

OTIS

MAGAZINE



Otis Elevator Company Limited

Christmas 1980

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Christmas 1980

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YOU ARE STILL NUMBER ONE!

*A Christmas message from
the managing director*



All of us have different ways of measuring success in life. As the New Year approaches, most of us can measure whether 1980 was a good year for us. We in Britain have an unfailing sense of optimism and hope. Even if the economy is bad or if we have troubles at home, we are always looking for the blue skies ahead. In the words of Mrs. Mopp, the character in the famous Tommy Handley radio show (whom our younger readers will not remember) — “It is being so cheerful that keeps me going!”

What have we to be cheerful about as 1981 approaches? First of all, as a company, we have retained our leadership in the world of lifts and escalators in Britain as we have throughout the world. We are continuing to make a significant contribution to moving people speedily and safely through the horizontal and vertical plane. In a much reduced building market, we have had our fair share of orders and are seeing the return of intercompany work to Liverpool. For the second year running, we have not had one single strike throughout the company. We are working together as a team. We have given our customers an excellent level of service which no competitor has been able to match.

We are going through a world recession but it is unlikely that we will see any major improvement in the UK economy before the winter of 1981 or, perhaps, the spring of 1982. This means that all of us have really got to be on our toes to ensure that we stay competitive and give our customers really excellent service at all times. Fortunately, we

are a strong, slim, fit company which has clear objectives as to what we want to do in 1981 to ensure that we stay Number One. We have had a successful year financially in 1980 and look as if we will meet all the targets set for us as part of the worldwide United Technologies family of companies.

I make no apologies for returning to the theme that, to stay a strong company, we need to continue to make profits. Companies who make losses go out of business. Profits pay wages, salaries, interest, dividends to shareholders and provide funds for capital expenditure to improve the efficiency of our company and thus give better service to our customers. Profits provide employment and give all of us security.

How do we continue to be Number One in the lift and escalator world in 1981?

There is a tight interlinked triangle of actions that will ensure this:—

—Otis Elevator Company continues to see its employees as its Number One asset;

—All employees continue to give Otis their loyalty and enthusiastic support;

—Together, we in Otis keep our customers Number One in our thoughts and endeavours at all times.

My thanks to our customers for providing the opportunity to be Number One.

My thanks to all our employees for their continued efforts during 1980.

My best wishes to you all and your families for a Merry Christmas and a Happy New Year.

Norman Cunningham.





Spotlight on Reading
UP THE THAMES

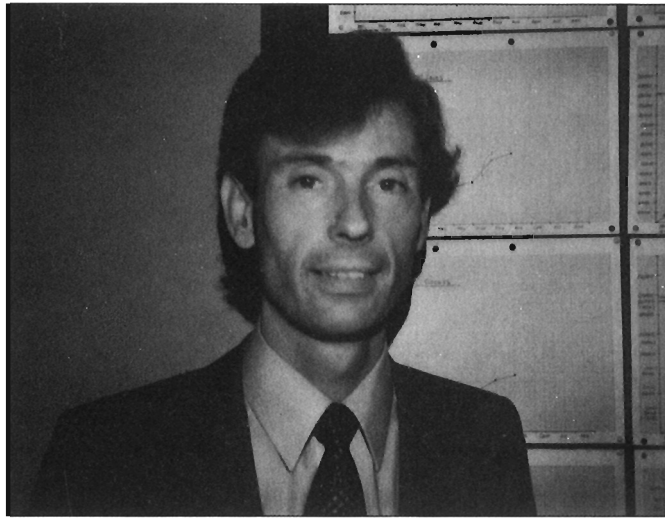


Far left, service supervisor Dave Sundborg and service mechanic Ted Maddox (kneeling) checking controller in Foster Wheeler building, where there are five Otis units.

Centre left, service salesman Bob Spetch shows Ann Mace Otis equipment in the Foster Wheeler building.

Left, l to r, Elaine Askins, Bill James, Dave Sundborg, Ted Maddox, Bob Spetch and Ann Mace.

Below left, view over the Thames at Reading with Thames Water Authority building in foreground. It has three Otis units.



We visit branch manager Ian Millar

Although it is on the western periphery of greater London the bustling town of Reading is certainly not in the business shadow of the metropolis.

Communications with the rest of the country are good and a lot of development is going on at the moment. Organisations like Foster Wheeler, British Rail and Thames Water have joined with old-established firms like Huntley & Palmer, the biscuit manufacturers, in setting-up headquarters in the town.

The Otis branch is managed by Ian Millar and covers Surrey, a small part of Hampshire, Berkshire, Buckinghamshire and Oxfordshire. The area stretches east to Slough on the M4 and around the south of London as far as Epsom.

People have been known still to go looking for the branch office in Minster Street, but two years ago it moved to premises in Kings Road. Just come off the M4 and drive on until you see a big public house, 'The Jack on Both Sides', named because it is on an island site between London Road and Kings Road. The office is right opposite.

Clients have also been known to arrive with a bag of golf clubs over their shoulders, for Ian, service supervisor Dave Sundborg and construction and repairs supervisor Bill James are all keen golfers.

Ian, who looks after new sales, is particularly proud that this year they have been buoyant. He says: "A lot of architects and consultants have moved out of Central London. The Surrey belt, for instance, is rich in architects. I believe the fact that we are so busy as a branch is in some degree due to this."

Reading branch looks after Windsor Castle, where there are eight units, and in addition, the famous dolls' house which has a working Otis lift in miniature.

This lift has to be regularly serviced, too, and Phil Whittick, an ex-apprentice, includes it on his route.

Then there are the racecourses. Reading probably has more than any other Otis branch. There is Sandown, and Ascot with more than 30 units, and Epsom, where three new lifts were installed last year.

But let us introduce the staff in the office.

Ian Millar is in his 25th year with the company and started as an apprentice in Edinburgh. He believes, in fact, that he was the first apprentice in Scotland. The formative apprentice years were followed by service sales in Edinburgh, working under the experienced eyes of Jack Morris and George Ross,

relief spells in Newcastle and new sales in Glasgow.

Later, he moved to Dundee as manager and about six years ago came south to zone construction in head office. After another three years he arrived in Reading as branch manager.

He lives in Fleet, Hampshire, has daughters of 16 and 15, and his wife is a school teacher.

Service supervisor Dave Sundborg joined the company in 1952 in the West End of London as a mate and seven years later became a fitter. In 1963 he moved to Reading as resident mechanic and was made supervisor in 1968. He lives in Pangbourne, has a married daughter of 19 and a son of 21 who is a chef.

Construction and repairs supervisor Bill James also started in the West End of London in 1952. He was later involved in a lot of modernisation work in the City of London, did a year in Plymouth and then went to Kenya to be construction supervisor in a zone which included Zambia, Uganda, Somalia and the Seychelles. He was in Africa until the end of 1979. He lives in Croydon, has twin daughters of 19, and his wife is a secretary with the National Coal Board.

Service sales representative Robert Spetch is not a golfer but goes in for something a bit more strenuous. He is a long-distance runner, used to turn out for Loughborough University, and will be looking for a local club when he has finished a move of home from Wandsworth to Winnersh. He joined the company in March 1978 at head office in zone service and moved to Reading in February of this year.

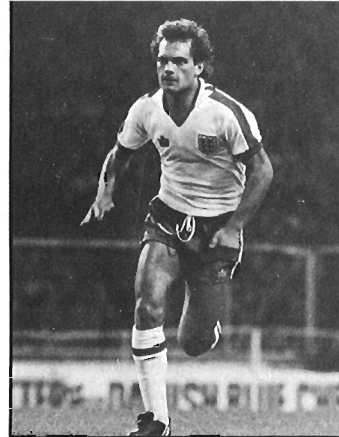
No golf, either, for Ann Mace, who keeps the office running smoothly. She has been with the company for eight months but is no stranger to the construction industry because she previously worked as assistant office manager on a building site. With three children and a large house to look after, she confines her leisure activities to gardening.

