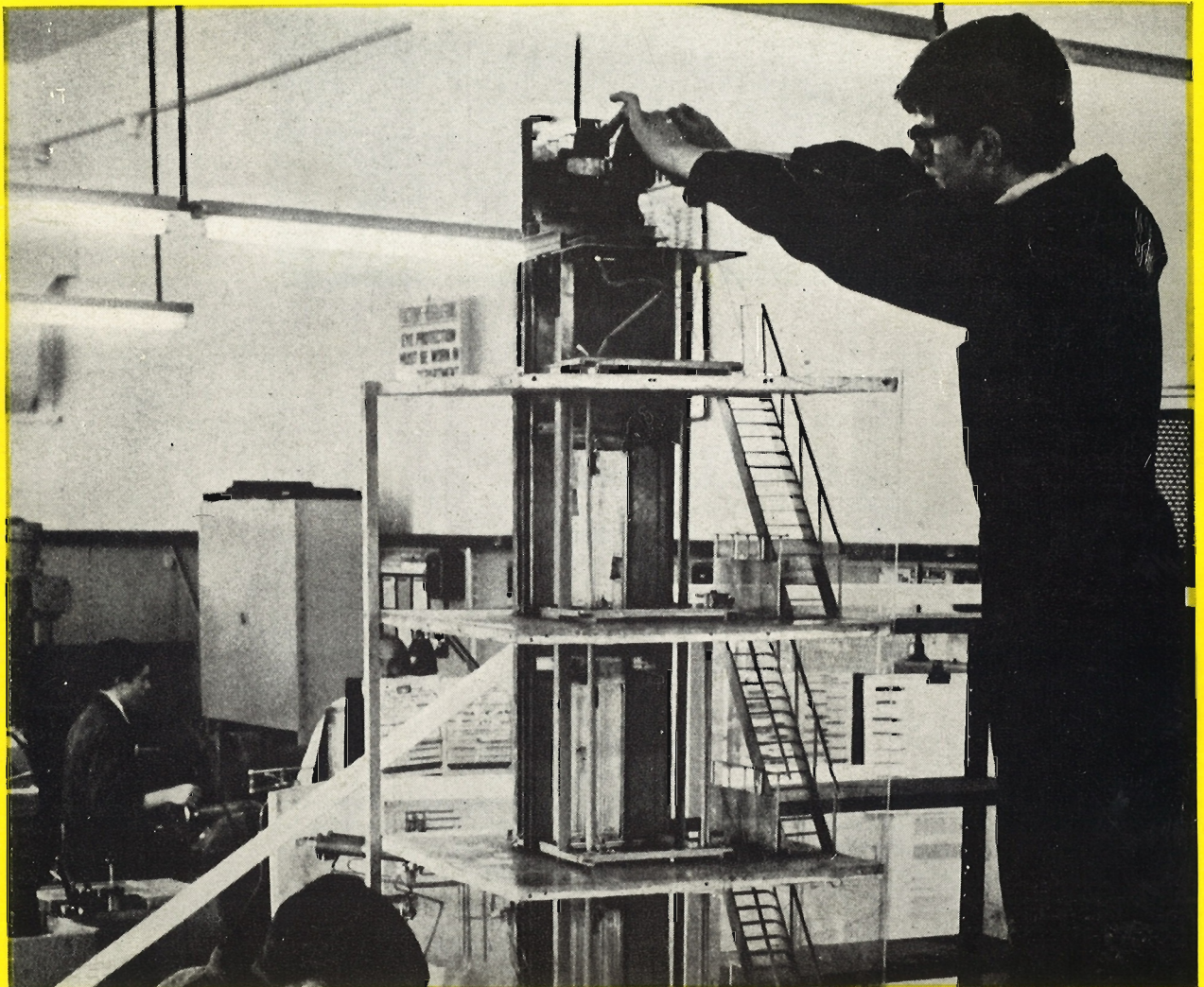


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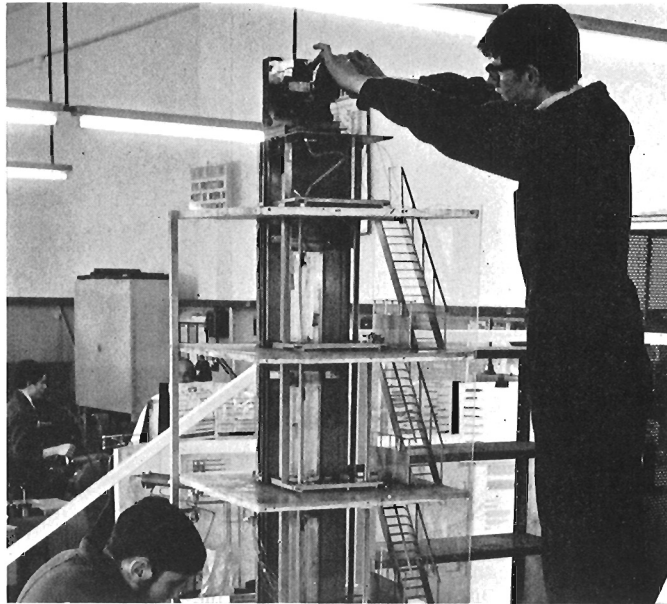
# HIGH RISE

Journal of Otis Elevator Company Limited



# HIGH RISE

Our cover picture shows work nearing the completion stage on a model of an L.892 lift being made at the Apprentice Training School at Kirkby. This small-scale lift system has now been installed in the Children's Gallery of the Science Museum in London, and on page 16 we tell the story of an association between the Science Museum and ourselves that goes back for 80 years.



## Contents

The Necessity for Change	.. ..	3
Lifts of Character	.. ..	5
Otis Training Bahamians	.. ..	6
Safety Officer's Notes	.. ..	8
Otis Long-Service Association	.. ..	9
Districts Round-up	.. ..	10
Company Training	.. ..	21
Apprentices Join Otis	.. ..	24
Retirements	.. ..	26
Departmental Reports	.. ..	28

## EDITORIAL NOTE

Due to many difficulties, this second issue of the journal is somewhat overdue. As a consequence it is an enlarged edition covering the period of the last six months. Journal No. 3 is scheduled for October, when it will resume its normal size of 16 pages.

E. H. HILLEY (Editor)

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# The Necessity For Change

BY R. W. BARBOUR

*Change is inevitable. In a progressive country change is constant.* BENJAMIN DISRAELI

In the last issue of the house journal I told you there would be changes in the Company organization; we were planning the introduction of new systems to improve our efficiency and lower our operating costs. Unhappily, further analysis of our costs showed beyond question that we would have to take more drastic steps than those of reorganization. It was painfully evident that we would have to reduce the number of our employees. As you know, we have carried out this reduction by making a number of people redundant and through the early retirement of some older colleagues. In taking these unpalatable measures the Company has tried, within its resources, to mitigate hardship to those affected.

Having to make people redundant was to me a matter of great personal regret, and I can assure you that the necessary instructions were not issued until it became very clear that this course was unavoidable.

The troubles that have chiefly affected us are threefold: the economic squeeze of the last two years; the worldwide phenomenon of rapid inflation; our own inability to restrain rising costs.

Manufacturing industries throughout Great Britain have been similarly afflicted and the daily reports of redundancies reflect the new harshness of the economic environment. We would all like more comfortable operating conditions than we now have, but the Treasury's squeeze was not greatly relaxed in the April budget, and only through our own efforts shall we find a way out of our difficulties and build a secure and better future for ourselves.

Important changes in the administrative and operational structure of the Company have already been announced; they are designed first to improve our efficiency and lower our operational costs, and then to secure a firm basis for growth and expansion. In planning this new structure, we have opted for a more closely-knit organization, designed to maximize our resources in terms of experience and technical ability.

As a consequence of these changes a number of people have moved to different jobs, and there are some major new appointments. I want to explain the significance of three of these appointments, one of which involves considerable reorganization.

If a manufacturing company is to survive in today's world, its survival will be dependent on how well it satisfies the customer, and I know of no other business where it is more essential to evaluate and judge the product from the owner's point of view. Mr. H. A. W. Pettinger has been appointed to the newly created post of Product Manager and has been set the task of ensuring that we increase our competitive advantage through the quality of the product we offer. His long experience in negotiation with architects and property developers, and his recent executive responsibility for the management of the District organization, gives him an unrivalled knowledge of what the customer expects in terms of design, manufacture, finish, installation and after-service. He has authority to probe and investigate any aspect of manufacture or installation and to cross any departmental boundary lines. His area of investigation will not be confined to the quality of our product; he will be responsible for stopping manufacture of equipment that is failing to meet market

needs, and for the introduction of new equipment. I expect everybody concerned in design, development, manufacture, installation and service engineering to give Mr. Pettinger their complete co-operation.

Survival within today's economic framework is also dependent on how well a company manages its finances and controls its spending. In addition to his present responsibility for operations at Kirkby, Mr. L. E. Eaton has been appointed Budget Manager. When he returns from Kirkby he will concentrate on supervising the budgets set for every part of the Company's operations. Budgetary control compares our actual income and expenditure with forecast or budgeted income and expenditure under headings which permit the analysis of the efficiency of units and departments. But apart from the value of this monitoring operation, budgetary control assumes a heightened importance in the context of a tight financial situation governed by high interest rates. Restraints on our spending must be rigorously applied and this appointment has been made to ensure that they are. In the situation we are in, Mr. Eaton has the right to expect the fullest co-operation from everybody. He has a great deal of practical experience with Otis — both in production and in the general administration of the Company.



H. A. W. Pettinger



L. E. Eaton



He will expect both production and operational forecasts to be intelligently planned and that departmental managers will work towards the elimination of unnecessary expenditure.



*K. A. Lindus*

Mr. K. A. Lindus has been appointed United Kingdom Zone Manager. This encompasses all operations concerned with sales, installation, service maintenance and modernization. Accordingly, Mr. Lindus will have overall responsibility for the work of the Districts and the specialist departments at St. Clare House – Field Operations, the Construction Drawing Office, Sales Engineering, Service Sales and Special

Sales. Additionally, he will have charge of the Export Department and of Hall Lifts and Escalators. His special concern is to integrate the operations of the Districts with the departments at HQ – to weld them into a more effective and competitive force. The scale of this reorganization is large, and Mr. Lindus will need the full support and active co-operation of many people. Some of you will be asked to undertake new tasks and to work together with colleagues to break down some time-hallowed inter-departmental barriers. I ask you not only to accept the need for change, but also to do all you can to ensure that we gain maximum advantage from it. This new structure underlines the importance of the Districts and their branches in the marketing of our products – a process which starts at the inquiry stage, goes on through tender, specification, and installation, and then continues into a service contract. By placing the Districts and the relevant departments at St. Clare House under one management we shall utilise fully the experience and technical capacity of both – and minimize the paperwork.

I have described at length some of the changes we are making: they are designed to make our business more economic and more efficient. But however well we are organized, this, by itself, will achieve little unless we

each, individually, increase our efforts. We can all make contributions: costs can be reduced; much can be done to improve the quality of equipment or service; there can be better co-operation between departments and units.

That we can maintain our pre-eminence in the British lift market is beyond doubt or question; equally it is quite evident that, provided we work together to improve the quality and the quantity of our output, we can secure a bright and rewarding future for ourselves. Our plant at Kirkby – now being reorganized by Mr. R. Smith and his team – is unequalled in the lift industry in terms of size, advanced machine tools, productive capacity and engineering skill; our field engineering is well equipped, experienced, and has far greater technical backing than any of our rivals; our Headquarters resources and experience match the needs of the present situation. To all this we can now add the co-operation of our colleagues in the Western European Region, and the powerful backing of our parent company in America – the largest and most experienced lift company in the world.

I want to assure you it is not my intention to write at this length in every edition of *High Rise*. My reason for doing so now is simply that in the present extraordinary circumstances I feel it right and proper to explain the changes in the duties of senior management and the grouping of units and departments under the new Zone structure. Also I wanted to dispel any feelings of uncertainty about the future prospects of the Company. I am confident we can overcome our present difficulties and emerge from this dispiriting period in a stronger, more competitive position. Two necessities have immediate priority: first, we must reduce the costs of our manufacture and installation; second, we must improve the all-round quality of our work. Given the attainment of those two objectives, we can then more easily plan for growth, expand our share of the market, and build a better future.

## ESCALATORS AND SAFETY

**Hansard Parliamentary report:**

**Written answer to question addressed to Secretary of State for the Environment, March 10th, 1971.**

**No. 71: Underground Stations (Escalators).**

**Mr. Ashton asked the Secretary of State for the Environment whether he is satisfied with safety precautions on escalators at underground stations; and if he will make a statement.**

**Mr. Eldon Griffiths: Yes. The safety record of these escalators is excellent. Proportionally more accidents occur on fixed stairways.**





*The machine-room at Harvey Nicholls. Henry Dunbar, West London District salesman, reads off the serial numbers of a machine built at Yonkers, U.S.A., and installed in the 1920s.*

## LIFTS OF CHARACTER

Harvey Nicholls in Knightsbridge is one of London's best-known stores. It has *character* . . . a politeness and a genuine concern for shoppers' needs that recall the highest standards of a bygone age. Titled people, the 'county' set, names that fill Debretts, became and remained the constant customers of Harvey Nicholls. The store, of course, has to move with changing times. But it does so at its own pace, maintaining the standards of service that built its reputation.

