-president Building Systems Company; Lou Lafontaine, vice-president personnel and

administration, Otis Corporation, Farmington, USA; Pierre Fougeron, president ETO; Francois Jaulin; Bill Evans, Otis UK business development manager (service); Peter Chapman, Brighton office; Lindsay Harvey, project director ETO



Praise from Ascot

WE have 33 units on contract at Ascot racecourse and throughout the Royal Meeting in June our engineers were on standby.

The two men involved during normal servicing, fitter Tommy Todd and improver Jim Deasy, were backed up for the special occasion by Danny Heraty, Peter Wheller, John Elford and Phil Foden.

Reading branch manager John McQuillen has received the following congratulatory letter from the steward to the Ascot Authority:

"On behalf of the Ascot Authority, I wanted to write and thank you and your staff at Ascot for the exemplary way in which all the lifts and moving staircases worked throughout the Royal Meeting.

"So often, those who work out of sight are forgotten, but I would be grateful if you would pass on my thanks and assure them that their efforts and efficiency does not go unrecognised.

"For the racegoers to get through the stands safely and quickly is vital and the good name of Otis was certainly enhanced by the smooth running of the lifts and staircases last week."

OTIS NATIONAL GOLF TOURNEY

DON'T forget. The big day is Tuesday 17 September and the venue Moor Hill Golf Club, Sutton Coldfield near Birmingham. Entry forms from Alan McNamee in the personnel department at Liverpool works.

NEW BRANCH IN CORK

OTIS in the Republic of Ireland have a new branch office in Washington Street, Cork (telephone Cork 273747).

Manager is Jim O'Connor reporting to Eddie McGarry, Irish division general manager.

The new branch covers from Arklow to Limerick and all areas south and will have 300-plus units to its name.

Jim O'Connor started with Otis and then moved to Evans Lifts. His new association with the company dates from the birth of Otis Group Ireland.

He lives in Cork, and was the Evans supervisor, so is ideally suited for his new position.

Well kept secret

IT was a hectic 48 hours for Peter Larsen, Liverpool field workshop manager, on 29/30 May.

After flying to Rotterdam to see Everton win the European Cup-Winners' Cup he was back at Anfield because his son, Christopher, was in the school-boy team which had come through from 250 other teams for the final of the Liverpool Cup.

Christopher Larsen received a runners-up medal this time and Dad was very proud. Except for one thing.

Peter has discovered that Christopher is a 'secret Liverpool supporter'.

Can there be any worse skeleton in the Larsen cupboard?

CATHY'S COLUMN

SUMMER finally arrived on 1 July and with it a whole rash of sporting and charity events.

There is so much going on that we have expanded this issue from six to eight pages. If all this activity keeps up the next issue could be eight pages as well.

But that depends on Otis people doing things and then remembering to tell me about them.

Thank goodness, the bigger issue means we have space to include Spotlight on Reading which had to be missed out last time.

While our runners are still chasing around the country special mention must go to Bill Sutherland and Phil Allen from EDP at Liverpool factory.

The company sponsored them both for the 14 Peaks Race in Snowdonia on 29 June.

Bill has previously competed three times and won twice. It will be Phil's first attempt.

The course involved running 15 miles with an ascent of 12,000 ft. We closed for press before the race was run so the results will be in the next issue.

The company has been swamped with requests for charitable donations and inevitably many organisations are sent away disappointed. But here are just some of the successful ones that Otis are proud to support:

The British Association for Sporting and Recreational Activities of the Blind (BASRAB), The Royal Association for Disability and Rehabilitation (RADAR), The British Sports Association for the Disabled (BSAD), The Royal Society for Mentally Handicapped Children and Adults (MENCAP), The British Paraplegic Sports Society (BPSS) and Special Olympics UK for the mentally handicapped.

In addition many other charities receive company support through fund-raising efforts by employees — for example, Walton Hospital 'Pain Unit', Cystic Fibrosis and the British Heart Foundation.

It is great that the company feels it has this responsibility to the community and any additions to the list will be reported in later issues. — Cathy Foster

Quick help for rigs

OUT in the North Sea Philips' Petroleum EKO FISK complex had a lift which required flame-proof equipment.

Otis Heis in Oslo, Norway, asked Otis Group export department in Liverpool for assistance on the service modernisation order.

Arthur Abbott in contract engineering flew to Stavanger in Norway and then out to the rigs.

Back in Liverpool Arthur passed his detailed report and survey to OGED. With further assistance from Bert Abbott and Henry Pugh a service abstract was prepared for Otis Heis. Bill Russell did the new layout and the order was released to the factory.

Philips and Otis Norway have expressed their appreciation to the UK team for their fast response to a difficult problem.

Six wallclimbers in Billingsgate

FOR centuries Billingsgate, in the City of London and right by the River Thames, has been the great fish market.

The place was always full of porters, wearing special hard black hats, who walked casually through the market with half a dozen fish baskets balanced precariously on their heads.

But in recent years the area has been redeveloped and new office blocks have gone up to satisfy the constant demand for more and better office space by the big financial institutions in the City.

One striking new curtain-walled building in Lower Thames Street, main contractor Taylor Woodrow, is nearing completion for the developers, London & Edinburgh Development Trust, and will be occupied by Samuel Montagu, the merchant bankers.

Since early February charge-hand John Fell and his team have been on site with an installation job which was on test when Lift-Off visited in mid-June and was programmed to finish in July.

Right across one wall in the entrance area is a dramatic line of six 16-person wallclimbers coupled to two 10-person passenger lifts opposite to make two groups of four.

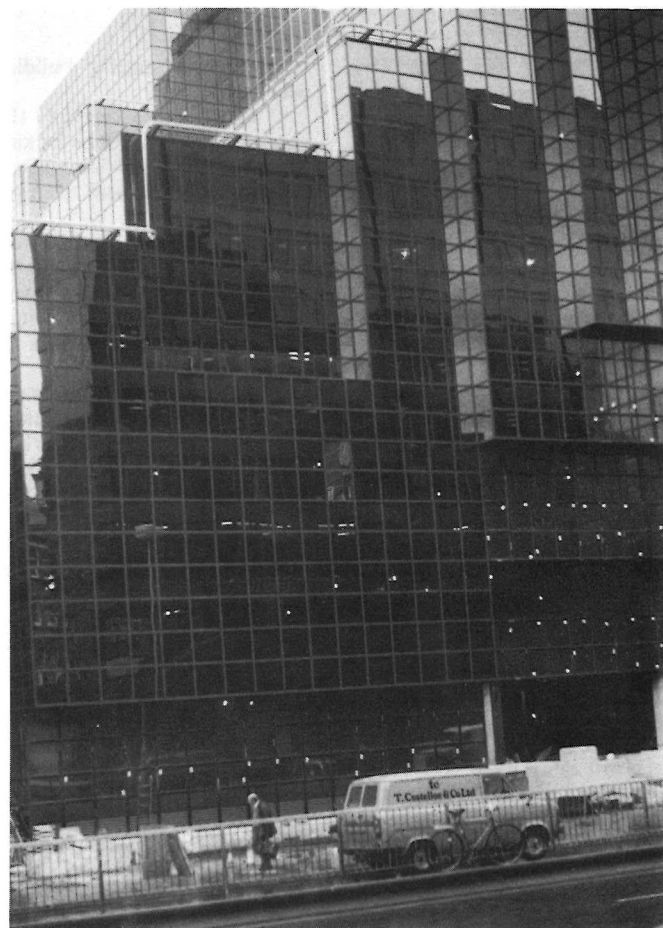
Control is Elevonic 301 with Gamma 160S at 1.6 mps.