The final member of the office staff is Elaine Askins, who has been with the branch for over two years, and works part-time.

A tour around Reading confirms an impression that it is a town which is only just beginning to realise its true potential. Strategically placed for access to the motorway network, and in easy distance of London Heathrow Airport, it looks ready for an expanding future. And Otis branch, naturally, will be there to offer every assistance to local commerce and industry.



Liam Brady



Ray Wilkins



Trevor Francis in action for England against Bulgaria

WHAT'S WRONG WITH WORLD SOCCER?

Has the fear of failure pushed out the will to win? TONY ROCHE looks at the tactics of the present-day international game

Cesar Luis Menotti, manager of reigning World Champions Argentina, lit the umpteenth cigarette of his 80-a-day routine, glared through the massed ranks of the world's press and said: "The title of the 1980 European International Football Championship should not have been 'Europa '80', it should have been 'Europa 80 per cent rubbish'."

"We have all witnessed the triumph of anti-soccer in this sad fortnight, and unless the European nations take a long, hard look at the state of their national game, we face a situation of collective deterioration."

Such was the scathing criticism by football's premier international manager after watching the disappointing and negative anti-climax that was the Italy-based European Championship of 1980, a competition recognised throughout the world as second only to the World Cup.

His opinion was shared by many people inside and outside football. Why? Because the prizes at stake in football—hard cash in simple English—are so enormous that fear of failure has overtaken the desire to succeed.

West Germany emerged as European Champions after beating a woefully defensive Belgium 2-1 in the Rome Final. But the Germans, currently experiencing a transition in their game after losing a crop of top-class players past their best, were no more than average when compared with great international teams of the past.

The tactical trend established during the 1976 Championship—the competition is held every four years—was one of exciting, attacking football, individual skills and high goal-scoring. This year's competition saw the international game take a massive backward step.

Top nations such as Italy, Holland,

Czechoslovakia, Spain and Belgium revealed an attitude of fear, defensive football and an undisguised tactical basis which involved stopping the better players in opposing sides from playing at the expense of encouraging their own top players to dictate play through their individual skills.

The situation was summed up by Bernd Cullmann of West Germany and Cologne FC, a key member of the West German team. He said: "We are unhappy with the way the modern game is played. Too much emphasis is placed on players possessing strong lungs, strong legs and endless stamina. They must run, fight, battle for the ball and destroy. Gone are the true ball artists, the gifted individuals. As a result we have teams of robots. This will change again, but only because the public will demand value for money."

At club level we see a greater variety of tactical styles. Liverpool play as a unit, making short passes, keeping down the margin of error by playing the game as simply as possible. They are difficult to beat and almost impossible to over-run.

Nottingham Forest possess a handful of match-winners such as John Robertson on their left wing, Trevor Francis striking and Peter Shilton in goal. But the rest are very ordinary players welded into a fine unit by astute management and leadership.

And so the pattern goes on in the British game. Teams which play in the same Football League operate many varied tactical systems. Not because they consider that man-to-man marking or zonal defence or the sweeper plus a back-four systems have more or less to offer. But simply because of the men they have on their books. British clubs base their tactics on their playing

strengths. No point in attempting to play the Liverpool style of football at Arsenal if you do not have the men to do the job properly.

Foreign clubs have a different attitude. For example, the Italian League tends to follow a defensive trend and signs players accordingly. And, like the Leagues of Spain, Holland, Belgium, West Germany and the rest, a handful of clubs usually dominates the domestic scene.

Juventus, Inter-Milan and AC Milan (before their relegation for bribery offences) usually top the Italian division; Real Madrid, Barcelona and Atletico Madrid do likewise in Spain; Bayern Munich, Hamburg and Borussia Moenchengladbach lead the field in Germany.

The Football League is not the same. Certainly, Liverpool have held sway for almost a decade. But they, too, have been ousted by surprise packages such as Forest. The English League is stronger, bigger and more demanding than any other in the world. Thus emerges the variety in tactical styles.

But this variety becomes a millstone when international football enters the arena. Because when seven (as is often the case) Juventus players and three from Inter-Milan are selected to represent the Italian national team they link up easily and discover that they are being asked merely to repeat their club-tactics in national colours.

Not so the England team. Most English League clubs include Scotsmen, Irishmen and players born in Wales. Remove them from any one club side and it is unlikely that the English players left would be able to produce the same variety of style and skills.

England's national side, therefore, comprises players who play one type of



Phil Thompson

game for their clubs and attempt to adopt the Continental game when thrown together from a number of different teams to become England.

Such problems are merely part of the overall problem—that of fear obsessing the world game. Menotti led his country to the World Championship in 1978 by playing attacking football. But since then, nations have jockeyed for top spot and found that because there is a dearth of world-class individuals such as Müller, Pele, Best, Beckenbauer, Cruyff and Eusibio, they have to switch to collective thinking and thus collective play—purely functional tactics.

In truth, there is no significant change in world-game tactics. If anything the tactical progression of the world game has ground to a halt, stagnated because the individual talent required to break down the most cleverly drilled defensive unit is no longer available.

Menotti, however, possess one of the very few world-class players on the current scene, a 19 year-old prodigy named Diego Maradona. Already he is clearly going to be the most influential

player in the Spain-based World Cup of 1982. What a sad situation!

When Maradona toured Europe with Argentina and played against Italy, Eire, Scotland, England and Austria he brought journalists, men weary of watching the same mediocre, albeit fit, packhorses charging around week after week, to their feet with sheer excitement and appreciation of his skills.

No one professional marker could stop him from playing, no harsh treatment succeeded in stemming his genius with a ball at his teenage feet. He tore Scotland apart as Argentina romped home 3-1 in Glasgow, scored a hat-trick as Austria, 4-3 victors over England, crashed 1-5 in Vienna and set Wembley alight against England.

If anything, the sight of this stocky little youngster was enough to send the so-called master-tacticians scampering into their dark corners and cobwebs where, instead of realising that the world game needs more Maradonas, they plotted the various methods open to them of stopping him from playing when the time comes.

Such is the tactical state of the world game—fear of failure has robbed us of skill, excitement and individuality.

Ron Greenwood, a man dedicated to open, attacking football, is guiding England back off the dreadful path to ruin they trod under Don Revie. He is one man capable of changing the current negative trend, with players such as Ray Wilkins, Phil Thompson and Trevor Francis. As Menotti observed: "England were disappointing in Italy. I expected them to do better. But at least they tried to play the game as it should be played—forward."

Jupp Derwall of West Germany is, perhaps, the best-off in Europe because he has the likes of Bernd Schuster of Cologne, Hansi Muller of Stuttgart and Lothar Matthaus of Moenchengladbach already coming through. And Derwall is of the Greenwood philosophy that attack is the best method of defence. But the rest have to come to terms with changing their attitudes. South America has already managed to do this to a far greater extent, where Argentina, Brazil, Peru and even Paraguay put the emphasis on attacking and making things happen their way.

The greatest danger of all is the possible emergence of an elite—a handful of nations even more superior to the rest than we have ever seen before.

If the West Germans, Argentinians and Brazilians continue on their chosen path of positive thought while the rest use negative methods of attempting to stop them from succeeding rather than attempting to match them stride for stride, we will eventually see the world game totally lopsided.