Somehow it seems entirely fitting that Harvey Nicholls should have its main passenger lifts driven by the only remaining pair of gearless machines with auxiliary micro floor-levelling. These massive machines were made at Yonkers, in the U.S.A., and for nearly 50 years they provided an effortless five-floor service with beautifully precise floor-levelling. Together they weigh about 30 tons (the base plates are solid cast iron). Their controllers are immense affairs; huge switches and contacts are mounted on half-inch steel plate. The noise of them in operation makes conversation impossible below shouting level.

Servicing these marvellous old machines has become very difficult – parts have been made up, and components saved



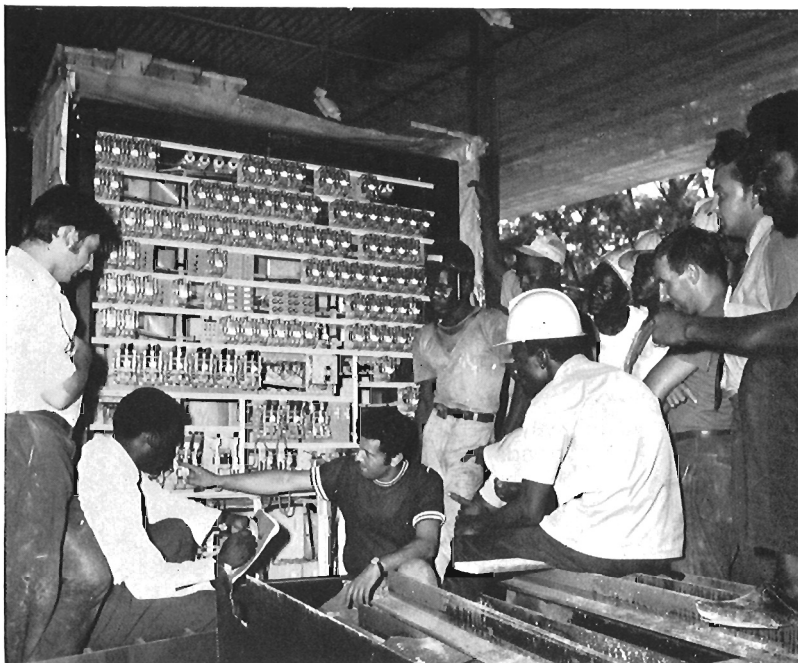
*The micro drive shows few signs of wear after nearly 50 years of service.*

from old machines that were scrapped. But the time has come when we can no longer guarantee continuing, reliable service. So they are being pulled out – all 30 tons of them. They'll be replaced, of course . . . with a pair of 14 Leos. These only weigh 1½ tons together. But that's progress!

Reprinted from The Tribune Bahamas, September 6th, 1970

# Otis training Bahamians in latest computer elevators

by MIKE LOTHIAN



*Bruno Guarnieri, Otis elevator mechanic from the U.K. (third from left), explains to Otis' Bahamian field erection workers the intricacies of one of the elevator control panels to be installed at the Holiday Inn on Paradise Island. The fourteen Bahamians are taking part in a training programme under the direction of Mr. Stanley Urban, new Bahamas manager and training officer.*

*Photo: Rickey Wells.*

Otis Elevator Company, operating in the Bahamas for 20 years, recently began a programme designed to train Bahamians in the newest, most sophisticated elevator equipment Otis produces.

The training, combining on-the-job instruction and formal lectures, is being conducted by four British mechanics, Bruno Guarnieri, Thomas Shell, John Tabor and Peter Kemp, under the

supervision of Otis' new Bahamas manager and training officer, Mr. Stanley Urban. Mr. David Ward is Field Operations Supervisor.

According to a spokesman for the Company, the programme has been instituted both in keeping with Otis' policy of training nationals to run its operations throughout the world, and because of the "quick development in the Bahamas, which has caused us to

bring in the latest, most up-to-date and most sophisticated electronic equipment."

The new equipment, to see use for the first time in this country at the Holiday Inn on Paradise Island and the Sonesta Beach Hotel, is the VIP 260 model, which features computer-like master controls and the latest safety device in its door mechanism.

## **Magnetic field**

The VIP 260's door controls include a magnetic field which senses the presence of passengers entering or leaving the cab — which is fully assembled and wired before arriving on the erection site.

When the field is broken, the doors automatically open to allow ingress or egress. The major difference between the magnetic field sensing used by Otis and the conventional photo-electric beam is that the field covers the entire door.

Thus, if an arm only, for example, is placed between the doors as they close, there is a danger of the photo-electric beam being missed and the doors closing to crush the limb.

The beam covers only parts of the door while the field affords sensing over the entire door.

The new magnetic field, in addition, considerably cuts down on the time consumed by passengers entering or leaving the elevator.

## **Time saved**

When the field is interrupted by a passenger's body, the doors remain open just enough to allow passage, and close immediately after, instead of opening completely, and pausing before closing, as in conventional models.

A total of six elevators – five of them in a 'unit' located in the lobby – are being installed in Holiday Inn.

The five cabs in the lobby unit will all be linked to a master control board, known in professional terminology as the 'brain'. This 'brain' co-ordinates the activities of the five elevators.

The brain works at all times re-positioning the elevators so that one is always within a few storeys when a call is taken, regardless of which storey the summons comes from, preventing more than one cab from answering each call.

The brain always knows where each elevator is, how much weight it holds, which buttons have been pushed, and many other factors which aid it in operating the whole system with maximum efficiency.

The sixth elevator to be installed at the Holiday Inn will operate separately and will service passengers entering the hotel from the beach side.

The Sonesta Beach is to have a similar set-up.

The fourteen Bahamian Otis men are being trained at both sites, the two biggest of fourteen jobs for which the Company is now contracted.

According to Mr. Urban, the men, at the end of each working day, are told in detail exactly what had been accomplished, how it will fit into the whole system when complete, and how it all works.

Every Thursday the men are allowed to leave the site at 3.45 – with pay – to attend either classroom instruction at the Otis offices or lectures at a site determined the week before.

At these meetings, which last as long as the men are willing to stay beyond the 5 p.m. closing time, they are again taken over the ground covered during the past week and are told what is to be done in the week ahead.

#### Local manager

Receiving a different kind of training under Otis' sponsorship is Mr. Andrew Sears, a Bahamian with a B.Sc. in business administration, who is now working for his B.A. He will undergo training in an Otis office in Central America before eventually taking over

the administrative side of Otis' operation in the Bahamas.

Said Mr. Urban of the training scheme:

"Judging by the willingness of the field men to ask questions, make suggestions and remain after their

normal working hours, we feel this is the best formalised training programme ever instituted by Otis in the Bahamas.

"It is anticipated that a nucleus of qualified elevator mechanics can be trained to erect elevators throughout the Bahamas," he said.

## Underground Experiment

From the main concourse at Oxford Circus Underground station, two pairs of MYA heavy duty escalators connect with the Bakerloo and Victoria lines. One of the right-hand pair has been fitted with plastic composition treads. London Transport Executive are experimenting with this new type of tread to evaluate it as a possible alternative for the metal treads now in widespread use.

The plastic treads are cleated in exactly the same way as the conventional metal treads and

there is no readily discernible difference; the cleats are of the same thickness and closeness to each other, and the combing action at either end of the escalator is the same. As might be expected, there is no reflected glare – the cause of many complaints of 'dazzle' on London's Underground – but one unexpected benefit is that the noise of the escalator seems to have been greatly reduced.

It remains to be seen how the new treads compare with metal treads for durability and economy; if they are successful the innovation will be welcomed by everybody in the escalator industry.



## Sweet Innocence

A friend of a colleague the other day took her 4-year-old to town on a shopping expedition. Their business done, they travelled up from the store's basement by escalator. A man and a woman were on the step in front of them. Suddenly the woman gave the man a whacking smack across the face. Harsh words followed. The man and woman called the management. The management called the police.

Back home, the child, with all the innocence of his age, said, "Mother, that lady in front of us on the stairs trod on my wellington. So I pinched her bottom."

*From the Financial Times, July 1st, 1971.*



# Will Yours Be The Safe Or Sorry Day?

by TONY MILES

Field Operations Safety Officer

Have you ever thought how many hazards you come up against in the course of an average day's work? We accept there are dangers in driving and walking to work but tend to think that when we are at work we are much safer. This is just not true.

Statistics bore most people so let's just look at that safe or sorry day.

8 a.m. You walk through the site entrance on the way to the site hut; because you are taking your wife out that evening you have put on your best bib and tucker. You don't see that nail in a piece of wood and your smart wet-look shoes are no protection. It could mean a few days off with a septic foot — and a disappointed wife.

You hang up your clothes, put on your overalls, gather up your tools and off to that lift-well. Turn on the heater in the hut — it will be nice and warm for tea break. But watch that rag on the heater or your suit will be a pile of ashes by tea time!

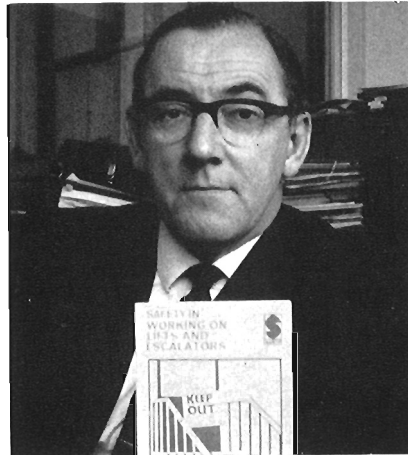
You start work but the drill is blunt and you tell your mate to sharpen it. Did you tell him how? And has he forgotten to wear goggles? Eye injuries are very common and can be so easily avoided by just using goggles.

The drill is resharpened and work proceeds. A shout from above and half a brick just misses you. The air turns blue; the blue of your safety helmet which should be on your head — not in the hut.

That bracket is just out of reach, so borrow the plasterer's hop-up. That's fine: but is it? They are usually pretty unsafe and knocked up on site from scrap wood. Joe's been sawing battens on it the day before and partly cut through the top step. There's a *crack* and you tumble off. Luckily, you catch the scaffold pole and save yourself. But you might have missed it, and you were only working on two boards over a 60 ft. drop! You hear an ambulance bell in the distance . . . yes, it could have been for you.

Time for tea; leave the tools covered by a sack (top security this!), and off to the hut. It's nice and warm and it's lucky you remembered that rag and your suit is not now a pile of charred remains.

Shut the door, it's draughty outside. But if it's a paraffin or calor gas heater it needs air for combustion; otherwise it can use up the oxygen in a hut very quickly and cause drowsiness and



*In your own interest . . . read the safety booklet 'Safety in Working on Lifts and Escalators'.*

suffocation if you have a lunchtime nap. Make sure the hut has proper ventilation and is clear of anything that can catch fire.

10.30 a.m. Back to work; must hoist that length of guide. Use the rope fall. Yes, but is it properly supported at the top of the well, hook moused? Damn, can't find the guide shackle, so you use that length of reinforcing rod and bend it into a hook — should be all right. It's *not* all right, many accidents have been caused that way; send your mate for the proper shackle and check that the hook has got a safety catch fitted.

Good . . . guides hoisted and it's time for lunch, that last length is O.K. Must get the other bolts to fix it after lunch, but one will do for now. NO! Get the bolts *now* or lash it into position; you may not be back on this lift after lunch and someone else may be endangered by your leaving it with only one bolt.

12.25. Back to the hut; no one's changed the water. This is also dangerous, all kinds of skin diseases start that way, particularly dermatitis from oil. You must wash properly, in clean water.

1.30. Back from lunch, gather up tools and back to that lift. Remember the barrier cream, it helps to get the dirt off at the end of the day and will protect you from dermatitis.

Time to lift that machine into position. You hang the tackle. Looks a bit rusty but it should do. What's the weight of the machine? About 30 cwt? No, stop! That's not good enough. The weight is on the drawing or on your issued card that lists weights of machines. Blast! It weighs 2 tons and you have only a 30 cwt. tackle. Sorry, but you'll have to get the other one from the hut. Get it into position now. But did you check the date it was last tested? If it hasn't been tested for 14 months don't use it. Send it back for checking. You can always find other work until another tackle arrives.

You hoist your machine. Yes, the slings are O.K., they are marked SWL 3 ton. You send your mate to guide it up the well. TELL HIM TO REPLACE THE ENTRANCE BARRIERS AS HE LEAVES EACH FLOOR. (This causes a lot of accidents on site and trouble with the Factory Inspector if not rigidly adhered to.)

Machine in place safe and sound. Or is it? It's pretty near the floor slab that has still to be poured. Some machines are unstable until bolted down, so put a lashing on it now to make sure.

Time for tea. Back to the hut. Blast! The stairway's blocked. Supposing there was a fire; do you know the alternative ways down? It could save your life. You cross the scaffold to go down that ladder. What's that notice say? Yes, have a look at it because it says 'Scaffold Incomplete', meaning it's not safe. Find another way. Ah, yes, a ladder at the other end. You call for somebody to hold it because the top's not lashed. *Lash it now*, and don't take chances. Notify the main contractor immediately; make sure he lashes his ladders.