These two groups serve variously 12, 13 and 14 floors.

In addition there is one 8-person fireman's lift.

Construction manager is Len Halsey and supervisor is Bill Curd in London Construction.

Far right, elevation in Lower Thames Street. Right, behind chargehand John Fell six wallclimbers are being installed in a line. Below, on site in June were Nick Killeen, Lance Traynor (apprentice), Brian Rathbone, John Allen, John Hassell, John Hancock, Pat Dalton, John Fell and Martin Palmer. Others who have worked on this job are Lenny McNamara, Bill Monahan, Mark Braidwood, Andy Ginno, Ian Davies, Morgan Flood and Terry Burnett



Bill Budden, Southern division general manager, and Peter Jones, Bristol branch manager, with Lord Christopher of Bath

Longleat setting for Bristol party

ON 5 June Bristol branch held a customer reception at Longleat House, one of Britain's finest stately homes, attended by 93 guests.

They were greeted by Lord Christopher of Bath who relaxed everybody with a light-hearted story about the hazards of travelling in a lift.

After a tour of this famous house, and a buffet in the Great Hall, guests moved into the Otis exhibition.

Bristol branch had made immense efforts to put on a good show. There were two lift cars, two entrances, a special interior showing Elevonic COPs and a 'tardis' illustrating various hall lanterns.

London backed this up with

two lift cars, display boards and the working model escalator.

Congratulations to the branch on achieving a 92.4 per cent turnout of guests from invitations accepted.

Bristol team: Peter Jones, Tim Bowman, Wayne Stevens, Alec Goatley, Alan Mattingley, Glynis Fuge, Barbara Pearman and Bob Rayfield.

London team: Cathy Foster, Mark Shenker and Richard Walters.

And special thanks to the construction (and destruction) team of Dennis Hellin, Mervin Morrison, David Nutt, Andy Stevens, the fellows from SES and Fred Ambler, driver of the Otis lorry.

A great day.

Old friends met at Droitwich

THERE was the traditional good weather for the Otis UK Long Service Association's annual summer outing on 14 June.

Coach parties from London and Liverpool met at the Raven Hotel, Droitwich, for an excellent lunch.

Old friends from all over the country spent the rest of the day chatting and reminiscing and there was a particular welcome for Frank Smither who had travelled from Suffolk to join in.

After a sumptuous tea of sandwiches and cream cakes it was all too soon time to depart.

WOT! NO RAIN?

WHAT do you do when 400 tickets have been sold for a Midsummer's Evening barbecue and the weather forecast is heavy rain?

At Liverpool works Alan Blackburn and his colleagues decided on their contingency plan. Move everything except the cooking pits into the canteen.

Right on time John Critch, barbecue chef par excellence, aided by Peter Larsen, John

Kemp and Mike Hirst, lit his fire and very shortly was providing succulent steaks and sausages.

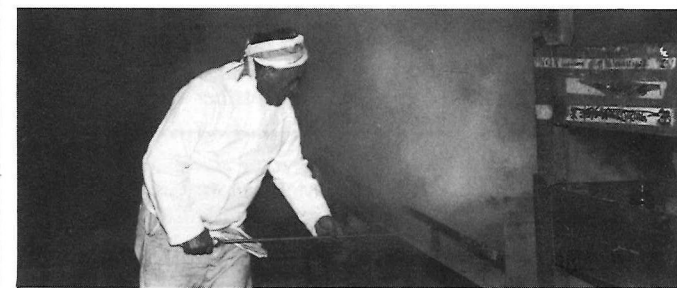
Special thanks to Terry Baker and Cathy Foster, who brought in the great platters of meats, to Anne Griffiths and her team who prepared the salads, and to all the willing helpers who served the food and staffed the bar.

Everybody had an absolutely smashing time.

Oh, one other thing. It didn't rain at all that evening.



Above, Cathy Foster, George Easton, John Kemp and Peter Larsen at the cooking pits. Below, John Critch gets his fire going



ON 1 June Trevor Perry was appointed general manager of London City division, reporting directly to executive director Tony Allen.

Reporting to Trevor will be Norman Davis, service manager; Ron Cooke, technical manager; Bill Whittaker, new business manager; and Vincent Warnes, commercial controller.

Trevor joined Otis in 1967 as a service fitter. Since 1974, when he was promoted to service supervisor, he has held a number of sales and supervisory positions including manager of London service branch 26 and, most recently, service manager of London West.

Appointed City general manager



NEW CONTRACTS Eleven lifts for L&G 'flagship' building

DURING May Otis was awarded a major contract to supply and install 11 lifts at Lansdowne House in London's Berkeley Square for the Legal & General Assurance Society.

The units include six Elevonic lifts, two of which are wallclimbers.

In their 'flagship' building the owners are insisting on the very highest quality. Otis are acting as lift consultant to Legal & General and have co-operated closely with L&G's engineering department in their insistence on the top-quality approach.

Sales estimating was carried out by Kieran Ghosh and drafting by Peter Shaw. Tony Francis with the assistance of Ron Corderoy will handle the contract on a complete project basis.

Architects are Chapman Taylor, structural engineers Ove Arup, service engineers How Group and quantity surveyors Gardiner & Theobald.

ROB SPETCH at Southend has sold a major modernisation of the four main passenger lifts in the Southend Civic Centre.

This will be the first installation of Elevonic 401M outside London.

Dave Waterman is the estimator and Southend gratefully acknowledge the help they received from Trevor Perry, Steve Waterworth, Cliff Smith and the Cavendish House team when they visited London with Southend's borough architect, Mr R. A. Horswell.

GERRY MEDCALF in City division has sold five Wadsworth Becker units to the Chase Manhattan Bank in Bourne-mouth after initially being told the order was going to a competitor.

At the Chase Manhattan Bank at Woolgate House, Colman Street, London, Steve

Ellis of City division has sold the modernisation of five units to Elevonic 401M.

The London Borough of Haringay have been sold three units — replacement Bex — by Nigel Symonds in City division and, still in City division, Chris Lane has sold three units — replacement Bex — for Plantation House, Fenchurch Street.

City division, under the leadership of Norman Davis, have successfully negotiated comprehensive maintenance following a new sales installation at King William Street, London, and recovered on to comprehensive maintenance 13 units at Winchester House, Old Broad Street, London.