It takes courage in the modern climate of farcical transfer fees, inflated wages and massive prize-money to risk failure in order to aim for eventual success. But unless the middle of the road nations—and that currently includes England—put more emphasis on improving the standard of their national game in terms of going out to win, the gap between them and the existing elite will widen, the fear will increase and the paying customers will stay at home.

In many ways, nothing has changed since the disappointment of Europa '80. Liverpool, Arsenal and Nottingham Forest look certain to lead the way in the English League; Bayern Munich, Cologne and Moenchengladbach will be up there in Germany once again; Juventus, with Liam Brady adding to their strength, will surely challenge Inter-Milan in a two-horse Italian race; Real Madrid should top the lot in Spain.

The international game is the one which really matters, however. And West Germany, England and hosts Spain look the only nations really capable of achieving the necessary tactical standards to challenge Argentina and Brazil in the 1982 World Cup.

● *Tony Roche is deputy editor of 'Soccer Monthly'.*

Otis invests in the future

Record 37 apprentices taken on this year

The faith of Otis in the revival of the British economy is such that this year the company took on no less than 37 youngsters to start their four-year engineering apprenticeship in the industry.

Last year, only 12 apprentices joined the company. The considerable increase for 1980 is an indicator of the confidence Otis has of a future upturn in business activity in every commercial sphere.

It also shows the company's determination that Otis standards of engineering, for long the finest in the industry, will be maintained.

The apprentices, who started at the end of August, will be around the country, with many of them located in London.

Their first year will be spent full-time in the engineering department of a local technical college, and then a further three years' training in the field before coming out of their indentures.

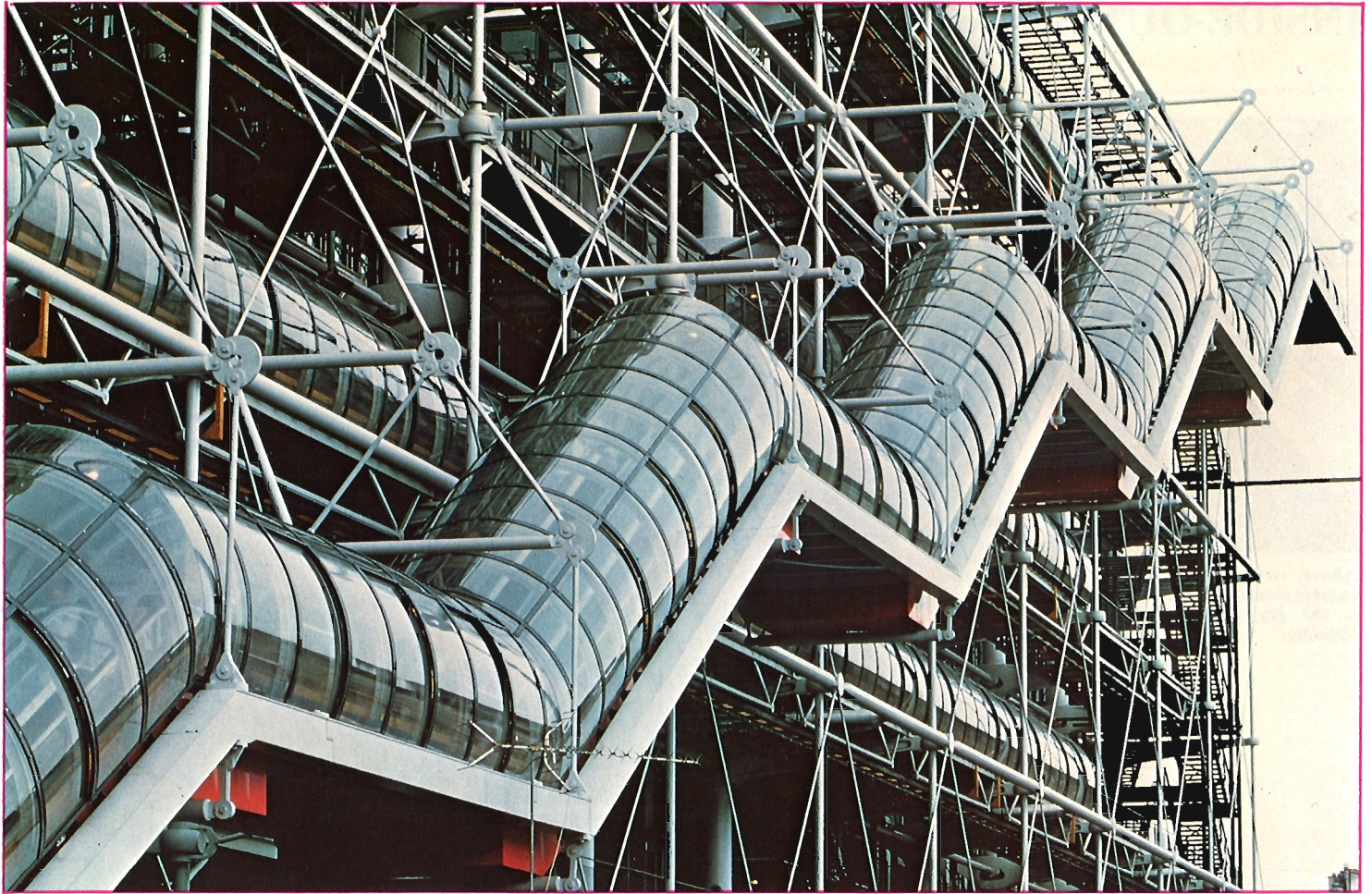
Apprentices usually have to be not more than 17½ years old in the September of their starting year, and the company likes them to have O levels in English, maths and one science. They also sit a demanding test set by the National Institute of Industrial Psychology.

For the apprentices taken on this year, as with all other apprentices at Otis, the sky is the limit when it comes to advancement. Company director H. A. W. Pettinger is an ex-apprentice, as is London manager Roy Markham, branch managers like Bill Noon in Edinburgh, Ian Millar in Reading, and so many more that they cannot all be listed.

We wish this year's entry of apprentices every success in their training over the next four years and hope, as their careers develop with the company, that they, too, will rise up the ladder to the top. There is nothing standing in their way.

High-spirited Otis apprentices at Woolwich College in south-east London. They started their first year on 29 August.





The first and biggest outside glass-covered escalators ever built.

INSIDE-OUT MAN

His office complex is in the Holland Park area of west London. At one time it was a warehouse, later a photographic studio. There are white-painted brick walls, bright colours and sliding glass panels giving multi-purpose use for the floor space—a favourite Rogers theme.

They say in the district that the place was used to shoot scenes for *Blow-up*, Antonioni's 1967 film which epitomised the London of the long-gone Swinging Sixties. But the present occupant is very much a man of our time, if not of the future.

"I came late to my career. I was unsure what to do with myself and so first went through national service. As I was born in Italy and spoke a certain amount of Italian, the army sent me to Trieste.

"While there I became

The controversial Georges Pompidou Centre in Paris brought world-wide recognition for a British architect, RICHARD ROGERS. It is a giant inside-out structure which is essentially a glass box in a steel framework. Externally on the street side are all the mechanical services, while on the piazza side are the Otis lifts and escalators. In this interview the architect talks with John Mendes about his career, his own view of the Centre, and his plans for the future

interested in architecture. It was the mix of art and science, and the generalist approach rather than the narrow, specialist line, which attracted me.

"At the age of about 21 I went to the AA, qualified, and afterwards spent a year in the United States doing a post-graduate course at Yale. Being in America at that age was important, and I was able to do work there for Skidmore, Owings and Merrill, a very large firm.

"When I returned to England I set up a small team with Su Rogers and Norman Foster and his wife—we called it Team Four—and our first commission was to design a small house for my father-in-law, Marcus Brumwell. There were a few more houses and conversions and we were fortunate enough to win some awards, but houses and conversions couldn't keep us going for long.