Tea over, and the last job. Move those filler weights over to your lift-well. Make sure your mate knows how to lift them properly, we have more back injuries than any others. Use a trolley, it's a long way. Damn! Your foot's hurt and you are in agony. It will be bruised for a few days and you will probably lose the nail from a toe. Safety shoes would have saved you pain and wasted time. They're reasonably priced and stylish — details from your supervisor.

Back to the hut and change. Turn the heater off, hang your overalls over it to stop them getting damp overnight. NO, STOP! They might not be there in the morning. Nor might the hut! This is one of the biggest causes of fires. Make

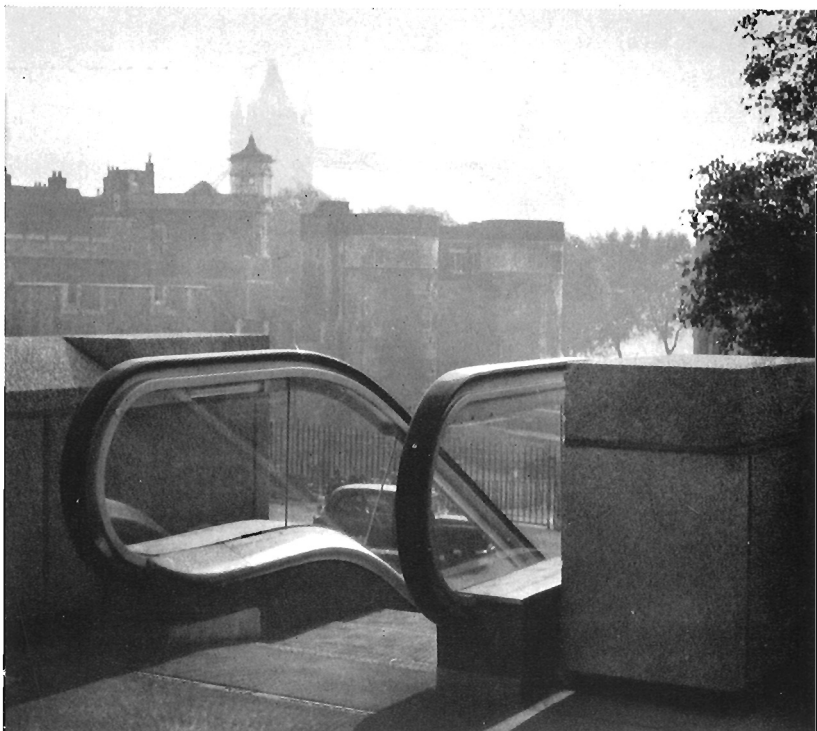
sure everything is well away from heaters, and *don't* leave them switched on or burning overnight.

Well, it was just an ordinary day, but think about it — you could have been killed or injured.

TODAY YOU WERE LUCKY. DON'T BE LUCKY — BE SAFE. EVERY DAY.

*"A danger foreseen is half avoided."*  
— French proverb.

*This prize-winning study of old and new was the work of Mrs. Lamb — the mother-in-law of Ken West, East London District construction supervisor. It shows an LL Esca-Laire with a background of the Tower of London and Tower Bridge.*



# OTIS LONG- SERVICE ASSOCIATION

Report by BOB LAKE

The 17th Annual Dinner of the Otis (London) Long-Service Association was held on October 30th at the Falstaff Restaurant in the city.

The Chairman for this year is George Burleigh and in his speech he pointed out that this was the first time in the Association's history that there was nobody eligible for the gold watch presented by the Company after 30 years' service, and thus qualified to join the Association. This was, of course, due to the war period when very few people joined the Company. In order to increase the number of members who are in Company employ, he felt it would be advisable to lower the qualifying period of service to 25 years.

During the evening there was news of Fred Martin, who will shortly be on his way to Australia for a holiday. Everyone wished him *bon voyage*.

The old members of the Construction Department were delighted to see Mrs. Cyril West (Rosina Watkins). She is still as vivacious as ever and not looking a day older than when she brought round the department's tea.

It was generally noticed that the well-represented ranks of the retired were distinguished by their healthy and contented appearance. One of them remarked it was a pity that more of the eligible employees didn't join the Association. Retired members look forward to this annual opportunity to chat with old friends and discuss old times.

The reply to the Chairman was to have been made by Bill Hacking on behalf of the retired members. Unfortunately he was indisposed and his task was ably taken over at very short notice by Charlie Scholefield.

## The Super 'S'



*Bert Falconer*

Bert Falconer happily reports the successful outcome of an 'S' modernization negotiation that started in 1966 – one that bids fair to become the largest single 'S' order secured by any Otis company, anywhere.

The original installation was carried out in 1965 by Halls' at the Paternoster development near St. Paul's Cathedral. Planned originally for multi-tenancy occupation, the whole building was taken over by the Central Electricity Generating Board and the lift service was unequal to an ever-increasing demand – particularly for inter-floor service. The number of lifts (22) is adequate, and this presented a model case for a System 260 conversion.

In the 18-storey tower block, the five-car group will receive the full VIP 260 treatment; five more three-car groups will be converted to System 260; and the remaining two lifts – one a fireman's lift serving the tower, and the other a low-rise lift – will be converted to match the new architectural scheme for the lift system. Site work starts in January 1972, and the total scheme for re-equipment will be spread over until the end of March 1975.

It was difficult to persuade Bert to accept congratulations or to allow us to print his picture. He insists . . . "this is the result of teamwork. Joe Nortcliffe, Fred Lemmy and everybody in the Service Department gave me masses of help to bring this very long negotiation to a very happy conclusion. But then I had plenty of help, too, from my District Manager, Ken Paige. He gave me steady

**DISTRICTS  
ROUND-UP**  
and  
**News from the  
Liverpool Works**



encouragement, and lots of other people in East London District assisted with ready advice and willingness to help me.

"So you see, it was a real co-operative effort — I just happened to be the Service salesman."

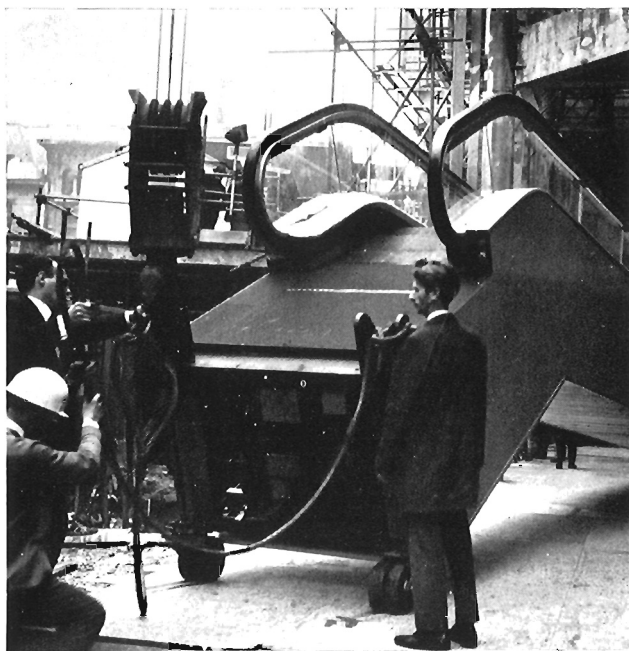
## Easing In and Lowering In at Limebank

The Limebank building nearing completion will shortly be the high-rise headquarters of all Barclays Bank overseas business. Situated on the corner of Gracechurch Street and Fenchurch Street, this tall building is in a dominating position in the heart of the City banking area.

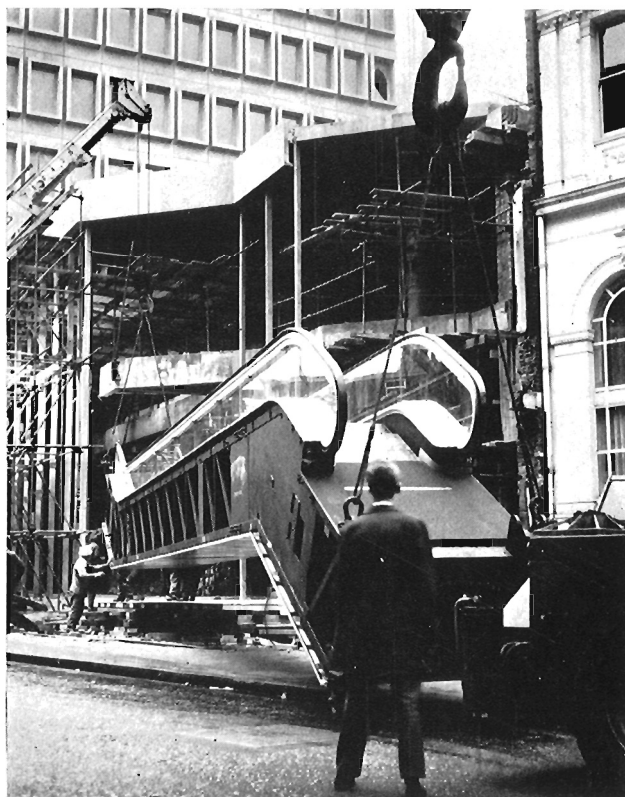
Our Company has provided the vertical transportation, and East London District has carried out two separate installations — one for escalators and the other for lifts — and each presented particular difficulties. The escalators, a pair of prefabricated LL machines with glass balustrades and handrail lighting, were more than ordinarily difficult to move into place because of the extremely narrow angle of entry into the building. Two mobile cranes were employed and the work was carried out on a very cold and very wet Saturday morning. The City of London is regarded as a major fire risk area, and for that reason it was not possible to close Fenchurch Street, making the job of supervisor Ken West and his crew doubly difficult.

Difficult though the escalators were, their installation was comparatively straightforward when compared with the problem of installing the groups of lifts. The two groups, one of four and the other of three lifts, form a letter L on the main core of the building. The structural method employed at Limebank was slip-form shuttering — a sort of travelling mould which moved upwards as the core was built. The floors, offices and all services hang from this central core, and when the building reached its full height it was imperative that the roofing should be completed as far as possible; otherwise the building would not have been safe.

A further necessity of this type of construction is that the lift shafts are constructed as the core rises, and this means that all front walls are completed. This factor dictated that the lift cars, each 16 ft. tall and weighing  $3\frac{1}{2}$  tons, would have to be pre-assembled, and a method had to be found to lower them in from the top of the lift shafts; no mean feat with the building largely roofed over. After much consultation between Ken West and the builders,



*The first escalator about to be winched some 30 feet into position, Ken West supervising.*



*The City Police would only allow 12 feet of roadway. A special staging had to be built, but still the problems of manoeuvre with  $8\frac{1}{2}$  tons and 40 feet of escalator remained formidable.*

Harry Neale Ltd., agreement was reached on a novel method of installation.

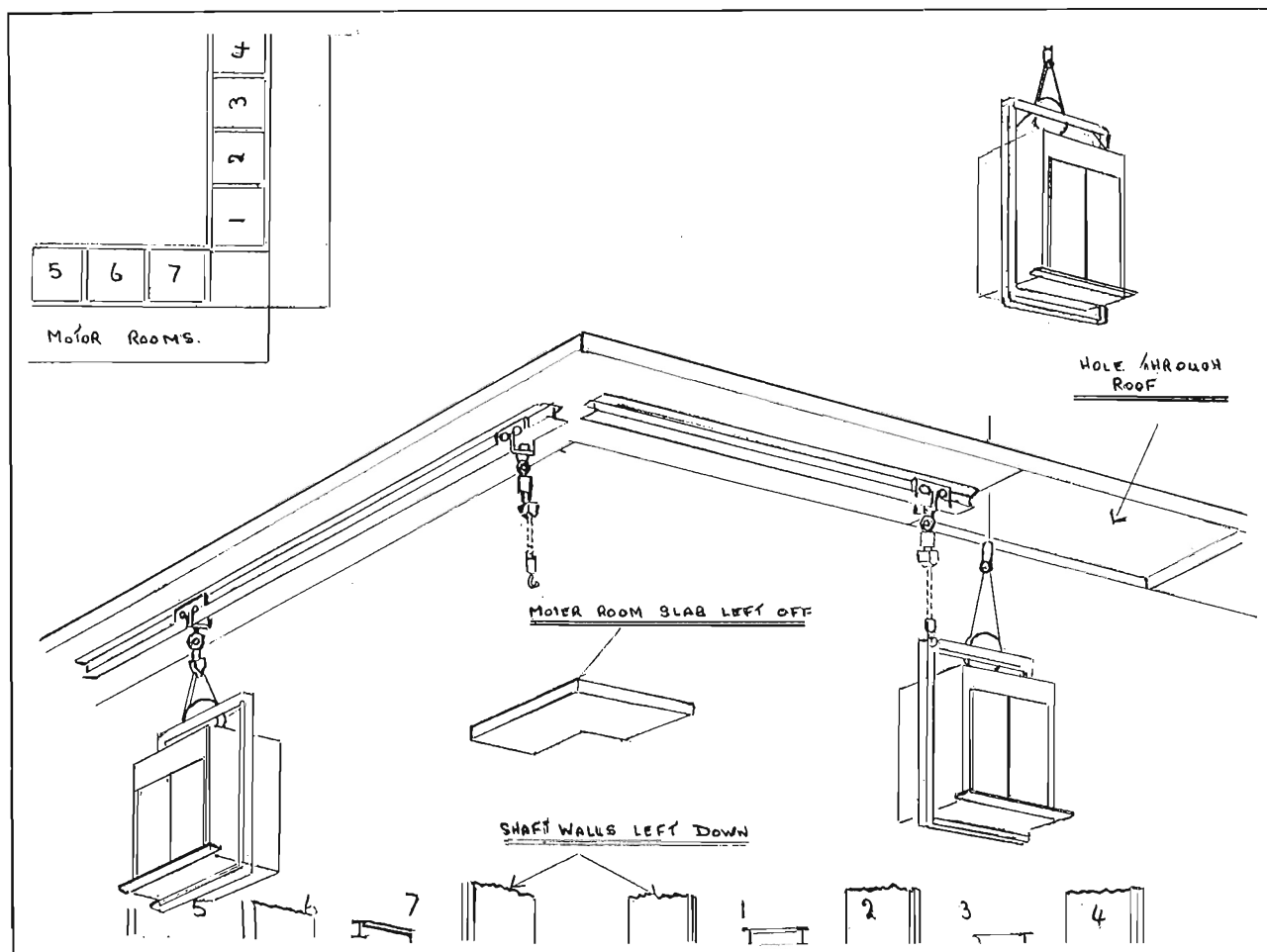
The plan was to leave an opening at the end of the long leg of the L-shaped formation of the lift shafts; then, using the site crane to lower each lift car in turn through the opening, to transfer them from the crane's tackle to a specially built gantry running within the L section, and then to lower each car into its shaft before the walls were made up and completed. All this, of course, was not without its difficulties; a study of Ken's diagram shows that the 3½ ton cars for shafts numbers 5, 6 and 7 had each to be transferred to other carrying tackle at the right-angled junction. The first car was lowered over shafts number 3 and 4, and then transferred via the two gantries to shaft number 5. This operation took two hours before the car was at the terminal level position (highest floor served). Things, of course, became easier after this; car number 6 took 1½ hours; car number 7 took 1¼ hours, and cars 1 and 2 took just an hour each. Numbers 3 and 4 were, of course, lowered straight down to terminal floor positions.