BILL NOON has secured new service contracts with British Home Stores. The lifts will continue on a POG form of contract and the escalator contract has been upgraded to OM.

British Home Stores are one of our major customers and we are particularly pleased that they have chosen to continue with Otis service.

FRANK SEYMOUR at Cardiff branch has sold four units for the Kingsway Shopping Centre, Newport, Gwent.

These consist of two hydraulic wallclimbers with glass cars and glass lift shaft enclosures and two Gamma 160 five-stop passenger lifts. Estimator was Steve Marsh in London sales administration.

The owners of the centre are Byrom Properties Ltd; main contractor Costain; architects Holder & Mathias in Cardiff; consulting engineers R. W. Gregory & Partners.

FOR a multi-storey car park in Cork, Barry O'Connor of Dublin branch has sold four Evans lifts.

1985 Otis Award results

WINNER RECEIVES £2000 PLUS A TRIP TO THE UNITED STATES

WINNER of the 1985 Otis Award for architectural design was Philip Christodoulou, a sixth-year student at Kingston Polytechnic. He won £2000 plus a trip to the United States.

Equal second prizes went to Geoffrey Whittaker, in his year out from the Polytechnic of the South Bank, and Andrew Beharrell, from Cambridge University in post-Part 2 employment. They received £1000 each.

The Otis Award is run jointly by Otis and the Architects Journal and for the first time this year was open only to architectural students and not to established practices.

The students had to be under 27 years old and to have completed their Part I examinations.

The design subject was a small tourist hotel with a restaurant and some shops in a Bloomsbury location in London not far from the British Museum.

The entrants had to consider the following:

"As a building type, the hotel is constantly responding to the changing needs of the traveller. Architects have a major role to play in evolving attractive and economic solutions.

"In the early 1970s new hotels in London were of the luxury type. Many were quite insensitive to their surroundings. Today's need is for more modest hotels more closely integrated

with the surrounding building uses and forms.

"When considering the entries the judges will be looking for a marriage of imaginative design and technical competence."

For the contest 697 packs were sent out giving details of the brief, photographs and drawings of the site plus a passenger lift planning guide, and 52 entries were received.

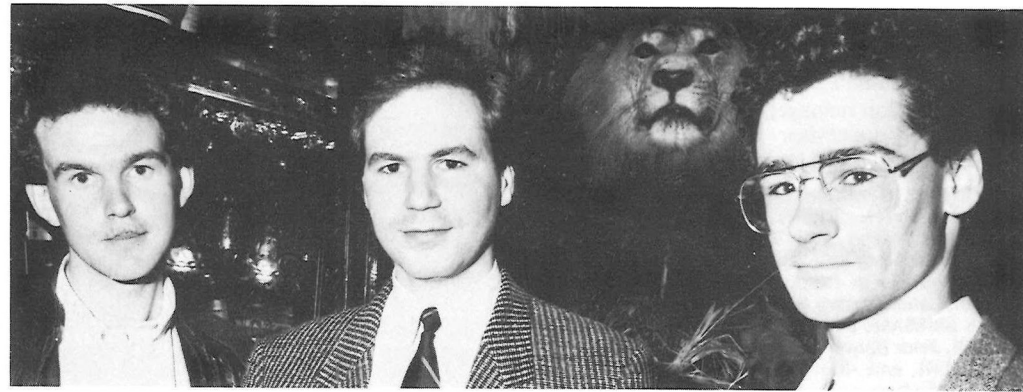
The judges were Paul Koralek of architects Ahrends Burton & Koralek; Tom Barker, services engineer with Ove, Arup & Partners; Frank Newby, structural engineer with Felix J. Samuels & Partners; Nick Hare, architect and lecturer at Cambridge University; Peter Carolin, architect and editor of Architects Journal; and Dr John Watkinson, Otis UK chief executive.

NAO GUEST

During the winner's trip to the United States he will be the guest of Otis North America for a week and tour New York, Hartford and Chicago.

During his time in Hartford he will visit City Place, the world's first intelligent building, and the Gold Building, UTC's headquarters.

There will also be visits to the architectural practices of Philip



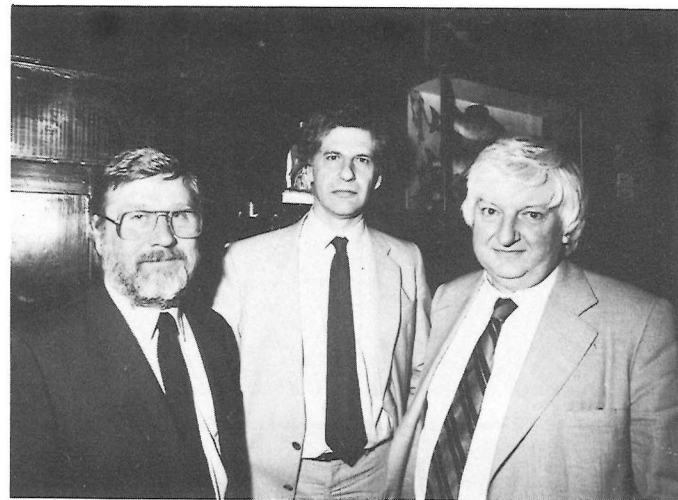
First prize winner Philip Christodoulou (centre) with Geoffrey Whittaker (left) and Andrew Beharrell who placed equal second

Johnson and Edward Larabee Jones in New York and Skidmore Owings and Merrill and Murphy Jahn in Chicago, plus the prestigious construction company, Tishman's.

The Award organiser, Cathy Foster, Otis UK communications manager, received a great deal of help from Mike DiZio, vice-president customer service NAO, in setting up this trip.

The Award was reported in great depth in the 3 July issue of the Architects Journal and Philip Christodoulou will write a personal account of his American trip in a later issue.

The 1986 Otis Award will be run on the same lines and will be announced in the near future in the Architects Journal.



Three of the judges: Tom Barker, Paul Koralek and Frank Newby

TR, PBS, RF, PCC, CTT and AVC

— and no, this has nothing to do with REM!

THESE initials are not lift components. Just a part of the jargon that surrounds pensions.

Not generally the stuff of which headlines are made. But they are of the greatest importance to us all, and the Government's latest proposals on the reform of social security benefits, including pensions, reinforces this importance.

Otis pension scheme members will have recently received a copy of the Trustees' Report (TR) for last year showing the present position and growth of the investments which support our pension expectations.

We have tried to make this report clear, concise and informative and Alan Bryant and Peter Jones (both at Clapham Road) are available to answer your questions.

SECURITY

You will soon receive your PBS — which means Personal Benefit Statement. This sets out your financial security, during and after employment, for yourself and for your spouse.

We urge you to check your personal details carefully and let the personnel department know if there are any errors.

An RF is a Request Form and has a very important purpose. If you should die in the company's service before retirement there is a lump sum payable. On the RF you can indicate to whom you

want it paid. The Trustees make the final decision as to whom should get the money but they always refer to any RF which has been signed by the pension scheme member.