"So we decided to change

our approach and moved into technological systems; methods which would allow us to build more quickly and in a more flexible framework so that the environment and interior spaces would be used more freely, that is, general spaces as opposed to specific spaces.

"Needs can change so often, you can go on extending the various uses of a house all your life. We therefore developed a system which allowed us to react far more quickly to clients' needs.

"After about four years of Team Four we ran out of work and split up. I did a lot of teaching at that time. Then I started again as Richard and Su Rogers in a very small partnership. We did a few industrial buildings and managed to win the *Financial Times* award. But we were not all that busy."

What happened to Richard

INSIDE-OUT MAN



Above, view of the piazza from the outside escalators. Right, movement is the key word for the whole building.



Rogers next has become part of social history. In 1970 a design competition was launched for what became the Georges Pompidou National Centre for Art and Culture in Paris—familiarily known to Parisians as Beaubourg.

There were 681 entries from architectural groups around the world and it was won by Richard Rogers with the Italian architect, Renzo Piano.

The building opened in 1977 and the reactions ranged from ecstasy to fury. Even the officials of the Centre described the design as 'audacious'. The *New York Times* praised it as 'a dazzling venture' but *The Guardian* called it 'a cruel twist of fate' and just plain 'ugly', while the French artist, Claud Feran, scorned it as 'the refinery'.

What Paris had got, on the respectable Right Bank, was a giant inside-out structure of six storeys which was essentially a glass box in a steel framework without interior dividing walls or pillars. Externally on the street side are all the mechanical services while on the piazza side are all the people—movement systems in the form of exposed glazed horizontal and vertical, galleries, lifts and escalators. Thus a major part of the building is about the enjoyment of movement.

"We nearly didn't enter the competition because I didn't agree with the concept of an elitist cultural centre, and I also thought, whatever happens, it will never be built. But Ove Arup, the engineers, persisted—and we did it.

"To our surprise, we won. And to our much greater surprise, we built it.

"What is now so gratifying is that more people go there than to the Louvre and the Eiffel Tower combined. There are so many things to see, and so much going on, and what interests us is that when people come together in a series of overlapping activities, one activity acts as a catalyst for another, so

still more people come.

"As you know, we put all the services outside. Instead of dark corridors, blind lifts and lift lobbies, everything was outside in the light, giving the user a view of Paris and the exciting activities in the piazza below.

"Down in the piazza there is sometimes a circus; there are old people's areas and children's areas and outdoor games. It has become a fun place. Rather like the famous squares, The Jeda et Tines in Marrakech or Sienna, for instance. And that is how we conceived the Centre as a whole, as a fun place.

"What we designed inside the structure is a number of loft spaces, to use the American word. Each space is the size of two football fields and can be used and easily converted for various activities, because, as I said to you earlier, buildings are quickly outgrown. Activities change and then the building can't cope with the change and thus has to be expensively adapted.

"Beaubourg has had the effect of taking some of the weight away from the Left Bank. The Right Bank used to be much more of a middle-class area but it now has become a melting pot. About 80 per cent of the visitors are French—it is not only a place for foreign tourists. It is a popular place where ordinary French families can go and enjoy themselves on a Saturday afternoon, which is what we were hoping for."

I asked Richard Rogers how he saw the future of cities. Would the microchip revolution in communications cause them to decline?

"Cities, in the end, are places where people interchange ideas. It is a matter of personal contact. In a fashion, one can do work practically anywhere, and modern methods of communication will make for more dispersal in the future.

"But contact, which is a cultural thing, is essential. As long as cities can supply a pleasant environment in which to have this contact I

think they will continue to exist and business centres will be there. If there comes a time when this need is not met, and I believe London is in danger of losing it, there is everything to be said for moving out.

"To be in a city just to work is not good enough. The main reason I am here in London is because I can communicate by personal contact and also enjoy a broader spectrum of activities than I could get outside.

"But London is eroding. It is becoming a series of roundabouts, as I call them, central places like Trafalgar Square, Leicester Square, Piccadilly and so on, which are no longer meeting places for individuals. Just roundabouts. A city must be looked after and the environment must be interesting if it is to survive."

Before I left, Richard Rogers reminded me of the attraction that had originally turned him to architecture as a young man. "Architects are generalists. On one side there is art and design; on the other there is science."

He is currently involved in building the first British microchip factory for Immos, as well as scientific research in this area in conjunction with PA Technical and Scientific Centre—Rogers Patscentre.

"Society needs to open up new vistas and approaches. Our firm has close contact with Otis, for instance, in the development of new and more economical systems for lifts outside buildings."

In his office, Richard Rogers has a model of a design for Lloyds Insurance in the City of London. It reflects his 'inside-out' theme with, to some extent, services outside the building—including the lifts.

Meanwhile, the great monument to his ideas stands on the Right Bank in Paris. Controversial? Indeed. Successful? Undoubtedly. There are up to 25,000 visitors on a weekday and on Sundays the number can rise to 50,000. Can 50,000 visitors all be wrong?

**The
Pompidou Centre
involved 50 working
architects, 80
draughtsmen, 400
technicians and
2500 construction
workers. It was
formally opened to
the public in 1977**



MEET OUR CUSTOMERS

The Royal Bank of Scotland

*A history of service
which goes back to 1727*

To say that The Royal Bank had its origin in the stormy swamps of Darien would be surprising, but by no means untrue. The disasters that befell the Scots trading colony in the isthmus of Panama helped to trigger off a sequence of events that culminated in the founding of The Royal Bank 28 years later in 1727.

By the treaty of Union, England agreed to pay £398,085 to Scotland as an 'equivalent' for the increased fiscal responsibilities which Scotland would have to bear and this sum was distributed to the stockholders of the Darien Company and to other creditors of Scotland's National Debt. Settlement was made partly by debentures of the new Government and the holders of these debentures decided to extend their activities to banking. On 31 May 1727, they were granted a charter to form a new corporation known as The Royal Bank of Scotland.

From humble beginnings at the foot of Old Stamp Office Close off Edinburgh High Street and a staff of eight, The Royal Bank has grown to be Scotland's largest bank. Its expansion can be divided roughly into three distinct phases.

The first of some 100 years, when communications throughout the country were slow and difficult, was spent in building up its business mainly as an Edinburgh bank, although one branch was opened in Glasgow in 1783. This branch was in the charge of David Dale who was a partner of Richard Arkwright in the New Lanark Mills and the son-in-law of Robert Owen, the great reformer of working conditions generated by the Industrial Revolution.

The second phase, again, lasted about 100 years, during which time a nationwide branch system was developed. This policy included the taking over of a considerable number of branches of the Western Bank of Scotland which collapsed in 1857, the Dundee Banking Company in 1864, Drummonds Bank at Charing Cross, London in 1924 and the purchase in 1930 of the business of the Western Branch, Burlington Gardens, London, of the Bank of England.

The third phase from 1930 onwards included many major mergers. In 1930 Williams Deacon's Bank, based in Manchester, with a large branch network in the north-west of England, was taken over, and in 1939 the old London private bank, Glyn, Mills & Company, was acquired. The three banks continued as separate entities under the title 'The Three Banks Group'. The Royal Bank merged with the National Commercial Bank of Scotland in 1969 and a year later Williams & Glyn's Bank Limited was formed as a result of the merger of Williams Deacon's, Glyn, Mills & Company and the English branches of The National Bank Limited.

The Royal Bank has a network of 600

branches and sub-branches in Scotland, London and the north of England. As well as branches in Hong Kong and New York, an agency in San Francisco and representative offices in Chicago, Los Angeles and Houston, there are also correspondent banks throughout the world.