The advantages of this method are obvious, and there is a further bonus in being able to deal with the generators and machines in a similar way. After the lift shaft walls were built up, the motor room slabs – including the machine beams – were completed. The 155 HT motors, the 95 generators, and the VIP 260 controllers were moved in four weeks later using the same runway beams; the 155s were precisely located without difficulty because it was easy to adjust their position while they were suspended from the overhead beam.

Ken West's view is that this method of installation requires very careful planning and absolute co-operation between the main contractor and the lift company, but the gains can be very real in terms of the saving of time and effort and in the precision with which heavy, awkward equipment can be installed correctly and without difficulty.

Ken has nothing but praise for Harry Neale's engineers; their planning was exemplary and the whole operation was inspired by a very real spirit of co-operation.

*Sketch by Ken West showing how the overhead runways were arranged and the lift cars moved to their shafts.*



## West London District

Important contracts recently acquired by West London District include:

### Queen Anne's Mansions

This famous Westminster apartment block is to be rebuilt and the new building will include twelve gearless and three geared U.M.V. passenger lifts by Otis. It is of interest to note that the existing building overlooks the grounds of Buckingham Palace, and Queen Victoria's complaints about this invasion of Royal privacy led to the start of building control in London.

### Royal Gloucester Hotel

Adjacent to West London Air Terminal, this is a development of the Rank Organization to meet the increasing demands of the tourist trade in the age of the Jumbo jet. The hotel will include a six-car group of geared U.M.V. passenger lifts, three geared U.M.V. staff/luggage lifts, one goods lift and four L.893 fireman's lifts.

### Bechtel International Ltd., Butterwick, Hammersmith

In the new European Headquarters of this great American civil engineering organization, Otis are to install a four-car group of geared U.M.V. passenger lifts and one L.892 fireman's lift.

### Congratulations

Christopher Godsall, 18, son of Harry Godsall, West London District Field Operations Superintendent, has won a four-year athletic scholarship to the University of Northern Arizona, Flagstaff, U.S.A., where he will study English. Chris, who belongs to the Tonbridge Athletic Club, is the reigning Kent champion for 1,500 metres and 5,000 metres.

### Old Moore

We record that a District Manager, who wishes to remain anonymous, made certain predictions in February of this year, which were fulfilled at approximately 5.18 p.m. on Saturday, May 8th, at Wembley Stadium!



Jimmy Bell, M.V.O.

## South London District

### Jimmy Bell, M.V.O.

We are very happy to congratulate Jimmy Bell on his being awarded the M.V.O. Membership of the Royal Victorian Order is awarded for personal services to the Sovereign; and Jimmy's award comes through his long years of responsibility for the Royal lifts in Buckingham Palace, Windsor Castle and elsewhere. Apart from maintaining a general surveillance of the lift installations, Jimmy has successfully negotiated the complete replacement of 14 of these lifts in the last 12 years. He is currently engaged on the conversion of the Queen's personal lift — originally installed in 1907. This will soon be fully automatic with power operated doors. The conversion has to harmonize with the elegant Edwardian interior of the lift car and its surroundings; the two-speed doors will be made of mahogany and fitted with glass safety panels.

In Jimmy's view, the experience of the investiture could have been nerve-racking, but for the superb organization of the Royal Household staff. Even so, when ascending the magnificent main staircase he felt a little overawed by the apparently seven feet tall guardsmen of the Household Cavalry who lined the staircase. Presented to Her Majesty, Jimmy was greeted with a

warm smile and the remark: "So you are the man who has taken care of our lifts."

To Jimmy, this was certainly one of the most memorable and proud days of his life. He is, of course, quite accustomed to the Palace and its atmosphere, but usually in his working capacity. "To see the Palace in the full splendour of a State occasion, with all the ceremony and glitter of an investiture, was a remarkable and unforgettable experience."

### Peter Jones Store, Sloane Square

Although comparatively modern, Peter Jones store was the first building in Great Britain to be built on the curtain wall principle. As such, it is officially recognised as a building of architectural importance.

We are just completing the installation of five U.B. escalators, and this has meant a carefully scheduled operation lasting through five weekends. Because of the cantilevered internal framework, special bracing of the building has been necessary while the centre of the building was opened up for the escalator well.

### Jet Service Lifts for B.E.A.

Another major job nearing completion is the order we gained for the System 260 conversion of seven J. & E. Hall lifts at B.E.A.'s West London Terminal. System 260 will ensure the best possible service to meet the ever-increasing needs of London's busiest air terminal.

### British Steel Corporation

At the headquarters of British Steel, we are just finishing the installation of two pairs of geared U.M.V. lifts with System 260 control. This will be a particularly pleasing job, resplendent (naturally) in highest quality stainless steel.

### Social

The next event in the Kerrell Challenge series will be held at Brighton. Brighton Branch are meeting their challengers (Croydon Branch) in a four-a-side golf match.

*I can resist everything except temptation.—OSCAR WILDE*



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## South Western District

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### Bournemouth

We say goodbye to Miss Dicker and welcome Mrs. Third. The same person, of course, it's just that our Judy got married on June 5th and we all wish her every happiness.

We lost a dear old lady recently when a 1920 vintage  $\frac{1}{2}$  machine was removed from the premises of Cornish's of Exeter. After 50 years of faithful service the unit was replaced by a Model L.681 with all the wonders of modern Solid state switching.

### Cardiff

Cardiff are still recovering from the effects of a double celebration. Alan Whiley not only completed his apprenticeship but became 21 on the same day. We congratulate Alan on both counts and wish him well for the future.

Congratulations are also extended to Mr. and Mrs. Brian Young on the birth of a baby girl.

### Plymouth

Don Clements continues to be ably assisted by Chris Hutchings in the office (or is it Chris assisted by Don?).

### Southampton

There are only two submarine escape training tanks in the world and one of them is at H.M.S. Dolphin in Gosport. When a practice escape in the 120 ft. tank goes wrong Otis saves the day by providing a lift from a decompression chamber in the bottom of the tank. This unit, operating in a watery environment, is to be modernized in August, changing from 20UCL to fully collective 21UCL control.

Southampton Branch are also servicing nine French installed Otis units on MV *Eagle*, a new Channel ferry.

Of course, the regal bows of the QE2 still cleave the Solent from time to time and judging by the number of visitors' passes issued to Southampton Office the novelty hasn't worn off yet, except for Southampton Office! We hear that David Tolton has replaced his white safety helmet with a flat black cap.

## Bristol

Judging by the number of houses bought in the Bristol area by Otis personnel in the last two years we should be getting a good discount for bulk purchase. The latest acquisition was made by Gordon Pestell, whom we welcomed to Bristol in May as Senior Adjuster.

Congratulations to John (Geordie) Day and John (pronounced Ian) Golby on their recent marriages.

Bill Noon, now in the sixth month of happy retirement, still takes much interest in the Otis comings and goings and pays the occasional visit looking a picture of health and vitality.

The contract for Gloucestershire Royal Hospital has at last been 'landed'. This is for 13 units, including 260 control.

**Exeter** see page 31

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## Scottish District

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### A Forthcoming 'Big Lift'

Glasgow Office were recently successful in securing a major contract for the supply and installation of eight 44 UB (35") escalators to be installed and handed over in Patrick Thomson's store in Edinburgh by the end of October 1971.

Patrick Thomson's is owned by the House of Fraser Group, with whom we have enjoyed a happy relationship for many years, and this should be a very valuable addition to the many Otis installations in the Edinburgh area. It should be noted that Harrods store in London is wholly owned by the House of Fraser Group and we are naturally delighted that a further major contract of this size has been successfully secured with this important client.

These escalators are to be installed in a criss-cross arrangement and will be lifted in vertically by a monster mobile crane through the roof of the building.

We hope to profit from the experience gained by West London District from their Austin Reed installation in London, reported in some detail in the first issue of *High Rise*. For a full report of the Edinburgh up-and-over 'big lift' see the next issue of *High Rise*.

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## Liverpool Works

SOCIAL NEWS FROM KIRKBY

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### Marriages

Our congratulations and best wishes to:

Maureen Holmes, Data Processing, who married Ted Gilmour, time clerk, Otis, on January 22nd, 1971.

Denise Williams, Works Order Control, who married Charlie Cassidy, Dept. 41, Otis, on June 26th, 1971.

### Retirements

Our best wishes for a long and happy retirement to some friends and colleagues of many years standing. They have, too, the cordial good wishes of their many old friends in the Districts and Branches, and at Minorities.

E. C. Maxworthy, Special Assignments, 18 years' service.

H. C. Sutcliffe, Personnel Department, 35 years' service.

J. Lock, Manufacturing, 19 years' service.

J. Hierons, Planning, 45 years' service.

B. Zakrzewski, Purchasing, 14 years' service.

R. W. Pike, Purchasing, 45 years' service.

J. Higham, Stores, 14 years' service.

G. L. Spokes, Purchasing, 40 years' service.

### Congratulations

Lawrence Owen, son of our 'Plant Engineer', Gardener Charlie Owen, graduated from Lancaster University on July 3rd. Lawrence has worked for us during his summer vacation for the past three years.

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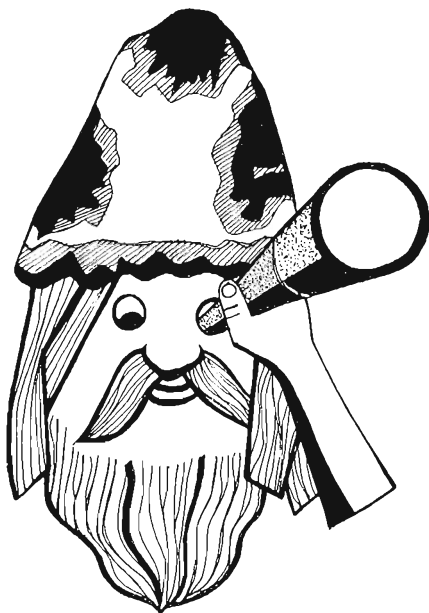
### In Memoriam

We are sorry to announce the deaths of two of our colleagues. Both had been with Otis for many years and we extend our deepest sympathy to their relatives.

Mr. Howard, Contract Control Department, aged 59 years, 20 years' service, died July 4th, 1971.

Mr. L. Jones, Department 33, aged 49 years, 17 years' service, died February 9th, 1971.

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3. A reminder of Christmas — a holly leaf.
4. An erasure enclosure — a rubber band.

When all the contestants had arrived for the buffet, Brian Kipps of the Standard Department ran a competition on the Highway Code — just to keep everybody on their motoring toes. This gave the organisers opportunity to assess the results of the hunt.

In the event, there was a tie for first place between Mrs. C. McKay of the Despatch Department and Ken Jackson from Department 44. (This, incidentally, was Ken's first treasure hunt.) They decided between themselves as to who should receive which of the prizes, and the complete list of winners and prizes was:

Mrs. Cathy McKay, Despatch Dept., leather writing set.

Ken Jackson, Dept. 44, leather-bound maps.

## MYSTERY TOUR & TREASURE HUNT

The Otis Motor Club is organised at the Kirkby works and two recent events were immensely enjoyed by the members.

The first was a series of visits under intriguing headings:

IN A BOX — A tour of the G.P.O. sorting office at Liverpool.

DOWN A HOLE — An underground tour of the Mersey Tunnel.

UP A POLE — An interesting evening visit to Kirkby Fire Station.