(If there are any problems then the local Pensions Consultative Committee (PCC) in either Clapham Road or Liverpool would be asked to investigate more fully.)

NO TAX

In this way the lump sum can be paid to your beneficiary without incurring any liability to income tax or capital transfer tax (CTT). These forms are available through the personnel department.

And that brings us to the last of our jargon initials — AVC. You can make additional voluntary contributions to the pensions scheme to a maximum of 15 per cent of your income (within certain limits laid down by the Inland Revenue) to improve your total pension.

Otis offer investment for AVCs through the Anglia Building Society or Equitable Life Assurance Society and if you want further information please contact your personnel department.

And don't forget, there is a Pensions Consultative Committee who are there to help you find your way through the pensions maze.

Timesheet pilot completed

DURING May the pilot use of new forms for claiming payments and reporting work done was completed.

Manchester branch was the setting for the pilot and it involved everyone from both the field and the office.

Co-operation was the theme and was typified by the contribution the field people made in the way the forms could be modified to improve layout and ease of use.

With this commitment we were able to iron out the wrinkles and bring the pilot to a successful completion.

We should all be grateful to our friends in Manchester for their patience and efforts in having performed this vital task. Through their endeavours we shall all experience an easier introduction of the forms into our own branches.

Over the coming months the forms will be introduced gradu-

ally into every branch. Local supervisors will be trained in their use and will in turn train their own field people.

Extending the theme of co-operation, representatives of the field union visited the Liverpool computer centre and saw at first-hand the operations carried out there. They were introduced to the use of the new forms and will in turn brief local stewards.

While this is going on the branch office staff will start to input the details from the forms through the computer terminals into the company's costing and payroll systems.

Again, each branch in turn will be introduced to these new facilities over a number of months.

When both the forms and new facilities are installed in every branch, we will be able to pay field personnel in one instead of two weeks.

A further significant event

that will occur in the coming months is the introduction of an electronic mail service.

The communications network that now links every branch provides us with the opportunity to remove the drudgery from sending memos and messages.

By introducing an electronic mail service we will save the sender having to photocopy, envelope and post memos. Nor will the recipients have to open post or date and file a memo. Memos can also be added to and redirected to someone else.

The electronic mail service will be initially used in the Scottish division, within some of the head office support function departments and by a few executive directors. We will keep you informed on progress.

If you have any questions about any of the above please give us a call. We are always glad to hear from our friends. — the Ross team

Welcome to Barry

BARRY EVANS has joined Otis UK as service field operations manager reporting directly to Tony Allen.

His role will be to provide functional support to the service field organisation in developing management strategy and direction to ensure we serve our customers efficiently and effectively.

Mike Hayes, field quality manager, will report to him. Barry came to Otis from Kone, Marryat Scott as director responsible for establishing policy and co-ordination for the modernisation and service activities of the group.

He has held senior positions at

director level with the Neil McDermott Group in sales / marketing and the co-ordination of contracting, planned maintenance, energy management and lift companies.

He was also with Ellis Mechanical Group as operational director with responsibility for sales and commercial activities and for lift maintenance services.

Barry began his career as an apprentice with the J. Lyons Group and subsequently held various management positions, finally as group commercial and technical manager.

News and photos for the next issue of Lift-Off — out at the end of September — should be with Cathy Foster at Clapham Road not later than Wednesday 28 August

Jaulin appointment

IN the United States Francois Jaulin, president of Otis Corporate, has assumed the additional responsibilities of chief executive officer.

George David has been appointed executive vice-president and chief operating officer, moving up from president of North American Operations (NAO).

Bolton bowls

SINCE 19 July games of bowls have been going on in the Otis Wadsworth Becker Open Bowling Handicap.

The finals will be held on Sunday 18 August with a first prize of £400.

Venue is the Bolton Back-oth-Bank Bowling Club and it looks like being a great day.

WE MEET OUR CUSTOMERS IN SCOTLAND

As reported in our last issue three customer receptions were held in Scotland during May. Alan Brown and his staff were hosts at Glasgow, John Balsillie and his staff at Aberdeen, and in Inverness our host was resident engineer Ronnie Ross. There were many serious enquiries which branches report will undoubtedly result in new business. At all three receptions back-up was provided by Ron Baker and his Scottish divisional team and by Cathy Foster, Mark Shenker and graduate trainees Tony Robinson (Glasgow) and Richard Wandzel (Inverness and Aberdeen)

GLASGOW



Jim Coyle, service supervisor, and Mr Jim Duncan, housing manager Cumbernauld Development Corporation

Mr Eric Murray, Scottish Development Agency, and Joe Harris, service supervisor

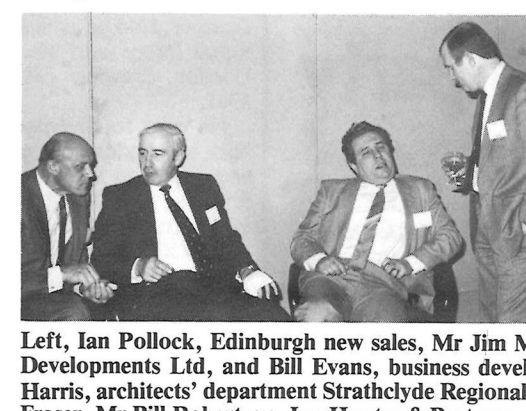
Mr Ian Beattie, Glasgow District Council maintenance supervisor, and Mr Paul Wilson, lift inspector Glasgow District Council

Mr Ian Pollock, Edinburgh new sales, Mr Jim MacDonald, area manager John Laing Developments Ltd, and Bill Evans, business development manager. Above left, Mr A. Harris, architects' department Strathclyde Regional Council, Mr Roy Lawrence, House of Fraser, Mr Bill Robertson, Ian Hunter & Partners, and Tom Collins, service supervisor



Eddie Whyte, service sales, Peter Larsen, Liverpool field workshop manager, and Mr Archie Maclean, Glasgow District Council estates officer

Right, John Dennis, Glasgow construction supervisor, Mr Tom Geddes, maintenance officer Glasgow District Council, and Mr Ronnie Wilson, lift inspector Glasgow District Council



Glasgow branch manager Alan Brown opens the proceedings

INVERNESS

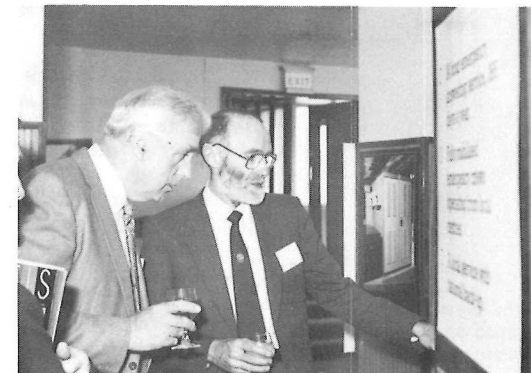


Mr Robert Whyte, Plant Safety Insurance

Mr William Ingam, John G. McGregor contractors



Ron Baker, Scottish division general manager, and Mr Ian Dunn, North of Scotland Hydro-electric Board