Many notable firsts in banking were recorded by The Royal Bank, including hire-purchase finance as a complement to banking and having all branches directly on-line to a central computer.

In 1946, Mobile Banking Services were pioneered in the Isle of Lewis. Harris Tweed was woven on the crofts scattered around the island and the bank brought banking facilities out to

these areas by a van that, in addition to a timetable, made request stops.

In Orkney the world's first Boat Bank was operated in 1962, although this has now been superseded by a service to the outlying islands which is provided using regular routes of Loganair (a wholly owned subsidiary of The Royal Bank) to provide a comprehensive banking service all year round.

On Edinburgh's famous Princes Street can be found Ladies' Branch. Established in 1964, this branch is staffed entirely by women.

In today's modern society, The Royal Bank's 'Cashline' service is one of the most sophisticated automatic banking services in the world.



Opposite page, superb banking hall is the centrepiece of the head office building. Above, head office at 42 St Andrew Square, Edinburgh. Above right, mobile bank serves the isolated crofts on the Isle of Lewis. Centre right, facade is being retained in the redevelopment of the bank's main London office in Lombard Street. Bottom right, a network of computerised machines covers the country for 24-hour cash service.

The candlelit afternoons of 1727 seem remote from the streamlined systems of modern banking. In 250 years there have been many changes in structure, function and service—changes that have reflected the developing requirements of industry, commerce and the private individual. But banking is still about people—customers with needs, difficulties and opportunities; staff with the skill, experience and resources to help.

A fast-changing and increasingly competitive world is now creating the need for new and imaginative services. The Royal Bank, with roots deep in Scotland's history, is well equipped to face the future with determination and confidence.



Topping-out at Cutlers Gardens

*Traditional ceremony on London
development site where
Otis has a contract for 27 lifts*

Early in October the Cutlers Gardens office development of 815,000 sq ft in the City of London was topped-out by the Lord Mayor, Sir Peter Gadsden.

A spokesman for the main contractors, Sir Robert McAlpine & Sons Ltd, said the day was one of the biggest events of its kind they had ever put on.

Hundreds of guests were entertained and watched the roof-top ceremony on closed-circuit television.

In accordance with the long tradition, every man on site joined in the celebrations.

Cutlers Gardens, just off Bishopsgate, is a multi-million development by Standard Life Assurance Company and Greycoat Estates Limited. The facades of some of the original 18th century brick warehouses erected for the East India Company on the 4.5-acre site have been retained and, in addition, new low-rise granite buildings are being constructed.

Offering a wide range of self-contained office units from around 30,000 sq ft to over 500,000 sq ft, this high-technology comprehensive scheme is strategically located near Liverpool Street station.

The complex is being developed as a complete office centre together with squash courts, gymnasiums, shopping arcade, restaurants, executive flats, substantial car parking facilities and two acres of landscaping.

High technology is the keynote of the scheme, and nowhere more so than in the

vertical transportation. Otis has a major contract, worth approximately £1 million, for 27 lifts in this development. The lifts are the most advanced the industry can offer, with the latest Otis Gamma 160S variable speed AC drive, plus micro-processor controllers.

The new drive system, Gamma 160S, produces the best rate of acceleration and deceleration consistent with passenger comfort. It means less time between floors, and this is most important in morning and evening peaks, for instance, when a lift may be stopping at every floor.

There has been a gradual build-up of Otis activity, with a lot of concentrated work due from December 1980 until about March 1981.

Continuing the high technology theme, there will be computer-controlled air-conditioning, constant monitoring to maintain high standards of energy conservation, standby generators and closed circuit television security systems.

Early stages of the development involved an archaeological investigation, by the Museum of London, which ran for six months without delaying work. Several trenches were dug by the archaeologists and valuable finds included Roman pottery and 15th century clothing. It is believed there was a Roman cemetery on the north side of the site.

For readers not familiar with the construction industry, a word about topping-out. In no way does





this ceremony indicate the actual completion of the building. It is celebrated when the roof is on, and involves the nailing of a green bough to the highest point.

There is always food and drink for the guests, including civic dignitaries and representatives of the various consultants and contractors, and for the men on site. Very often there is an exchange of gifts.

Why is it all done? For a ceremony that takes place quite frequently in the industry, although not often on the scale of the Cutlers Gardens event, very little is known about its origins. It is generally assumed that the green bough is to bring good luck and ward off evil spirits.

Some say topping-out goes back to the time of the ancient Romans. Other experts believe it is much older than that.

But whatever the origins, a modern topping-out is a happy and hospitable day for all concerned, and an indicator that the building concerned is on programme.

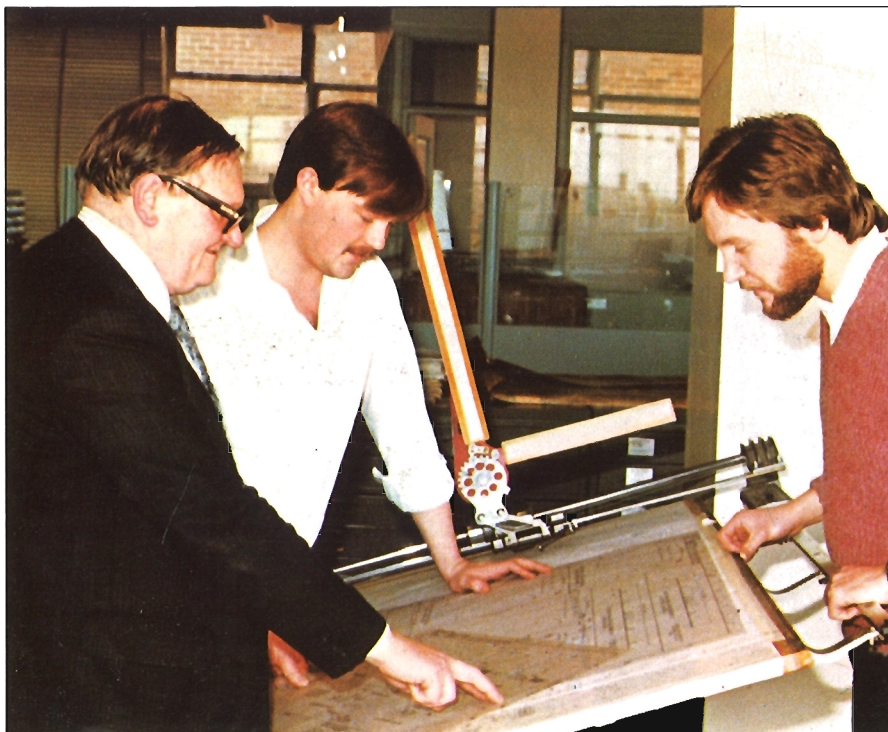
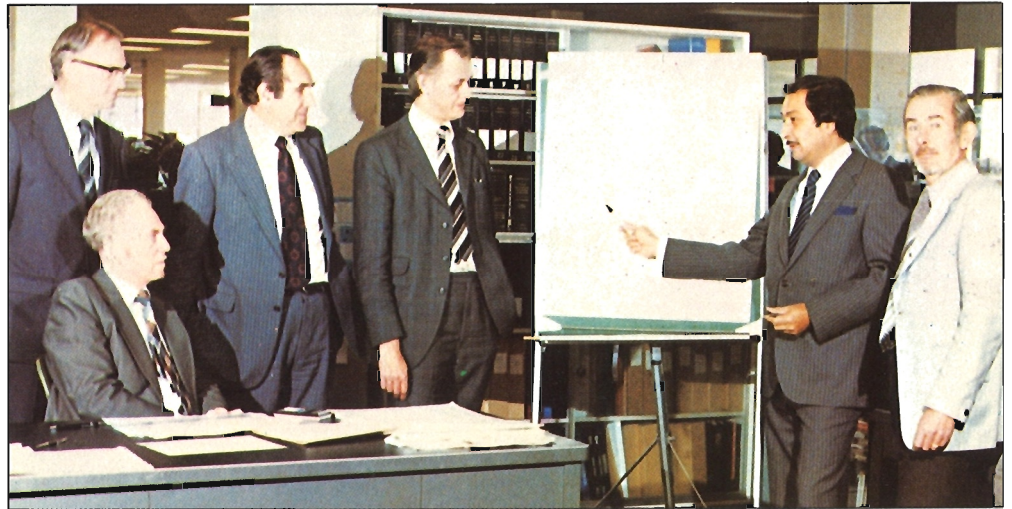