Otis Motor Club is grateful for the kindness and hospitality of the officials who acted as their guides; this very varied tour of important community services was informative and full of interest.

Next, the Club organised a treasure hunt which proved to be the most successful event in the Club's history; no less than 65 people turned up for the hot buffet held (naturally) in licensed premises.

The 'treasure' consisted of:

1. Some Dinkies Discs — a new kind of sweet.
2. Sweet Hearts — another kind of sweet.

Dave Allen, Dept. 42, leather address-book.

George Holmes, Dept. 62, ornamental knight in armour.

Mrs. McKay also won the Highway Code prize (an ashtray) with a score of 40 points out of 40!

This very successful event was concocted, marshalled and fought over by Lincoln and Enid Holmes, and Alec and Deirdre Shiels.

George Holmes' winning of fourth place in the prize league prompted his mother to record his success in verse:

Otis held a treasure hunt  
From Stanley Gate the start,  
They started all excitedly  
And lots of cars took part.  
Many the clues to follow,  
Points to be gained and lost;  
Some gained plenty, some gained none,  
As George found to his cost.  
For when the hunt was over,  
To George's great surprise,  
He hadn't won the hunt cup  
He'd won the booby prize.

Club membership costs 12½p a year and car badges are 80p. The Otis Car Club secretary is Lincoln W. Holmes, Tester Department 43.

### Once a Lift-man

On the Eiffel Tower my wife  
gave me a good thump in the  
ribs and said:

"The most romantic moment  
in my life and you have to look  
at the lifts!"

L. W. Holmes, Dept. 43

### Golf Section

#### Competition Winners 1970

Consolation Cup	D. Furlong
Spring Shield	T. Ball
Monthly Medal	M. Connolly
Vice-Captain's Prize	M. Connolly
Challenge Cup	D. Christie
Captain's Prize	L. Ganes
Match Play Shield	D. Furlong
Monthly Medal	D. Allen
Autumn Trophy	M. Connolly
Monthly Medal	W. Morgan
Christmas Hamper	T. Ball





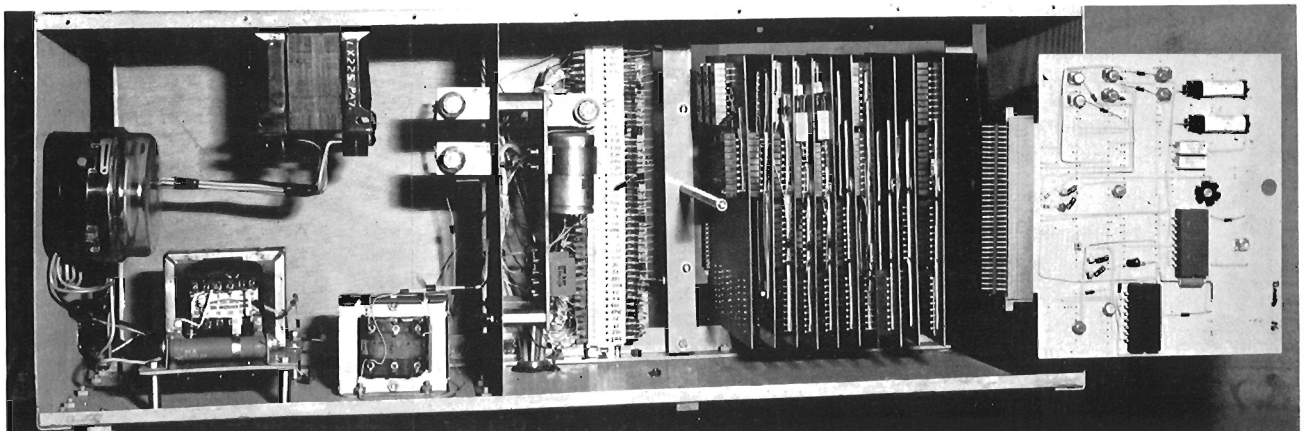
*Mr. F. Ellis testing door operation at an early stage in constructing the model.*

## THE SMALL-SCALE MODEL

It seems to be an established tradition that manufacturing companies supply working models of their products for installation in museums or for loan to exhibitions. Invariably the making of these small-scale working replicas comes within the province of the manufacturer's apprentice training school, and in this Otis Elevator Company is no exception. Working models of our products, intended for permanent exhibition, require a very high input of ingenuity and skill, and the excellence of finish and careful attention to detail so evident in the model lift system we have just supplied to the Science Museum reflects the high standards of training and the ability of the students at our apprentice school.

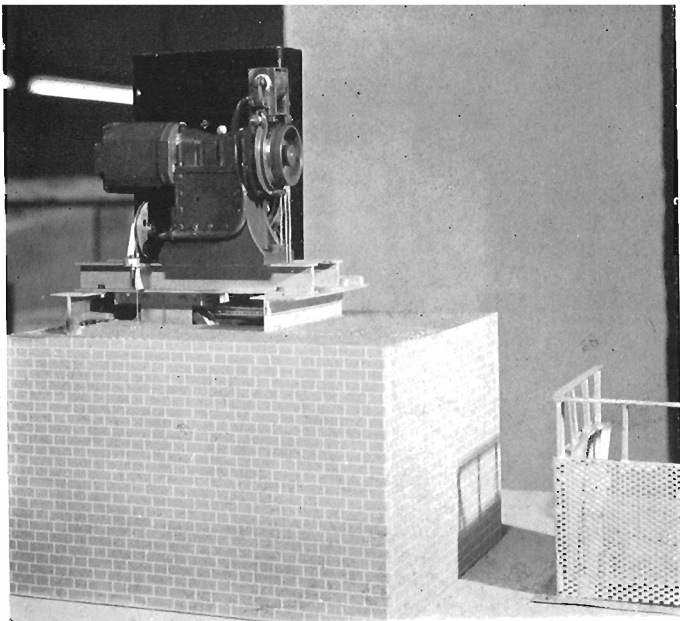
What we have supplied to the Science Museum is a working replica of the Model L.892 passenger lift. It is complete in every essential detail with fully automatic centre-opening doors. A control panel separate from the miniature lift enables the young visitors to the Museum to call for service at any of the floors, and then to watch the resulting movements of lift car, counterweight, and then the automatic door operation.

Our association with the Science Museum goes back to 1891 when, as Richard Waygood & Co., we supplied them with a model hydraulic lift. In 1897

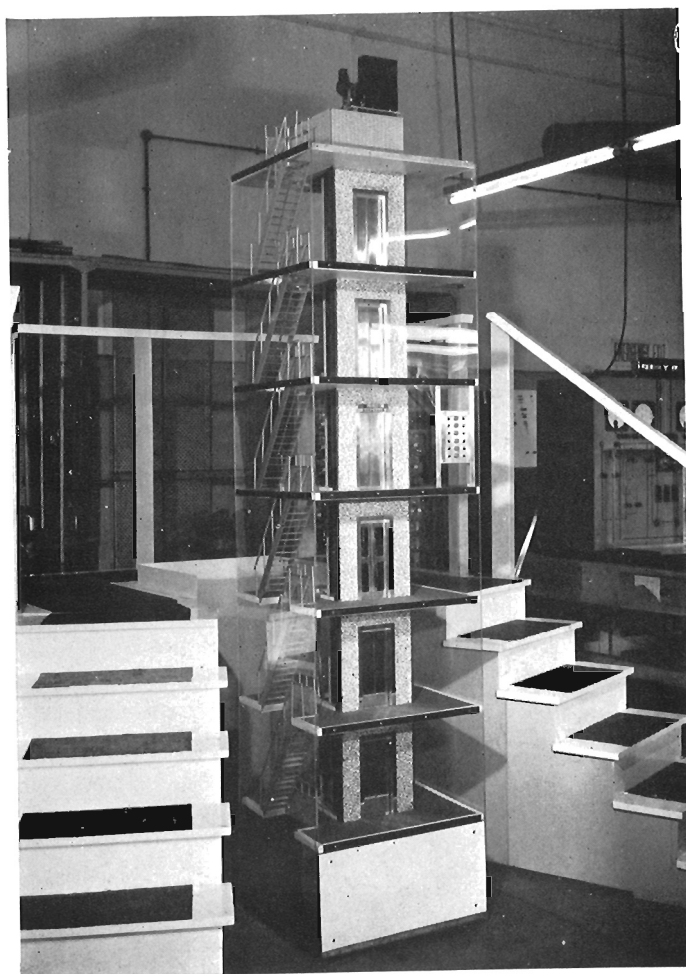


*The solid state pack designed by Mr. F. Anderson.*





*This close-up picture might easily deceive many people that this model raft-mounted machine and controller is the real thing!*



we borrowed this model for an exhibition and it seems we forgot to return it to them. They asked for their lift back in 1899 and we had to report that it had been badly damaged in transit and it would have to be repaired. There the matter seemed to be forgotten by everybody until, to the amazement of the Science Museum, we wrote to them ten years later in 1907 saying, "Some little time ago you kindly allowed us to take away temporarily the model of the hydraulic lift . . ." It was repaired that year and we returned it to the Museum in June. There seems to have been no further trouble with the lift and it carried on in working order from 1907 until 1939 when it was sent back to us.

Our Company, known then as Waygood-Otis, had built a model electric lift for display in the British Empire Exhibition at Wembley in 1924. The Science Museum asked if they could have this lift and we installed it that year. It is still at the Museum and still in working order (it was recently converted from 8 volts to mains supply).

The model we have just installed is, of course, vastly more complicated than its predecessors – it even has a solid state controller. It demonstrates that, although the basic principles of lift engineering have remained unchanged since the last century, there have been very real advances in automatic operation and control. This model of the L.892 lift undoubtedly presented many difficulties to the three people most closely associated with it – instructor Mr. F. Ellis, apprentice Mr. Bukata, and Mr. F. Anderson, who constructed the solid state controller; and they, together with all the apprentices who took part in the making of this exceptionally well-finished replica of a modern lift, deserve congratulations and the thanks that the Deputy Keeper of the Museum has asked us to convey to them.

The Deputy Keeper, by the way, asks if anybody knows what happened to the old hydraulic model we supplied them in 1891 – the one sent back to Waygood-Otis in 1939. Possibly it was destroyed in the bombing of the Falmouth Road factory, but just in case somebody has news of it we would be very interested to hear from them.

A last thought. For 80 years we have supplied working models of lift systems that have reflected the state of lift technology at their time. One wonders if at some future date our apprentice school will be hard at work making a replica of a group installation with full VIP 260 control – zone parking, double door operation, miniaturized analogs, and everything that goes with a group supervisory control system.

◀ *Enclosed in perspex, the completed replica of an L.892 model lift ready for shipment to the Science Museum.*

## Irish District

### SOCIAL AND GENERAL REPORT

#### Social News

Every year our fitters and mechanics organize a Christmas dinner-dance and the office staff join them. This year's party was in the Belvedere Hotel on December 11th, where we had just completed the installation of an L.892. Well known for our hospitality and good cheer, we also joined 'hands across the border' in a party with the staff of the Belfast Office. We met them in Newry, which is on the border of the 'wee North', on Saturday, December 19th, for a Christmas dinner.

A warning to other Otis offices - we've had a break-in by burglars who tried to open our safe. We are glad to report that they were unsuccessful.

We are happy to report that Mr. D. Hopkins, who was recently appointed Service Representative, has become engaged. We wish him and his fiancée, Lorna, every happiness.

#### Otis keep things moving for Irish Electricity

For the whole of the Republic of Ireland there is a single electricity authority, known as the Electricity Supply Board (or, in Irish, Bord Solathair an Leictreachais). They operate a national power voltage of 380 volts, 3 phase, and with ample generating capacity there have been no power cuts or low voltage in recent years, as other parts of these islands have suffered.

The Headquarters of the Electricity Supply Board used to be in a row of Georgian houses in Fitzwilliam Street, Dublin. Some 15 years ago a new utility block was erected at the back of these houses, but because it was not readily visible there was little comment at the time from the Georgian Society and other bodies who are actively trying to preserve the Georgian appearance of much of Dublin. When the E.S.B. suggested a new office block should be built on the site of these houses, the two opposing armies took up battle stations. In the end the advocates of a new building won on the grounds that a modern commercial enterprise cannot operate from old buildings which were literally propped up against collapse, and where the cost of renovation would have been prohibitive.

The design of the new building was put out to competition and it was specified that it had to harmonize with adjacent architecture. The competition was won by a Dublin firm of architects and the new building has recently been opened. We have installed five U.M.V. passenger lifts, goods lifts and service lifts. Together with the building completed in 1955, we now have a total of 14 units in these Headquarters. We have other installations in their power stations and country offices and are currently completing a small passenger lift in their offices in Tralee.

#### St. Vincent's Hospital, Dublin

One of the most famous hospitals in Dublin is St. Vincent's - - previously located in the City centre on one side of St. Stephen's Green. A splendid new St. Vincent's has recently been opened on the south side of the city. We have installed 15 lifts, ranging from duplex collective bed lifts down to service lifts.

There is a ten floor nurses' home in the hospital grounds where we also installed a duplex skip stop system. The final stage was the signing of an O.M. contract on the complete installation.

#### It's good for Otis too

Something or other is good for you. The name of the brewery escapes us for the moment but it is one that is warmly associated with Dublin. Many years ago, in the days of horse-drawn traffic, the brewers provided a number of horse drinking troughs around the city and there was a wide and extremely popular hope that the troughs would be filled with stout. However, that hope was abandoned when it was realised that the horses would never stand a chance of getting to these road-side bars.