Mr R. Greenall, National Vulcan Insurance, and Ronnie Ross, Inverness resident engineer



Mr W. Gemmel and Mr Frank MacMillan, National Vulcan Insurance



John Balsillie, Aberdeen/Dundee branch manager, and Mr Alistair Fulton, Highland Regional Council



Murdoch Stewart, Scottish division construction manager, and Mr Norman Hamilton of Charles MacDonnell, architects

ABERDEEN



Mr Mike Morrison, Conoco (UK) Ltd, and Ron Baker



John Balsillie and Mr Gordon Grant, Aberdeen District Council



Field men who helped erect the exhibition: Terry Willis, Sandy Cowie, David Johnston, Dave Young, Russell Skelton, Steve Coyle, Ian Murray. What are they watching? It's an Otis video of the lift installation in the Eiffel Tower, Paris



Mr Bruce Reid, Donald Smith Seymour & Rooley consulting services engineers, Mr Tom Hamilton, Jenkins & Marr architects, and John Balsillie



Mr Jim Shaw and Mr Derek Porshaw, Grampian Health Board, with service supervisor Len Smith



Mark Shenker, promotions co-ordinator, and Mr Rod Miller and Miss Kate Bates of Drivers Jonas, chartered surveyors



Wallclimber in atrium at Green Park House, Croydon

London South party

AS reported in our last issue London South held a reception for 80 guests during May at Green Park House in Croydon.

This is a newly completed prestige building for the Prudential and has a group of four 10-person passenger lifts with Gamma 160S and a 15-person wallclimber.

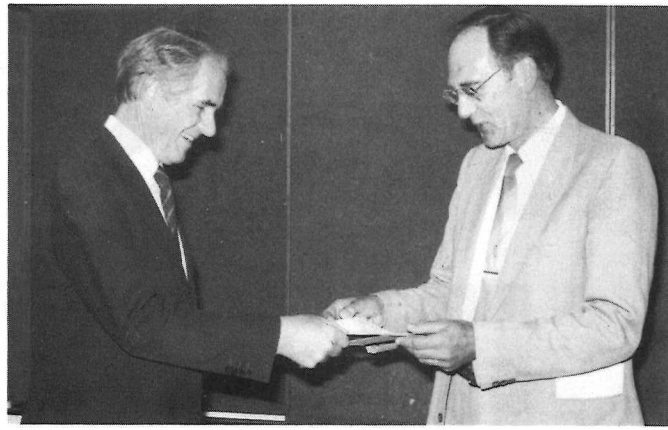
John Williams, general manager of London South, sends special thanks to Stella Leighton, Julie Lodge, Michele Stannard, Julie Snowling, Frances Farge and Shirley Kent who acted as hostesses, and to Gill Mackellar and the staff of Gardner Merchant who provided the buffet.

Slip cost a broken leg

BRISTOL apprentice Ian Rideout, who is sponsored by Otis in moto-cross on his 500cc 'Otis' Honda, had a very successful season until the May bank holiday.

A slip in muddy conditions resulted in a broken leg and he has been in plaster.

However, he should be back in the saddle by the time this issue of Lift-Off arrives.



Ken Paige and Glen Rattle (right) at the retirement presentation

'Mr Wallclimber' retires after 40 years

GLEN RATTLE, who retired as new sales manager London South on 28 June, sold the first UK wallclimber for installation in the Amro Bank in Moorgate.

He followed it with another at Spitalfields and three more for Sovereign House, Victoria. Then wallclimbers really began to take off in the UK.

Glen joined the company in October 1945 after leaving the Royal Navy and was in the London drawing office until 1961.

He went to Liverpool, came back to London after a year for two years on estimating, then departed for Wadsworth in Bolton (not then, of course, part of the Otis Group).

Within a year he was back with Otis and around 1971 Ken Paige suggested he went into selling. His first sale was St Thomas' Hospital — a big order in those days.

Glen will leave Otis with another big order. His last sale was for 39 units at Gatwick Airport North Terminal development.

In retirement he will play more golf and revive an interest he and his wife, Mary, have in archery.

And one other thing. He is learning to fly. Partly because he has always wanted to, and partly

to help his younger son, Stuart, an Otis salesman in City division, who is a keen parachutist.

Stuart says if Glen can get a pilot's licence it will save paying a commercial pilot to fly the plane for all that parachuting.

Somebody definitely seems to have Dad sorted out!

We wish Glen well in his retirement.

Champions

LIVERPOOL works' first table tennis team have won the first-division final for the 13th time since joining the Liverpool business houses' league in 1960.

The team of Alan Kelly, Frank McCann, Les Gee and Geoff Edmunds were also finalists in the knock-out cup, losing to Merseyside Fire Brigade.

There are currently three teams. The second team finished fourth in the first division and the third team was sixth in the second division.

Hopefully there will be four teams next season. Anyone wishing to play please contact Dave Allen (maintenance) or Geoff Edmunds (machine shop).

Cruising down the river



Steve Ellis, Mr Brian Reveller of Commercial Union, Norman Davis and Mr Andy Anderson of London Life enjoying the river trip

OVER 70 customers joined members of the management and both sales sections of the City division on a river trip to the Thames Barrier on 26 June.

Guests boarded the *Golden Salamander* at Tower Pier and after a short journey upstream to Lambeth Bridge enjoyed a pleasant sail for approximately two hours.

Lunch was served on board and after passing through the Barrier itself, the party disembarked at the Barrier Pier.

This gave everyone the opportunity to visit the Exhibition complex which displays in detail the history and building of the Barrier with models, illustrations and video displays.

The return journey was highlighted by magnificent sunshine (the first for many days).

Among the guests were representatives from Commercial Union Insurance, Daily Telegraph, Morgan Guaranty, Lloyds Bank Plc, London Borough of Newham, St Martin's Property Corporation, Cementation International, Frederick Gibbard Coombes, Norman & Dawbarn, Gerald Honey Partnership and Dunbar & Boardman.

This was the first major customer reception the City division have held since their formation and it was voted a huge success.

Responsible for quality

KEN JONES has been appointed quality manager responsible to Paul Hewlett, group director of quality.

Ken joined Otis at Falmouth Road in 1963 as an apprentice and afterwards held a number of senior positions.

Before his new appointment he had been 18 months in the London service department with responsibility for lifts in prestige buildings like the BBC TV Centre, Charing Cross Hospital and the Hyatt Carlton Tower Hotel.

WIN A PRIZE

TAKE your camera on holiday this summer and you could win a £100 voucher in our Holiday Photo Contest.

There will be a second prize of a £50 voucher and a third prize of a £25 voucher.

Full details were in last issue's Lift-Off but please remember:

Only ONE photo from each entrant.

Only colour prints or colour transparencies — colour print negatives cannot be accepted.