Above left. Aerial photograph of Cutlers Gardens development. Below, far left. The Lord Mayor is led to the ceremony by two pipers. Left, l to r, Otis MD Norman Cunningham; Mr A. M. Hodge, chairman of Standard Life Assurance; Mr. Stuart Lipton, MD of Greycoat Estates and Lord McAlpine, chairman of Sir Robert McAlpine & Sons. Above. The green bough has been nailed to the highest point of the roof.



Right, view of the office at Liverpool works. Above, Linda Au and Kate Bukata. Left, Santosh Mathur, Engineering Manager and head of the Design and Development department.

Right, l to r, Brian Aynsley, Geoff Wells, Peter Goodin, Alan White, Santosh Mathur and Charles Meredith. Below, l to r, Ron Bartholomew with Terry Gouldbourne and Paul Lumley. Below right, Mrs. Phyl Wishman and Mrs. Joan Cahill.





FACE TO FACE

Design and Development

At the Otis Liverpool works, the Design and Development department is headed by Santosh Mathur, Engineering Manager, under the direction of Dr. Tony Williams, Director of Engineering.

There is a staff of 37 and the department's main function is to design and develop products to UK and ETO marketing requirements — this means that products are also designed for sale by sister Otis companies in Europe.

These products have got to be competitive in price, quality and function. Santosh says: "We take special pride in making sure that the products we design and produce in the UK are not only competitive price-wise but also have the hall-mark of quality which is associated with the Otis name.

"It is our responsibility to ensure that the designs are cost-effective for construction and maintenance as well as for initial manufacture. It is no good making the product cheap to manufacture if it is expensive to maintain in the field.

"In some people's minds, design and development is synonymous with dreaming-up impracticable ideas which are just pie in the sky. That is certainly not the case in this department.

"Our feet are firmly on the ground and we provide a real and essential service to manufacturing, new sales, service sales and the field operations.

"I would call it a helpful department which tries to give the best advice. This advice, unfortunately, is not always palatable to some, when the answer is not in their favour.

"The strength of the department is in having a team which works together with a good appreciation of other people's problems. Since I joined in 1969 we have lost about 250 years of long service experience, mainly due to retirements, but there is still some 220 years of long service experience which is complemented by younger staff.

"Men like Ron Bartholomew, Peter Goodin, Geoff Wells and Jack Proctor, for

instance, have a wealth of experience to pass on. Lift design requires a wide range of engineering disciplines, covering anything from hydraulics to microprocessors, and it is important that newcomers receive the benefit of this knowledge. It means the older men have to find the time for training, but it is essential.

"Remember, also, that everyone, including senior engineers, needs on-going training to keep abreast of the latest technology."

There are a number of sections within the department. Ron Bartholomew looks after architectural products and models with five people working under him. His experience is very considerable and he is used extensively by ETO as a consultant.

Jack Proctor is responsible for the controllers and has a staff of three. He has an invaluable field background.

Peter Goodin handles all the mechanical design with six people working under him. Peter helped to set up the Otis works in Liverpool

and has been much involved in the design of new machines and in solving field problems.

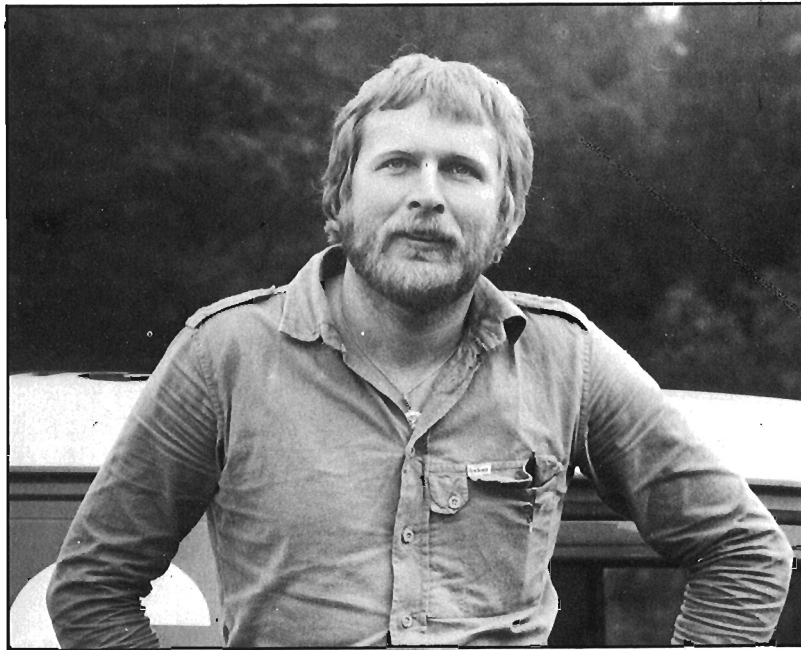
Alan White looks after motor design on electrical machines and has a staff of three. He has a tremendous amount of experience in this field and is consulted by Otis world-wide because of his knowledge of DC machines.

Geoff Wells is responsible for the EDC (engineering data control system) and has a staff of two.

Brian Aynsley handles the product data group and has six working under him.

Charles Meredith is working on the design of the VT machine range which will be made and used throughout Europe.

Santosh Mathur, whose job is to keep all these talented and high-calibre people working smoothly together as a team, was born in India and came to the UK in 1956 as a post-graduate apprentice with what was then Metropolitan Vickers. He joined Otis in 1969, looked after the motor section for two years, and was then appointed Engineering Manager.



OUR

MAN

IN CUMBRIA



We visit Deric Anthony in the Lake District

The Lake District has some of the finest countryside in the UK. And the lakes themselves—Ullswater, Derwent Water, Conniston, Windermere—draw tourists from all over the world.

Even in late autumn the visitors were still there, filling the hotels in Keswick, and nervously driving hired cars through the narrow and twisting streets of a small town never designed for modern transport.

Up on Borrowdale, looking down to Derwent Water, amidst scenery of haunting beauty, two American hikers stopped in amazement at the sight of Deric Anthony's van. They looked at each other, and then one said: "Gee, I don't believe it, the *Otis Elevator Company!*"

Perhaps they hadn't realised that Otis is a world-wide organisation. But more likely they were wondering where the lifts and escalators were on the heights of Borrowdale.

Deric has plenty of lifts to service, if not up there. His area as resident mechanic covers the whole of what used to be Cumberland, before the local authority reorganisation, and stretches from Carlisle in the north to Kendal in the south, and across to Whitehaven and Workington in the west.

He is a Newcastle man and started with the company 11 years ago. At 33 years old he is one of the youngest resident mechanics, taking over the area at Christmas 1973.

Two-thirds of his units are in Carlisle and Kendal, but the remainder are spread to an extent that when his last van was changed after three years it had 87,000 miles on the clock.