That the brew is good for Otis too is demonstrated by the installations we have in hand just now - a 1,500 lb. Preferred Equipment U.M.V. passenger lift for their new office block; a two-speed goods lift with 100 ft. travel for a section of the processing plant; a replacement of one of our competitor's



jobs at Dundalk near the border, where Harp lager is brewed; and, finally, we have just received an order for an L.481 passenger lift for the chairman's fine house adjacent to Phoenix Park.

One point we have to watch when specifying equipment for the brewery is that the supply voltage is 400 – the rest of the Republic works on 380 volts. Apparently, some years ago, they had a dispute with the Supply Authority and built their own power station.

## Bank Dispute

The banks in the Republic of Ireland closed on May 1st, 1970, and did not re-open until November 17th, and then only for limited hours. Many must wonder how the country kept going without this essential service in operation. There was, of course, the usual quantity of money in circulation and in addition to its being impossible to cash a cheque at a bank it was equally impossible to deposit money which shops, public houses and supermarkets acquired in large amounts. If you were regarded by retailers as credit-worthy they were quite pleased to get rid of some of their cash in return for a more easily kept cheque. By the end of the strike, the backlog of unprocessed cheques was estimated at £3,500 million. It was well into 1971 before these cheques, credit transfers, standing orders, etc., had all been processed and people could obtain up-to-date statements. Many did not relish the prospect and some are thought to have quietly caught the Liverpool boat.

If the closure of the banks was not particularly serious for individuals, it was very much so for U.K. companies, such as ours, who were receiving cheques from customers which London banks could not even accept – let alone credit to our account. Our Accounts Department was holding 'millions' which could not be lodged.

Dublin and Belfast both produce their own payrolls and, as the banks in Northern Ireland were not affected, Belfast was good enough to do all the extra work of providing pay for Dublin. We are sincerely grateful to Belfast for the manner in which they carried out this weekly chore for so many months. However, Belfast makes it clear they are not prepared to handle the pay of other Branches except on a basis of 50% commission!

Some people in the three countries lying to the east of Ireland are a little bit hazy about the differences between Northern Ireland and the Republic. One

of these days when we can have the entire magazine devoted to the Irish District we will try to put over a few salient points. It is a long story and has already lasted many hundreds of years. Despite reports to the contrary, we are not all creeping about in a defensive crouch; if we seem to, it's not the petrol bombs, the bullets and the Irish language. It's the rain, begorrah!

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## Midlands District

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### Social Matters

It will, by now, be widely known that Syd Challen has had a serious heart attack since his retirement, but we are pleased to report he is making a steady recovery.

Our Social Committees continue to be busy and Nottingham has recently completed day trips for staff and families to Blackpool and to Mablethorpe, both of which were very successful and well supported. Nottingham are now busy completing their arrangements for the annual beating they administer to the District Office cricket team. A new score-book will be needed – it will be remembered that the old one was used for keeping count at the football match which finished: Birmingham 10, Nottingham 2!

We are sorry to report that Frank Hetherington is in hospital after undergoing an operation and we hope to report his full recovery in the next issue.

Our best wishes go to Mrs. Susan Kalisiak, who has left Nottingham Office and is soon expecting her first baby.

We extend a warm welcome to Miss Christine Palmer, who has joined the staff at Nottingham Branch Office.

Welcome, too, to Robert Major, a Liverpool Works apprentice, who will spend three or four months gaining experience on a variety of field contract work which we hope he will find both enjoyable and instructive.

The strange face which appeared in our office recently was eventually identified as our District Clerk, Paul Kirk-Browne, who had parted company with a considerable quantity of hair. We are not sure whether this was some sacrificial preparation for his wedding but we do congratulate him – on both counts – and wish him and his wife every happiness.

We welcome Frank Senior to our New Sales team, having transferred to us in January 1971 from our neighbouring Northern District, where he enjoyed success as a Models salesman.

## Important Installations Completed

A very important installation of a 260/3 group of lifts has recently been completed in the office tower of the Bank of England, Birmingham, for Trafalgar Estates Ltd., who are a nationally prominent property company. This is our first 700 f.p.m. job in the Midlands District; it serves 19 stops and uses 131 HT machines. The lifts do full justice to a very high quality prestige building and will serve as an excellent demonstration job for quite some time.

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## Northern District

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### Personnel : Mr. R. Woods

We are sorry to report the death of Ronnie Woods, of Liverpool Branch Service Department, on Saturday, November 14th. He had been ill for some time and Liverpool will miss a very able and conscientious man.

He joined the Company in April 1968 from Martins Bank Ltd., and before this had worked for the Express Lift Company. Liverpool Branch and all others in the District who knew him offer sincere sympathy and condolences to his wife and family.

We were pleased to welcome Arthur Fairweather to the District on January 1st, 1971, as Field Operations Superintendent. Arthur came to us from Export Department, following service overseas in International Division. We are indeed sorry that we shall shortly be losing him to return to International Division, where he will take up the position of Field Operations Manager, Transcontinental Region. We have enjoyed Arthur's spell with us and wish both him and his wife every success in their new venture; they both say they will miss the rain!

We have been in the staff export market again and extend our very best wishes to Frank Senior who has left Manchester to join the sales staff in Birmingham, and to Duncan Ure who has joined the Field Operations Supervisory Staff in Glasgow. We hear good reports of their activities and if they are

ever passing through Manchester our door is always open to them.

Tony Meikle, sales representative in Leeds, has left us to take up consulting work and we wish him all the best in his new venture. We have, in fact, just had our first order from him for a Model lift – which is what we would expect him to specify as he never did care too much for settling details.

Returning home to Dublin is Eddie Lee, one of our erection fitters. Eddie was with us in Manchester for a number of years and we were reluctant to arrange his return to the Emerald Isle. However, our loss is Dublin's gain.

## Retirement

Arnold Rothery, resident mechanic at Scarborough, retired on January 4th this year. Arnold started with the Company in 1948 and spent all his time in Scarborough doing Service work. From personal experience we know how highly he was thought of by our customers and how well he laid the groundwork for 'T' and 'S' sales. Arnold will, we feel, be well satisfied in being described as one of the many quiet, unassuming and helpful men, who has served the Company well. We wish him all the very best for his retirement.

## Births

Jack Roy, Sheffield Branch Manager, is to be congratulated on the safe arrival of a son on Wednesday, October 28th. There is no truth in the rumour that the new baby is being fed from a gear oil can.

Congratulations, too, for Trevor Greenwood, Senior Adjuster, who is cock-a-hoop these days, having got what both he and his wife wanted – a daughter – in October.

Congratulations to Mike Kelly, New Sales, Manchester, on the safe arrival of a bouncing daughter early in October.

Congratulations also to Margaret Scott on the birth of her first child, Katherine Sara. Margaret left Otis some seven months ago, having been with the Company for a number of years as clerk/typist with Sheffield Branch.

## District Sales

One currently interesting negotiation is for a 30-floor office block in Leeds with two banks of four lifts, giving split level service – that is, four will serve the top half of the building and the other four the lower half.

## Full Circle

Jack Buchanan, who was until very recently dealing with Service Sales in Leeds, has been appointed Supervisor in Liverpool. Jack, who had previously been on loan to the French Company D'Afrique, went to Sheffield Office on his return from West Africa. He moved from there to Leeds and has now completed a full circle by his return to his home town of Liverpool.

## Royal Visits

Leeds Office inform us that the Duchess of Kent visited the Leeds University Theatre Block on November 26th and used the Paternoster recently erected by Bill Malone and Arthur Vickers (both from Manchester) under the guidance of Bill Dunderdale, Leeds Erection Supervisor.

As Paternoster is Latin for 'Our Father', presumably the name came into being by someone commenting on the original: "For God's sake! What's that?" (Any ex Halls' men like to comment? *Editor.*)

Prince Charles dropped in by helicopter for the opening of the *Yorkshire Post's* new building in Leeds on December 10th. In this handsome building Otis installed two passenger lifts, a goods lift and a dumbwaiter. We are assured by Les Bradley, Leeds Maintenance Supervisor, that he was there, suitably attired, to see things didn't go awry.

The Queen had a busy mid-June two days in Lancashire when she opened the new Magistrates Court and St. Mary's Maternity Hospital, both in Manchester. Then over to Liverpool where she opened the new Mersey Tunnel and attended a reception held in the revolving restaurant at the top of St. John's Precinct Beacon. We have major installations at each of these developments.

We are pleased to record that Cliff Tomlinson, 'O' Service fitter in Manchester and a member of the City Council, attended a reception given by the Lord Mayor at the Town Hall during the Queen's visit to our city and had the honour of being presented to Her Majesty.

## Spliced

At long last Herbert 'Sass' Saunders, Service Supervisor, Preston area, has been caught and was married on Wednesday, October 7th, to a lass from Blackpool. All the very best Bert.

## Under Two Flags 1939/45 Version

Manchester, in common with other large cities, has an increasingly cosmopolitan population and Otis in Manchester has, over the years, gained some interesting employees. Poland has given us some of its nationals and they are extremely hard-working and adaptable people. In meeting and talking with them it is apparent that one or two have had eventful backgrounds.

One of our people, Konrad Tyborowczyk ('Kon' to everyone), has a very interesting story. He was one of the very few people who fought on both sides in the last war.

Kon spent his childhood on his family's farm near Gdynia on the Baltic coast. In 1942, when the Gestapo had a drive to get labour, Kon secretly fed his brother and sister, who were hiding in a forest near the farm. Unfortunately, when still only 17, he was drafted to forced labour at a saw and flour mill near the German border. Kon was held responsible for an accident in the grinding mill and he was called up by the German forces and sent to Spandau Barracks, Potsdam. Because of a physical defect – the legacy of a fall when a child – he had a low medical grade and was sent to an artillery regiment near Bordeaux, France.

Following the allied invasion in June, 1944, his unit was forced to withdraw in August to the Ruhr, travelling at night to avoid air attacks; even so they were badly harassed by the French Maquis.

By March, 1945, Kon's unit was in danger of being cut off by the British on one side and by the Americans on the other. Surviving a highly concentrated air and artillery bombardment, Kon and a Polish friend took refuge in a house deep in woods and woke one morning to find the house surrounded by American soldiers. Taken prisoner, he was sent to Challons in France, where he was vetted by a Polish Commission and accepted for the Polish army. He afterwards saw service with the Polish army in Italy.

These are only the outlines of Kon's story – a complete account of his adventures would provide material for a book.

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### BOSS SHOT

A bird, a man, a loaded gun.  
No bird, dead man, Thy will be done.

ANON.




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# Company Training

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Apart from the continuous technical training which will always be a vital area of Company activity, Tom Mallaban, Company Training Manager, has started an in-Company management training programme which is concentrated on a too-often neglected aspect – 'communications'.

Starting with a seminar held at Brighton last year, 'communications' as a specific management function next became an important part of a five-day management course held at Kirkby. This year, three two-day communications seminars for

supervisors have been held in London, and more are planned.

In Tom Mallaban's view, "the outstanding characteristic of these seminars has been the initial mood of profound scepticism on the part of those attending the courses; a mood that changed to marked enthusiasm coupled with a complete acceptance of the importance of *effective* communication at all Company levels. This was due in large measure to the spirit and ability of the principal lecturer, Bob Marshall, whose sheer enthusiasm evoked a co-operative response which became

in itself a positive example of effective two-way communication."

Bob Marshall is Senior Lecturer in Communications at the South-Western Technical College, a man with wide-ranging experience of communication problems in industry. Since Otis has become part of his lecturing circuit he has become increasingly impressed by a singular Otis quality – the all-too-rare quality of Company loyalty. "The 'family' attitude is really quite remarkable," he says. "When I learned from Ben Champion that his father had worked for Otis before him, and that, in all, Ben and his relatives had aggregated 150 years' service between them with the Company, I started to accept the utter normalcy of Otis long service. People with more than 30 years with the Company appear on every seminar, and I am no longer surprised to hear people being diffident about the *shortness* of their time with Otis – say, 15 to 20 years."