Entries can be submitted to Cathy Foster at Clapham Road at any time until the closing date of Tuesday 1 October 1985.

Awards and presentations



Jim Rhodes is resident engineer at Hull and received his 25-year award from Geoffrey Hollingsworth of Leeds (left)



Service engineer Les Cleveland in London 24 (left) received his 25-year award from executive director Roy Markham



Leeds senior repair fitter George 'Dick' Pobjee (centre) with his 25-year award and Geoffrey Hollingsworth and Leeds branch manager Jon Patterson



Well-known Clapham Road man Mike Lyons has reached the 25-year mark and received his award from Roy Markham



London South general manager John Williams (left) presenting the 25-year award to John Howard. John is resident engineer at Clapham Road head office and has often appeared in sales brochures because he is so easily accessible



John Williams presented the award to Eddie Edwards (right), who chose a watch for his wife. Eddie is currently project manager for the London Bridge City job and has handled some of the largest contracts in the London area

THE FOCUSED WORKSHOPS AT LIVERPOOL — 3

Field Workshop

IN many ways the Field Workshop was the pilot scheme for the eventual setting up of the focused workshops system at Liverpool factory.

It led the way to the concept of smaller groups, working closely together on related products, and with more decision-making authority for the workshop manager.

But the Field Workshop stands outside the others in that its spread of products and services is much wider and its business philosophy slightly different.

As manager Peter Larsen says: "With the best will in the world you cannot expect the Architectural Products Workshop, for instance, to interrupt its carefully planned flow of work for a rush job of two or three special lift cars and with no engineering specification.

DIFFERENT

"That is where we come in. We do the jobs which have very short lead times, and where the customer wants something different, and maybe only one-off.

"We can give the customer exactly what he wants, quickly, and without disrupting the rest of the factory."

Peter admits that running the workshop on short horizons can be a bit hair-raising. That is why he is happy to take on some of the bigger jobs, like the 12 cars his team are turning out for the



Frank Keenan and Brian Sinclair

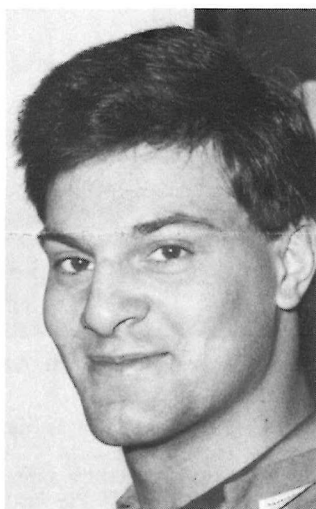
London Borough of Redbridge. It helps to give him some kind of baseline.

A similar contract is for 18 cars in blocks of flats for the City of Southampton. A prototype car was made in six weeks from the specification.

The cars will have closed-circuit TV cameras connected to a monitor in the warden's flat. A passenger in trouble will press an alarm button and the warden will be able to talk to the passenger two-way and also see him on a screen.

In Peter's office at the moment there is a mock-up of how the system works.

There is no doubt at all that the Field Workshop has become a lot more versatile over the last



Mark Lyttle

four years and can now take on a very wide range of activities.

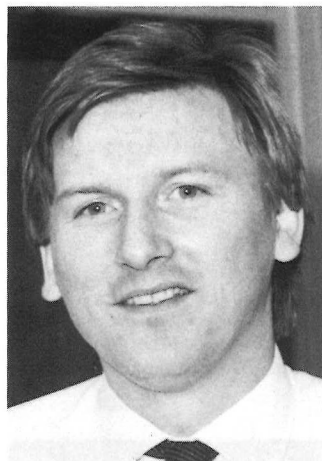
It has also grown in both turnover and personnel. Turnover has quadrupled over the four years and personnel is up to 21 people.

CHANGES

There have also been some office changes.

Peter French has moved up to Contract Control and his place has been taken by Brian Jones. Chris Thacker has joined FOD in London and Wilf Wright is

Left, wire ropeman Brian Walsh. Below left, wire ropeman Peter White. Below centre, Bobby Bradley. Below right, Pat Hobin. Right, Brian Hayden



Wilf Wright



Anne Griffiths

now on the team — and a happy and successful addition has been Anne 'Miss Wire Ropes' Griffiths.

During financial year 1984 the workshop produced 36 cars, refurbished six cars on site, worked on the Redbridge order of 12 cars, started producing special entrances for Evans, turned out 250 doors (both new and re-skinning) and 60 entrances and introduced a new wire rope stocking policy.

Refurbishment work is on the increase and in the order book is refurbishment at St Peters House, Bootle; Andrew Gibson, Wallasey; and Toners at Liverpool for Becker.

BIG

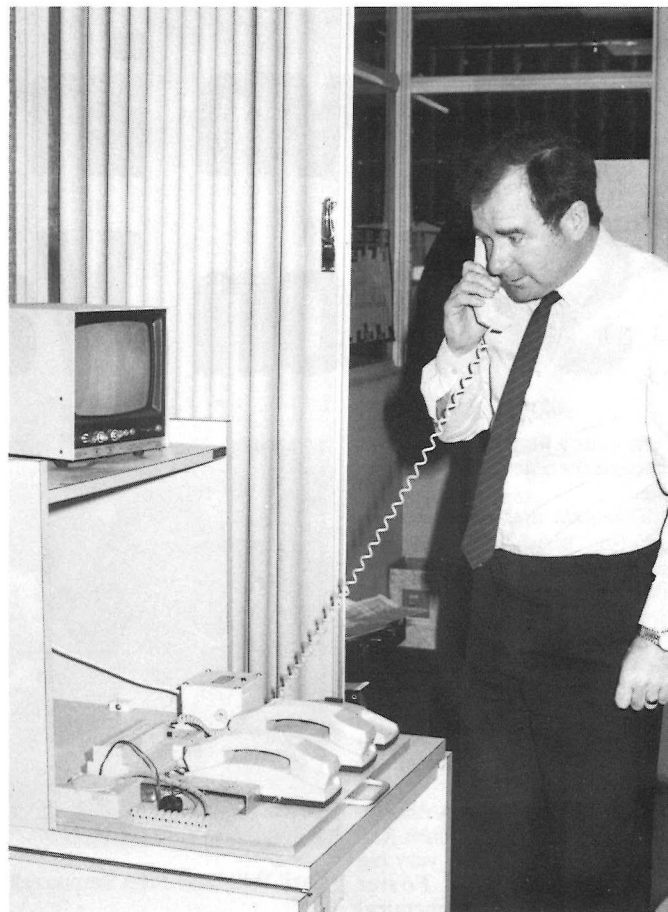
Peter Larsen sees a great future for workshop business in the local authority housing area.

He says: "Sometimes it may be only two or three units, but it is a really big market, and with our flexible response and ability to meet short lead times, we are well set up to handle it."

The Field Workshop will be going on to the Man-Man computer system, initially for billing, but is proud of its free-wheeling, entrepreneurial style and proven quick response to customers' needs.