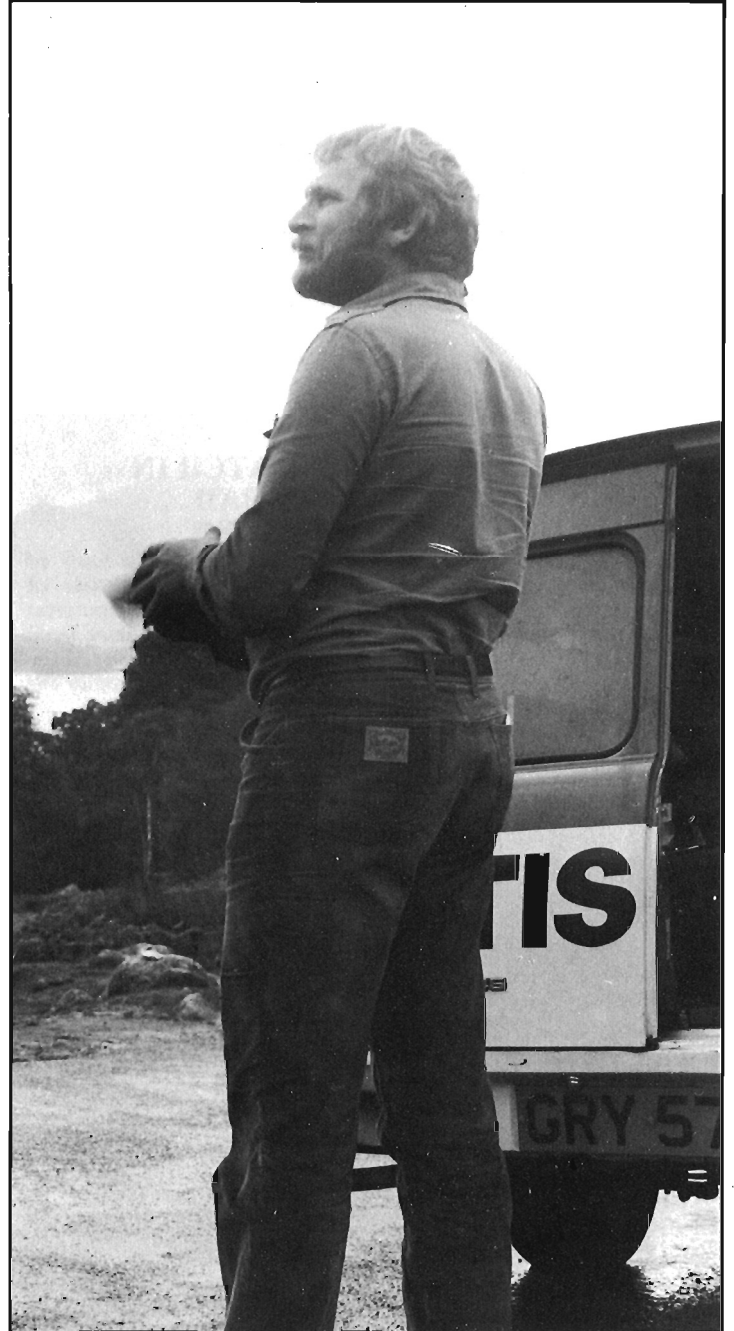
Deric lives with his wife and two boys, Christopher and Daniel, in an old house which a lot of city people would love to have as a holiday home.

Turn off the main road from Penrith to Keswick at Troutbeck and you are on a lonely, almost single track country lane, with the great cloud-topped peaks rising either side. Two miles along this lane and you come to the first and only house on the left.

It was originally a railway cottage and a gate at the end of the back garden still leads through to the platform. The railway has long gone but while *Otis Magazine* was with Deric a jet fighter passed low overhead. The aircraft seem to use the disused line as a navigation point.

Apart from that, there was peaceful silence, except for the occasional animal noises from the farm down the lane.

One thing Deric is sure of. He would not like to return to city life. Go up his way next summer and you will appreciate why.



NEWS

A HEARTFELT THANK YOU FROM SPAIN

Otis has long had a connection with work done for the disabled through Queen Mary College, London, the Handicapped Children's Aid Committee and the Rehabilitation Movement Advisory Panels.

After the successful court settlement in favour of thalidomide children, Otis as a company gave up the actual manufacture and donation of chairs for the disabled, but there is continual voluntary effort by staff in this area.

A chair was recently made and sent to a disabled Zardoya Otis mechanic, J. Naya, in Spain, and Otis MD Norman Cunningham received this message from F. Ramos in Madrid head office.

"Dear Norman, it is my pleasure to send you our own translation of a letter from our Coruna branch manager. I could not possibly have said it better. Once again, thank you."

The letter reads as follows:

"On behalf of his family, headed by his brother, our supervisor F. Naya, and on behalf of all the personnel here,

who have taken a constant interest in this case, I want to offer to all those who, in one way or another, have helped, not only our thanks for the gift of the chair, which has been given to the disabled mechanic, but for the human message that it implies.

"It is a very simple message. Some men have helped another who is far away, simply because they want to tell him in some way that he is not alone.

"Please will you, who speak and write English, be so kind as to give our thanks to those who made the chair, to those who made it possible, to those who packed and shipped it, because all of them from their country have given us a sign that something pure floats in this world.

"We know they do not wish to charge anything at all for their work. And we are sure they already know, their human quality will have told them, that some things are beyond price.

"All we can say to them is—thank you."

BIG CATCH IN VERY BAD WEATHER

A staggering 4,480 lb haul of prime fish filled the holds of Plymouth boat "Zummerset Maid" when ten anglers from Otis London SAC chartered the boat for a week but made the big catch in a matter of days.

Ken Stenson explained: "Not all ten anglers fished every day and the weather was so bad we

only got out for about three whole days.

"We wreck fished south west of the Eddystone Lighthouse, using mainly mackerel and pirks. Most of the fish boated were ling, some to 30 lb, and we also had cod to 27 lb and pollack to 17 lb.

"I also hooked a personal best conger of 68 lb 9 oz which took me 15 minutes to land," he added.

The other anglers aboard "Zummerset Maid", skippered by John Baron, were Charlie Norris, Tim Healey, John Cook, George Glover, Robert Hickey, Dave Jones, Colin Hall, Derek Philpott and Dave Cropper.

A SLIGHT CASE OF MISTAKEN IDENTITY

Otis Glasgow office recently sent the following routine telex to an hotel.

We confirm booking of one single room with bath for the night of the 27th for Mr R. Thomas. Please hold room in case of late arrival. Mr Thomas will pay his own account.

A few minutes later the telex in the Glasgow office began to chatter. This is the reply.

Your message timed 1705 apparently sent here in error. We are Inland Revenue. Sorry we do not have any rooms to spare.

And they say tax inspectors have no sense of humour!