'Communications', in the context of these seminars, may be simply defined as 'the processes by which human beings send and receive messages in such a way that a close approximation is achieved between the message sent and the message understood by the receiver'. Some principal objectives of these courses are to increase the potential of those taking part to:

- (a) Motivate
- (b) Inform
- (c) Instruct
- (d) Produce a required response
- (e) Record information accurately

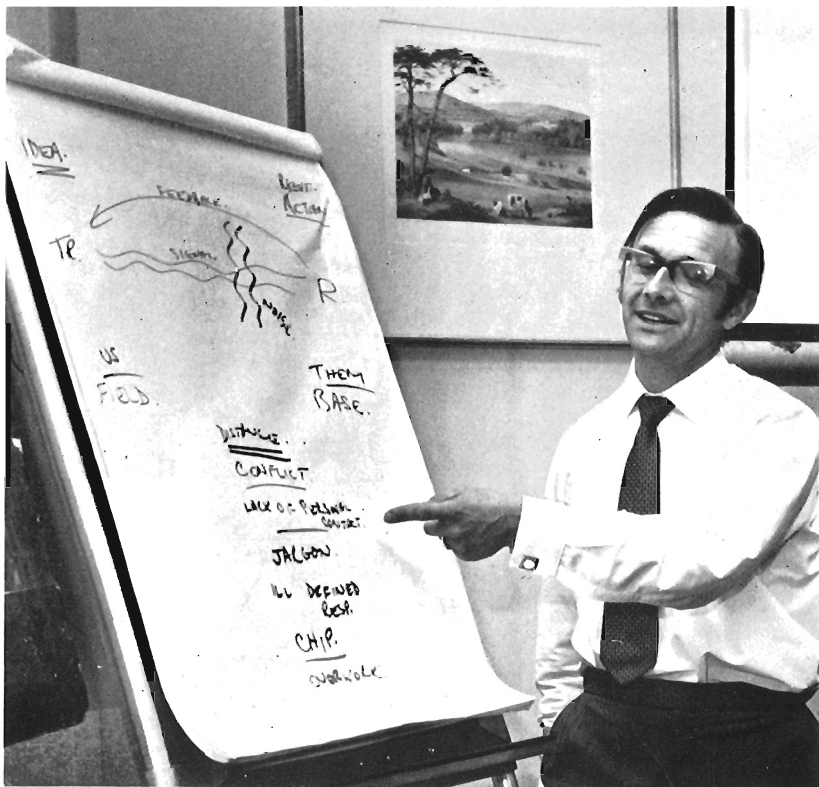
To meet these ends, the courses are divided into two parts: (a) written, and (b) verbal communication. To the horror of the participants they discovered they were expected to give a 10-minute talk on a subject of their own choosing. However, clear guidance was given on the techniques of preparing a talk and a very high level has been consistently achieved. Ted Ambrose



from the Accounts Department, gave a remarkable talk entitled 'I have a problem'. Unhappily, the nature of the problem cannot be discussed in these pages, but the talk satisfied all the requirements of the assembled critics in terms of delivery, conciseness, lucidity, visual aids, and audience attention.

Taken in all, the response to the seminars has been heartening, and the importance of improved communications – both internally and externally – has been accepted. As our activities become more complex the need for better understanding between the many Otis communities scattered throughout the U.K. becomes more important. This journal has its part to play in lessening the feeling of isolation by providing a medium for the interchange of news between Kirkby, the Districts and Branches, and Head Office at Minorities.

*Bob Marshall explains some of the difficulties which impede effective communication.*



*In spite of pre-lecture nerves Ken Thomas gives a relaxed and informative talk on falconry.*



*Bob Marshall busy assessing the points awarded at the end of the public speaking session.*



*Tom Mallaban sums up at the close of the stimulating and succesful two-day July seminar.*



*Terence Viccars signs his apprenticeship indentures.*

## APPRENTICES START THEIR CAREERS WITH OTIS

On Thursday, July 8th, three young men signed their indentures for a four-year apprenticeship. Each had a parent with him and Tom Mallaban, Company Training Manager, explained what was expected by the Company and the opportunities open to the apprentices. They were joining South London District for the start of their training and they were introduced to the District Manager, Peter Kerrell.

After a comprehensive explanation of all that is involved in an Otis apprenticeship, they were in turn formally asked if they wished to be indentured. Having given their assent, they each signed their indentures. Their parents also signed and the documents were countersigned by Peter Kerrell on behalf of the Company.

This was the fourth session of taking up indentures this year.



*Terence Viccars' father is the next to sign.*



*Peter Kerrell, Manager of South London District, signs on behalf of the Company.*



*Tom Mallaban, Company Training Manager, congratulates the new apprentice.*

#### **CONSCIENCE**

King David and King Solomon  
led merry, merry lives,  
With many, many lady friends  
and many, many wives,  
But when old age crept over them,  
with many, many qualms,  
King Solomon wrote Proverbs  
and King David wrote the  
Psalms.

*DR. JAMES BALL NAYLOR*

#### **THE CANARY**

The song of canaries  
Never varies,  
And when they're moulting  
They're pretty revolting.

*OGDEN NASH*

#### **THE TERMITE**

Some primal termite knocked  
on wood  
And tasted it, and found it good,  
And that is why your Cousin May  
Fell through the parlour floor  
today.

*OGDEN NASH*

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# Retirements

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## T. J. (Tom) Brett

(47 years service)

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Tom's career started as an assistant to a master plumber but soon after he joined the Otis Service Department. After five years he was promoted to Lift Inspector. During the war years he was a fitter in the works. In 1949 he was appointed a Service Supervisor and from 1965 to his retirement he was Service Supervisor in the West London District.

Tom is the proud owner of a 1925 Talbot coupe which he is completely restoring with love and care.

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## A. R. (Bert) Bristow

(38 $\frac{3}{4}$  years service)

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Joined the Construction Depot in 1932 and became a fitter five years later. He transferred to the Service Department when the war began and stayed until 1961, during which time he became Field Supervisor. After being appointed Field Superintendent based on the West End office he became Repair Supervisor in East London and at the end of 1965 moved to South London as Senior Service Supervisor. For the last three years he was Supervisor in charge of modernizations in East London. Well known in the horticultural world, he has frequently acted as a judge at flower shows.

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## H. W. J. (Henry) Collins

(15 years service)

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At the age of 16, Henry joined the Drawing Office of J. & E. Hall as an apprentice, and during the war he remained at the drawing-board preparing drawings for gun mountings. In 1955, after 31 years with Halls, he joined Otis Construction Department.

He became Senior Draughtsman in the Layout Drawing Office and was responsible for the drawings for important contracts like City Centre House, Birmingham, and the London Hilton. He has, for many years, been a cricket enthusiast and will continue to support his home county of Kent.

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## F. (Fred) English

(43 years service)

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Fred joined Waygood-Otis in 1928 as a labourer in the Construction Department. In the early 30's he was a member of the 'heavy gang', installing escalators on London's Underground. He went back to lift erecting as a Supervisor, and after war service was appointed Construction Superintendent. His biggest job was Shell Centre (99 units), still the Company's largest undertaking to date. In 1963, Fred took charge of training courses for apprentice field engineers. He instituted many courses for supervisors, adjusters, and trainees from overseas Otis companies and agencies. Fred's retirement plans are: "to catch up on my reading and do a lot of gardening."

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## R. A. (Jim) Hill

(almost 16 years service)

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Jim had been a shop manager in the grocery trade and then spent nearly 20 years in London Transport before joining Otis, where he became a valuable member of the Field Operations and Engineering Department in the Layout Drawing Office. He was responsible for producing good quality prints of drawings for use by customers or erectors on site. During the war he had the rather unique experience of serving in the R.A.F. with Bomber, Fighter, Coastal and Balloon Commands. His retirement will be spent rather more peacefully, tending his garden and visiting elderly people.

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*RECONSIDER: To seek justification for a decision already made.—AMBROSE BIERCE*



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## E. G. (Ernie) James

(31 years service)

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After 12 years with J. & E. Hall, Ernie joined Otis as a fitter in 1940. After wartime service in the R.A.F., engaged on aircraft maintenance and instrument testing, he returned to Otis, becoming Service Supervisor in 1949. During the 50's he assisted in the re-organization of the Midland Branch Offices and then spent more than a year as General Manager in Cairo for the Otis Egypt Company before the Suez crisis caused him to return to London. Finally, he moved to East London District in 1965.

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## A. E. (Albert) Jenkins

(38 years service)

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Albert joined the London Underground escalator construction department as a fitter's mate in 1932. He served in the Army during the war, and on his return to Otis rejoined the 'heavy gang'. He was promoted Supervisor in the early 1950's but, owing to ill-health, became a Construction Department surveyor. In 1961 until the date of retirement he was in charge of the Construction Department tool stores as Supervisor.

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## W. C. (Wally) Kelly

(42 years service)

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Wally spent most of his career with Otis working in the Accounts Department, where he moved from section to section. In later years he was responsible for the payroll and then became Cashier. Wally had a keen sense of humour and an encyclopaedic fund of unprintable but highly entertaining stories. He took an early retirement and, in the opinion of many of his friends, will devote himself to his chief hobby – horse racing.

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## E. A. (Ernie) Musk

(43½ years service)

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Ernie joined Otis in 1927 and worked first on lifts and then on London Underground escalators. After installing 18 escalators at Piccadilly and Leicester Square in record time, the L.P.T.B. presented him with two pewter tankards. During the war he was in Wiltshire putting underground escalators into bombproof munitions factories. In 1946 he joined the Falmouth Road factory as a Progress Chaser and then became responsible for Company transport in the London area. After returning to Progress work he spent his last two years as a clerical assistant in the Stationery Department.

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## E. W. (Bill) Noon

(38 years service)

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Apprenticed as a colliery engineer, Bill's lift experience started with installing stage lifts in cinemas and theatres. Joining Otis as a gear fitter and P.I. man, he transferred to Bourne-mouth and later to Plymouth, where he spent the war years repairing lifts in one of the worst bombed towns in the West Country. After the war, Bill became Field Supervisor and Service Sales Representative for Devon and Cornwall. Appointed Plymouth Branch Manager in 1948, he took over at Bristol in 1963. After South West District was formed in 1968, Bill was Senior Sales Representative for the District until his retirement.

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## H. F. (Harry) Page

(44 years service)

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Harry joined the Construction Department as a labourer in 1927 and was promoted to Lift Erector during the early war years. He then worked for a short time in the Maintenance Depart-

ment but by May, 1946, he had returned to lift erecting. In 1956 he became an Adjuster and from 1959 to the date of his retirement he was an Erection Supervisor in the West London District.

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## C. G. (Charlie) Proctor

(24½ years service)

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After four years on a destroyer as a 'chippie' (ship's carpenter), Charlie joined Otis in 1946 to repair lifts damaged during the blitz. His naval splicing experience helped him to specialise in the upkeep of hand-operated lifts until the use of these declined. In 1967 he was invited to become a multilith operator and worked for his last four years in the Stationery Department. A former schoolboy swimming champion, considered for selection to compete in the 1928 Olympics, he still swims occasionally but spends most of his spare time on his allotment.

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## A. L. (Alan) Ross

(17 years service)

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Alan started with Otis as a Specifying clerk in the Production Department in 1954. After 18 months he became a draughtsman in the Tool Design Department and a year later he joined the Engineering Department. From 1961 until the date of his retirement he was a layout draughtsman in the Field Operations Department.

Alan is a keen golfer and intends to spend his retirement in improving his handicap.

### THE LOST WEEKEND

There was a young lady from  
Joppa  
Who came a Society cropper,  
She went to Ostend  
With a gentleman friend  
And the rest of the story's  
improper.

ANON.

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## L. C. (Les) Townsend

(35½ years service)

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Les joined Otis from the Express Lift Co. in 1935 and was responsible for installing lifts in and around Gloucester and Cheltenham under Stan Crisp. He was promoted to Service Supervisor in the Midlands District Office in 1960, where he remained for the last ten years of his service. His expressive turn of phrase and use of well-tryed Anglo Saxon terms of abuse will be missed in the Birmingham Office. However, we hope that Birmingham Football Club will benefit from his vociferous support for many years to come.

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## J. (Jimmy) Venn

(43 years service)

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Jimmy started with Otis in the Construction Department in 1928. He was a down-to-earth and very able man who became a Construction Supervisor and seemed to specialise in awkward installations that were fitted in oddly shaped lift shafts. In the later years of his career he became Assistant Supervisor in the Field Operations tool stores at Alie Street, where his cheerful willingness to help anybody in difficulty was very much appreciated.

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## J. F. H. (Jack) Weller

(37 years service)

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Jack Weller joined Waygood-Otis in 1934 as a mechanic in the Service Department. In 1950 he took charge of service specifying and in 1937 was appointed Supervisor, Field Education. He became assistant to the Engineering Manager and in 1964 he was appointed Engineering Manager U.K. at the Liverpool Works. Some of Jack's significant contributions were the development of the Leo Machine range and of System 260 Controllers. He travelled widely in Europe and the U.S. and became well known to Otis people throughout the world.

In his spare time he was a keen 'radio ham' and a hi-fi enthusiast, and he intends to develop these interests in his retirement.

# SERVICE SALES DEPARTMENT REPORT

by FRED LEMMY

## Wedding Bells

These have rung for: Maureen Cockerton on January 16th, Gordon Dove on April 17th, Beryl Brown on June 26th, and Chris Ball on July 17th.

Congratulations and best wishes in their married life.

## 21st Birthday

Best wishes and good fortune for Sally Misell, following her 21st birthday on May 13th.

## Overseas Visit and Return

Bette Lowe has paid a visit to the U.S.A. and Canada this year to see her son and daughter. She reports her visit was a great and happy success.

## Cricket

Charlie Whitefield organised two cricket matches recently on behalf of the 'Nomads', involving Otis staff and guest players.

The first match was an annual event against Pirbright, and took place on the village green at Pirbright. Players from various Otis offices showed their enthusiasm by their efforts. Nomads in this game needed 160 runs in 2 hours; 130 were put up in 97 minutes, but the wickets fell and the game was lost by 30 runs.

Nomads then accepted a challenge from Hammond and Champness, and the match was played at Dulwich Park on June 23rd. Nomads won convincingly; they scored 93 and the challengers 37.

## Staff Movement

On June 1st Joe Nortcliffe left the Service Sales Zone Office for an assignment in F.O.D. as Zone Service Superintendent. Branch and District

Offices will be seeing much more of him in the future. We wish him every success in his new appointment.