It is proud, too, of the family bond that has developed between everyone on the team.

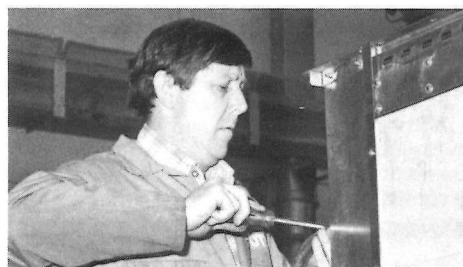
"The workshop has grown," says Peter Larsen, "and we have all grown together with it."



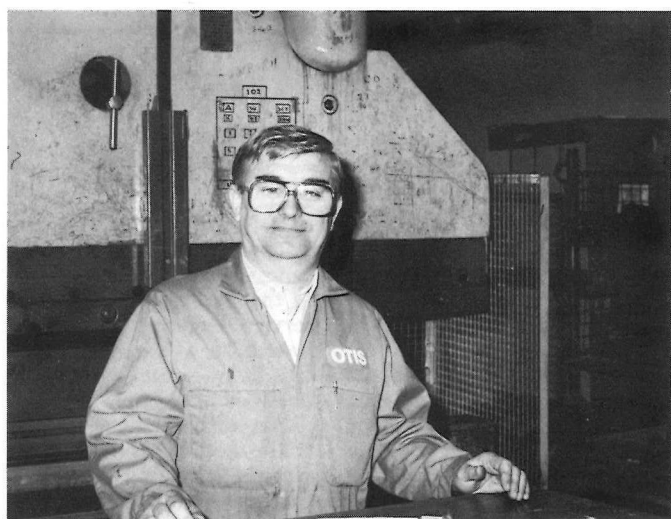
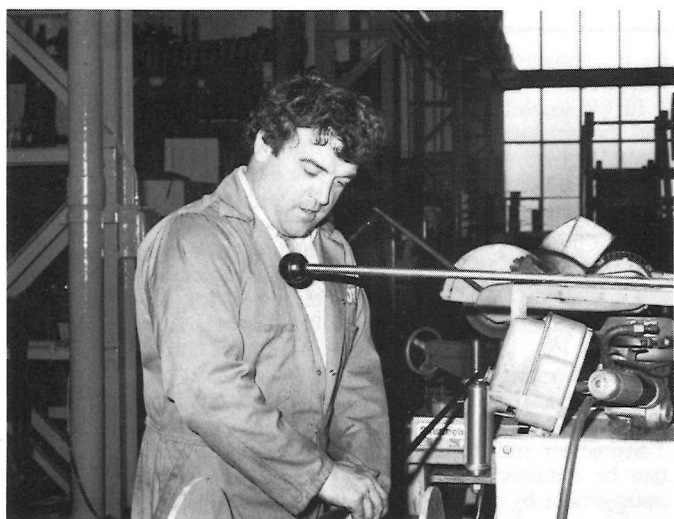
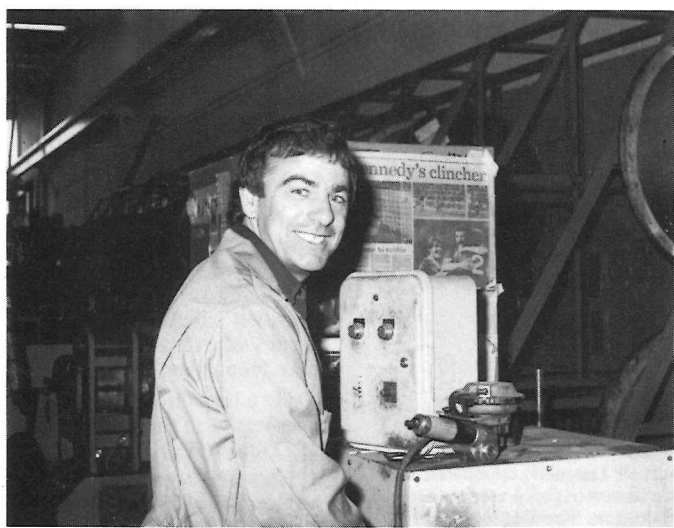
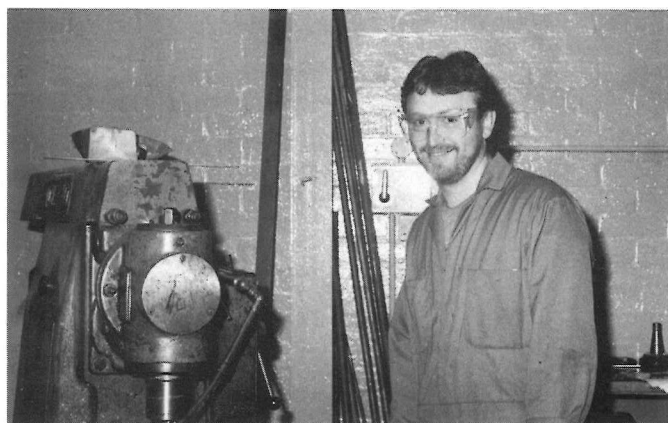
Manager Peter Larsen with mock-up of the communications system for 18 lifts ordered by the City of Southampton



Tommy Lynch



Reg Edwards working on car for the London Borough of Redbridge contract



LIFT-OFF

SPOTLIGHT ON READING

Down in the Silicon Valley

FOR quite a time they have been calling it the Silicon Valley of the UK.

This is the area to the west of London served by the M4 motorway and includes towns like Reading, Newbury and Bracknell.

Because of its proximity to the metropolis, Heathrow airport and the motorway network, it has attracted a lot of companies and industries, some of whom have moved out of central London.

The Thames Water Authority is based in Reading, British Rail and the Prudential are very big there, along with Foster Wheeler, the petro-chemical company.

HIGH TECH

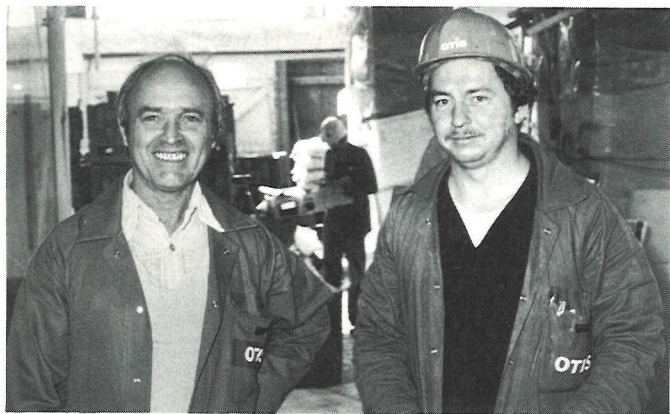
But it is the high-tech organisations like Racal, 3Ms, Micro-Focus, ICL and many more which have given the area its Silicon Valley tag.

And it is all still growing rapidly so that Reading is one of the most active growth Otis branches in the country.

When the international Ramada group wanted to open their first hotel in the UK they chose Reading because there is so much business potential. The hotel has now been open for some 20 months and has three Otis units.

Reading branch covers all of Berkshire, Buckinghamshire, Oxfordshire, part of Surrey and the northern tip of Hampshire.

They do not handle their own construction, which is supervised by Alec Goatley in Bristol, but both Des Millar in Brighton and Peter Savage in Southampton also deal with the construc-



Cyril Wills and John Summerell on site at Heelas store in Reading

tion work in the area.

Biggest construction job in Reading recently was in an extension to the Heelas department store (John Lewis Partnership) where eight escalators, two hydraulic wallclimbers, a goods lift and two service lifts have been installed.

Woking is the scene of considerable Otis activity, particularly at the Westbourne site, where 13 units have gone into this office development.

At Bracknell there is also a lot of new building and at the Columbia Centre (Trafalgar House) there are four lifts.

GROWTH

Newbury is another growth area. The chemical company, Bayer, have moved their UK headquarters to the town. They developed a large site, with ten Otis lifts, and let part of the building to the software company, Micro-Focus. Bayer have eight of the lifts in their section.

Back at Reading, at Reading Bridge House (where the client is the Imperial Tobacco pension fund), modernisation is proceeding on a five-car group of lifts. And at Marks & Spencer in Reading a new lift is going in and four others are being modernised.

PEOPLE

John McQuillen has been at Reading for three years and was appointed manager ten months ago. He has 22 years' Otis service and has been a design draughtsman at Liverpool works and served in Manchester and Liverpool branches. His father also worked for the company.

There has been considerable change at Reading branch since it was last featured in the old Otis Magazine and Ann Sunderland, who has been there six years, is now the longest-serving member.

John says: "We all depend on



John McQuillen



David Neale



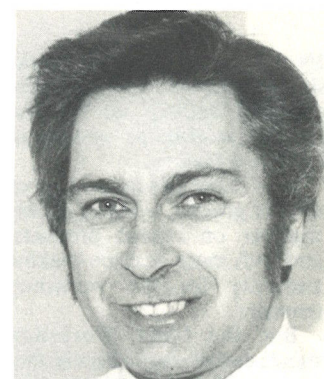
Phil Whittick



Ann Sunderland



Sara Casserley



Alan Whiley



Also at Heelas, Derek Leith, Anthony Davey, Mick Dyer, Ray Hughes, Brian Calder, chargehand Terry Seawert

her a great deal. She is our anchor woman."

David Neale is service supervisor, with 22 men in the field, and came from Luton branch three years ago.

New sales representative is

Alan Whiley. He moved from Cardiff ten months ago to take the job when Rob Spetch went to Southend as branch manager.

Currently chargehand Phil Whittick is working in the office. When he had a service route one

of his jobs was the eight lifts in Windsor Castle.

Youngest member of the staff is Sara Casserley, who is the telephonist and does general office work including computer input.



Otis crew in yacht race

This year for the first time a crew of eight Otis men took part in the Spi Dauphine Yacht Race in France. Representing the UK company was Alistair Ventris (above) of Otis Group export department which also jointly sponsored the event. The race is organised by the Paris Dauphine University to encourage contacts between students and industry. The Otis boat placed 13th out of 63 entries — a very good result for the team which carried high the company colours.

THE BIG ONE

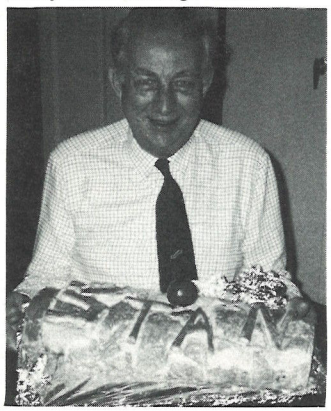
AFTER 16 years of successful service selling in the Manchester area Stan Figures has retired.

It is well known in the Northern division that Stan has a passion for sausage rolls.

So Newcastle branch manager David Coe contacted a catering college, where he has friends, and the result was a giant presentation sausage roll for Stan's leaving party.

Diane Ryan reports that everyone in the Manchester office had a taste and then Stan ate the remaining seven-eighths!

Happy retirement, Stan, and many more sausage rolls.



NEWS IN BRIEF

THROUGH Liverpool branch the company sponsored Thornton Cleveleys Under-12 Junior Football Club on a tour of Belgium. A team member is Chris Davis, son of Alan Davis at Liverpool. They won all their matches.

AIDED by a donation to the school from Otis, Fraser Ross, son of Inverness resident engineer Ronnie Ross, spent four weeks in the USA with fellow pupils of Culloden Academy, Inverness. They had two weeks in an American high school and next year the Americans will come to Inverness.

LIVERPOOL branch manager David Leah succeeded in wind-surfing across the Dee estuary, covering the 15 miles or so in well under the expected two hours. £425.95 was raised for the St Johns Hospice at Clatterbridge Hospital, Wirral, and Alan Blackburn at Liverpool works won the prize draw of a £50 gift voucher.

INTERNATIONAL Games for the disabled are at Stoke Mandeville from 28 July to 4 August inclusive and everyone is welcome to attend. Otis are providing production of the daily news-sheet.



Barrhead & District Amateur Football League is sponsored by Otis. Glasgow branch manager Alan Brown (right) presents a £300 cheque to League president John Hamilton. Standing on far left is League secretary/treasurer Bobby Tonner who is an Otis fitter on the Paisley route

Trophy for Peter

POOR weather at Layhams Farm, Biggin Hill, Kent, cancelled the first two meetings of the season for Peter Felton, service engineer in London branch 24, who is sponsored by Otis in grass track racing in his modified Mini 1000.

But when the rain finally held off he raced in his first heat and placed 8th out of 23 cars.

In the second heat the car in front spun on a bend and Peter

hit it, damaging his own wing and radiator.

In his second meeting Peter had better luck, finishing in second place and gaining a trophy which brought him promotion to an upper class.

Distance learning

NEXT starting date for the NALM lift technology by distance learning scheme will be October 1985.

Closing date for enrolment is 1 September and further details can be obtained from branch managers or by contacting your local personnel officer.

Farewell to Doug Ackers

A RETIREMENT lunch was held at Clapham Road for Doug Ackers in June at which many of his friends and colleagues attended, including Otto Gatz from Flohr Otis and representatives from London Transport.

He joined Otis on 24 July 1939 and served in the RAF between 1942 and 1946.

He transferred to the escalator section in 1950 and by 1960 was participating in a leading role in the design and development of heavy duty escalators for London Transport and BR.

He has subsequently been involved in the various escalator vintages and was recently in the three design stages arising from the Bligh report.

Doug obtained a first-class engineering diploma with distinction at Wimbledon College of Technology and is highly respected for his expertise by British Rail, London Regional Transport, Otis UK and Flohr Otis.

His design input in no small way has contributed to the safe operation of escalators installed in public transport systems worldwide. We wish Doug well in retirement.