## High Rise again in Service Sales

We congratulate Bert Falconer on obtaining the largest single Service order of all time, both in number of units and value. This covers 22 lifts originally installed by J. & E. Hall at the Paternoster development near St. Paul's Cathedral.

Since the introduction of System 260, Service Sales staff have been successful in obtaining orders for the conversion of 97 units, many of these being originally installed by J. & E. Hall.

The second stage modernization has just been approved and ordered for the conversion to System 260 of four lifts at 1-4 Lombard Street, E.C.3. These were first modernized in 1948, and this major Service contract was the first to be obtained after the end of World War II.

The 260 conversion of three high rise lifts at I.B.M., Chiswick, has been successfully completed.

### THE FIREFLY

The firefly's flame  
Is something for which science  
has no name.  
I can think of nothing eerier  
Than flying around with an  
unidentified glow on a person's  
posterior.

OGDEN NASH

### SONG OF THE OPEN ROAD

I think that I shall never see  
A billboard lovely as a tree.  
Perhaps unless the billboards fall,  
I'll never see a tree at all.

OGDEN NASH

## Administration Department

Robin Buchan, a draughtsman in the Minorities Administration Department, is one of Britain's outstanding cyclists – he was one of Britain's team in the 1960 Rome Olympic Games. This year he is again competing in the season-long Best All-rounder championship, decided over 50 miles, 100 miles and 12 hours. In this competition he is already this year's fastest 50-miler with 1 hr. 48 min. 44 sec.

Top 50-milers have rarely been good 24-hour men, and Robin's chances were not highly regarded when he decided to enter for the National 24-hour championship trial. But Robin confounded his critics over the weekend trial of July 4th–5th. He won convincingly in a record distance of 483.8 miles for the course, averaging over 20 m.p.h. for 24 hours. His winning margin was nearly 17 miles over the man placed second!

The R.T.T.C. National 24-hour championship run was organised this year by Catford Cycling Club. It was held on the open road and covered an initial course of 400 miles through West Sussex and part of Surrey; after this the riders were on a continuous circuit of 15 miles.

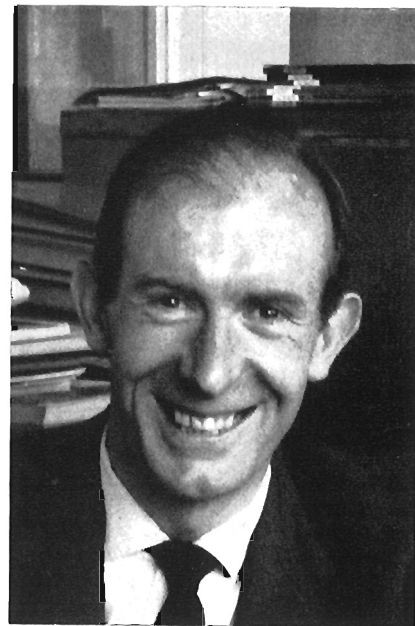
Robin set off at 12.58 on Saturday afternoon and he says: "I felt worst over the first 100 miles because of the intense heat. But having got over the heat of the long afternoon, I settled down and was feeling fine. My next worry was how I would cope with approaching darkness and the difficulty of maintaining a high speed at night over roads crowded with traffic. But, thanks to excellent marshalling, all went well."

His first brief stop was at 9.30 in the evening, and the next one at midnight to change into warmer clothing. And so the long 24 hours went on. Robin had the support of magnificent organisation.

"My wife, the president and

# MARATHON CYCLIST OF THE YEAR

*A happy smile from Robin Buchan after winning the British National 24-hour cycling championship.*



members of my club – the Norwood Paragon Cycling Club – all helped in providing me with encouragement and sustenance. My food was mainly liquid, a sort of special soup made up of glucose, eggs, and plenty of other protein. Stimulants are not allowed, of course, even coffee is regarded as debatable in cycling circles. One's food is designed for one end only – to provide stamina.

"Looking back over that long weekend, it seemed that my strategy of pacing myself and ignoring the opposition paid off, and the 24-hour trial was not as bad as I had expected."

Everybody at Otis will wish to congratulate Robin on his magnificent marathon ride; he has all our hopes that he will couple this triumph with another by winning the Best All-rounder championship.

## PERSONNEL

### Long Service Awards

Gold watches were presented to the following:

E. Solomon, who completed 30 years service with the Company on January 6th, 1971.

W. A. Ward, who completed 30 years service with the Company on July 4th, 1971.

H. Paraman, who completed 30 years service with the Company on July 7th, 1971.

### Marriage

Best wishes and every happiness to Hilary Brock, ex-secretary to John Bridge, who left the Company to be married on June 24th.

### Births

Our congratulations and best wishes go to:

Mrs. C. Wainman, former secretary to Mr. Barbour, now the proud mother of a son and heir.

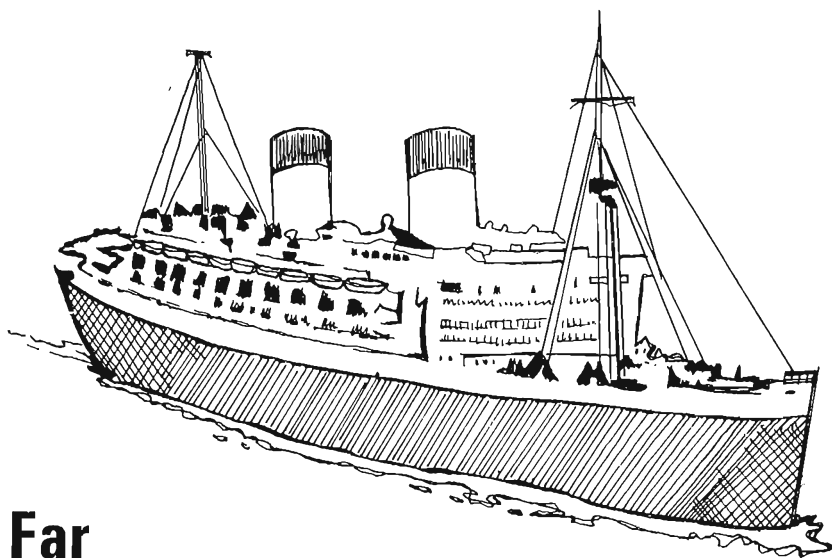
Mrs. V. Witchell, former secretary to Mr. Day and Mr. Thomson, who now has a baby daughter.

Mrs. G. M. Strickson, a copy typist in S.E.D., who has also had a baby daughter.

## In Memoriam

The Accounts Department was saddened by the sudden death of Mrs. A. J. Cresswell, who had worked there for 14 years. She died of a heart attack on January 28th.

# HALL LIFTS AND ESCALATORS



## Far Away Places With Strange Sounding Names

Dan Suphi and Roy Standen have supplied a list of some of this year's orders for Hall Lifts and Escalators. Almost all the orders secured are for installations for ships building in overseas shipyards. They think that some of the names might appeal to romantic types!

Among the more interesting Hall Marine orders taken at the end of 1970 was for 6 passenger lifts and 5 goods/passenger lifts, 1 dumbwaiter and 2 UB escalators for the Norwegian American liner building at Swan Hunter Shipyard, Wallsend.

## Sales of Special Note 1971

Direction des constructions Gt. Armes Navales, Brest, France. 3 British Rail Ferries for Sealink Ltd. 3 goods pass lifts and 6 dumbwaiters.

Jozo Lozovina Mosor, Shipyard Trogir, Yugoslavia. 4 ferries for Swedish owners. 6 passenger lifts.

Howaldtswerke Deutsche Werft Hamburg. 6 container ships for Ocean Fleets Ltd. 6 engineers lifts.

Italcantieri, Trieste, Italy. 2 container ships for Brazilian owners. 2 passenger lifts.

Astilleros Y Talleres del Noroeste' Spain. Super tanker for Gulf Oil. 1 engineers lift. 1 dumbwaiter. 1 pump-room lift.

Union Naval de Levante. Ferry. 2 passenger lifts. 1 goods lift.

Broogradiliste, Split, Yugoslavia. 4 engineers lifts in super tankers for Indian owners. These will be in circular trunks.

## Going Up The Hard Way

Employees at the Otis Elevator Company's Southampton branch have to take a lot of ribbing from customers who visit their London Road headquarters.

The reason? Their offices are on the top floor of Waterloo Buildings — and they haven't got a lift.

According to branch manager David Tolton, clients have to climb about 40 stairs before they reach the second-floor rooms.

"It's a bit of an embarrassment at times," he admits. "Almost everyone who visits us makes a comment about it, but fortunately it's a joke we can afford to put up with."

Could be a good sales gimmick, too. After all, there must be a few folk who are ready for a lift after tackling that climb.

Reprinted from  
*Southern Evening Echo.*

## Toujours la Politesse

"Having stepped into the lift I suddenly realised the possibility of a power cut. Turning to the only other occupant, a man, I said rather anxiously, 'I hope we aren't caught in this lift with a power cut.' He took one look at me and replied, 'I sincerely hope not.'"

Letter from lady in *Evening Standard.*

## Dim December

In the eight days of blackouts arising from the electrical engineers' work-to-rule, December 7th to 14th, Otis engineers answered over 3,000 calls to release passengers trapped in stalled lifts.

## Weather Forecast

The rain it raineth every day,  
Upon the just and unjust fellow,  
But more upon the just, because  
The unjust has the just's umbrella.

ANON.

*An atheist is a man who has no invisible means of support.—H. E. FOSDICK (Attr.).*

*PARDON: To remit a penalty and restore to a life of crime.—AMBROSE BIERCE.*

## FROM DISTRICTS ROUND-UP EXETER'S FIRST AND LATEST

An interesting and difficult installation was carried out in March by South-Western District. Exeter's first ever lift – with an Otis 'half' drum machine – was installed in 1920 when Cornish's store was extended to six trading floors. After 50 years' service it had to be replaced, and this required the aid of a very tall mobile crane: the lift car had to be raised 100 ft. and lowered into the top of the well. Space was severely limited within the premises and it was necessary to widen the lift well for about two thirds of its height to accommodate the new L.681 system we installed. The contract for the new lift was signed by Mr. R. S. Cornish, grandson of Mr. F. J. Cornish who ordered Exeter's first lift.

(Photograph by Western Times Co. Ltd.)



### In Memoriam

We deeply regret to record the deaths of two of our fitters, who were both killed in working accidents. Both were married and we extend our sympathy and condolences to their bereaved wives and families.

They were respected men and popular colleagues; these tragic accidents shocked and saddened their many friends.

**James Michael Meleady**, a fitter who had worked for 10 years with the City & East London District, was killed in an accident at the New Lister hospital at Stevenage.

The funeral took place in Dublin. Mr. E. G. Wood attended on behalf of Central & East London District, and the Company was also represented by Mr. E. Stapleton and Mr. M. Doyle of the Dublin Office.

**Charles Mattingley** was killed while working on a lift conversion in West London. He had worked for the Company for 21 years as a fitter in West London District. His brother, Alan Mattingley, is a fitter employed by the Company in South Western District.

The cremation took place at Honor Oak in South London. Mr. E. V. J. Meatyard, Manager of West London District, attended with other West London colleagues, and the Board of Directors was represented by Mr. H. A. W. Pettinger.



# PROFIT AND LOSS

**"... people go broke because they don't estimate properly. They get too involved in 'must' jobs. There's no such thing ..."**

"We are predicting pretty much of a plateau in business for the next three or four years. This year, of course, our sales will be down from last year for many reasons, the fallback in New York being the greatest. I think the next few years are going to be difficult for Otis . . . Look, there's no magic formula about backlogs and how much we're going to make on it. Sure, it looks like we have a nice two – or three – year cycle of sales to billing to profit, but it's not that simple because we were selling jobs at a loss hoping to make money on the installation. We weren't estimating our costs properly. In the contracting business, people go broke because they don't estimate properly. They get too involved in 'must' jobs. There's no such thing. We lost money on new installations in 1967 because we were paying for the sins of selling at a loss in 1965. And there's still some of that in the backlog. The poor performance of certain European countries this year is related to this, not estimating costs properly . . . I'll tell you what we've been doing at Otis. We've been preaching it publicly for two years now and privately for a lot longer, except no one was listening. The big switch in policy is that we now estimate a job to make money on it. Recognise what your costs are and don't kid yourself about them and then make a pricing decision. Cut your prices below costs and all you create is a loss. We don't create elevator demand with low prices. We don't sell elevators unless somebody builds a building."

*Otis Elevator Company's President Ralph Weller in an interview by Forbes Magazine.*

# AND THE MORAL!

"Providing for a loss of £1,084,304 in the United Lift & Escalator Company, Francis Industries reports a group pre-tax loss of £681,706 for 1970, compared with a profit of £330,023 for the previous year.

. . . In connection with U.L.E. the directors report that the independent accountants' investigation has disclosed that stocks have been valued at figures substantially in excess of probable realisable values . . . A further extensive examination disclosed that **much of the work undertaken was at a loss and much of the order book was at prices which would be unprofitable . . . It** was decided to explore the possibility for disposal of the lift manufacturing companies of U.L.E. as a going concern, and negotiations for sale are at an advanced stage."

*Financial Times, July 9th, 1971.*