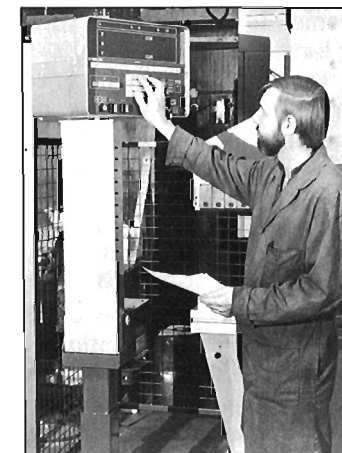
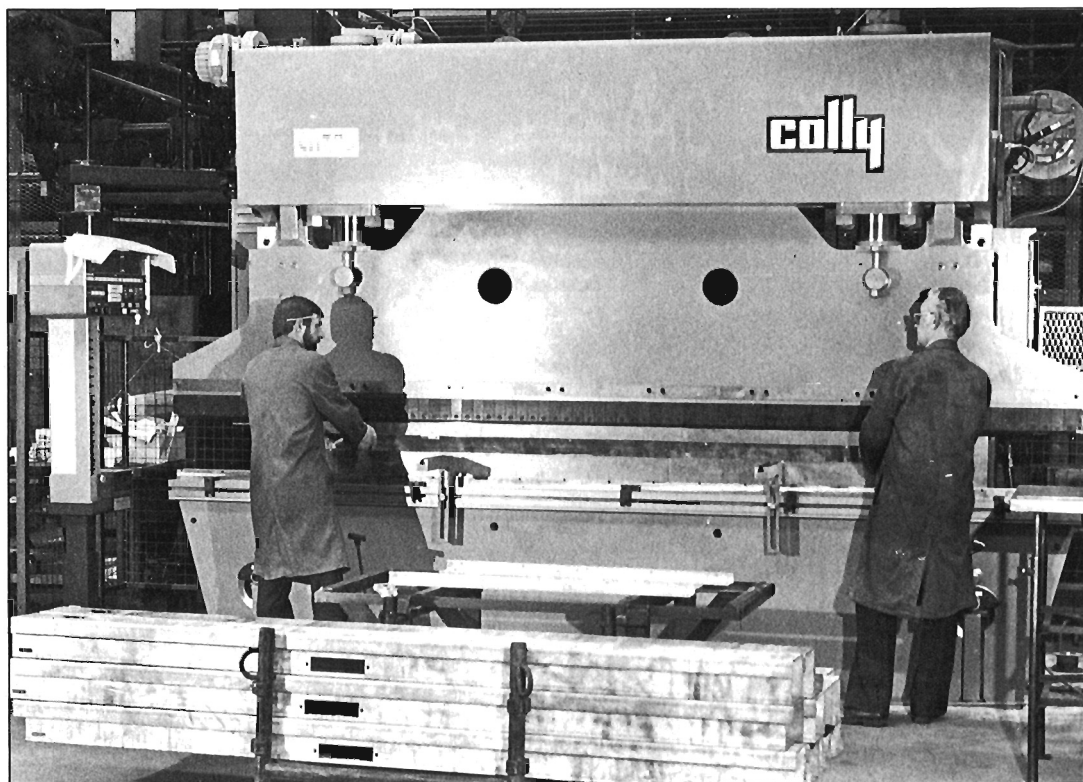
Latest recipient of a gold watch is Ron Bartholomew who completed 25 years service on 3 October 1980.

In presenting Ron with his watch, Dr. Tony Williams, Director of Engineering, made special reference to the outstanding contribution that Ron has made to the design of architectural products company-wide.

Our photograph shows Ron receiving his watch at the presentation attended by his colleagues at Liverpool Works.

NEW CAMERA CLUB FOR LONDON

A camera club for London-based personnel is in the making. 'CROCS', The Clapham Road Otis Camera Society, welcomes beginners and more experienced workers alike. Activities will include lectures, visits and competitions. Contact Barry Harden (X 523), Alison Jackson (X 417), Paul Mathews (X 266) or Robbie Edwards (X 473).



Recently installed Colly brake press is a numerically controlled machine tool for the manufacture of architectural components. Above, Reg Dunscombe inputs data into the machine's memory and left, with Jimmy Disley, carries out the operation involved.



Last September Otis MD Norman Cunningham (below, on right) presented a picture of Bentall's department store in Kingston-on-Thames to Mr Rowan Bentall. The picture (left) shows the store as it was in 1931.

Bentall's is believed to be the first department store specifically designed with escalators in mind. Since their first introduction escalators have become an integral part of any department store design because they actively encourage customers to visit upper floors.

THEY USED TO CALL THEM TRAVELLERS' TALES

Regular travellers on public transport are seldom short of a good story.

Jane Wyatt in London office commutes to work every day from Guildford on the Southern Region BR line to Waterloo. Sitting in the crowded carriage recently she noticed that one of the other passengers was a live mouse.

Yes, a little four-legged mouse. With great presence of mind, and so as not to cause a general panic, Jane kept the news to herself. The mouse probably had a season ticket anyway.

Alan Blackburn, at Liverpool works, got into a crowded bus and had to strap-hang. At least, he managed to grasp one of those vertical metal supports you get in buses.

After a few minutes he noticed a certain amount of general mirth among the other passengers. The support he was hanging on to was a billiard cue, in a metal case, firmly held by another traveller.

Alan says the fellow did not so much as crack a smile but was obviously enjoying the joke.

LIVERPOOL'S REVENGE AT BOWLS

Liverpool played host to the Zone Bowls Team at Parkside.

There were some evenly

fought games but unfortunately for the Zones, the Liverpool team are more experienced at Crown Green than Flat, and won the singles by eight games to three. They also won the doubles by four games to one.

Zones Team. Peter Thorpe (Manchester) Captain, J. Disney, D. Hartley, G. Kemp, P. Wilkinson (Southend), D. Hobday, A. Franklin, R. Burt, P. Williams (Birmingham), F. Leonard (Brighton), G. Roberts (Liverpool office).

Liverpool Team. Percy Steele (Captain), Bob Barnes, K. Swift, C. Johnson, W. McAllister, E. Evans, S. Saggars, S. Dumbell, R. Cummins, J. Dignan, W. Clayton, J. Asplin, K. Nelson, G. Kenworthy, D. Evans.

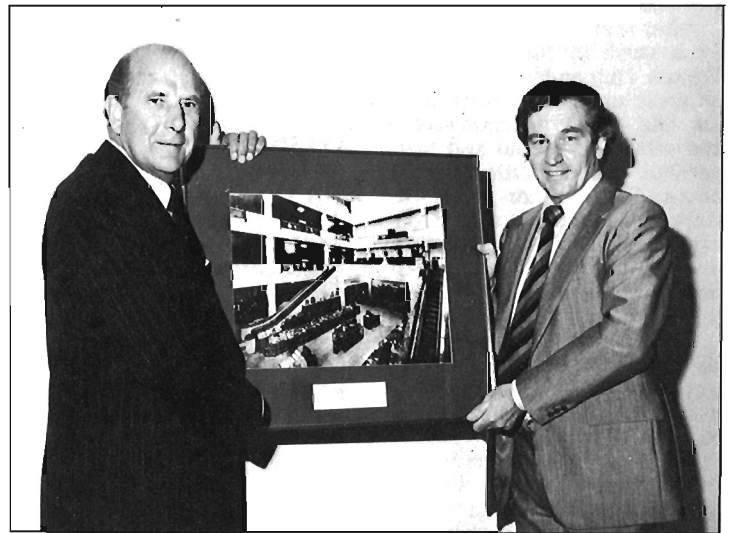
—E. Evans.

NEW SPEED RECORD

Two Sikorsky S-76s and a British Airways Concorde supersonic jetliner established a world passenger speed record between London and New York City.

Setting the passenger record was Sikorsky President Gerald J. Tobias, Mrs. Tobias and David O. Smith, Sikorsky's vice-president marketing and commercial customer service.

The total travel time from city centre to city centre was four hours and 26 minutes, despite 53 minutes of airport ground time. The trip normally takes nine hours through a combination of ground transport



and standard jetliner.

Sikorsky is a sister company of Otis within United Technologies.

GEORGE KETLEY RETAINS MAX STOKER TROPHY

At a well-attended meeting of the Otis London Golf Society held at Burchill Golf Club, Walton-on-Thames, on 2 October 1980, George Ketley of Southend office produced a stableford score of 35 points to retain the Max Stoker trophy.

Following closely for second place was Roy Mills, Administration department, with 34 points. Bob White, London Sales, was third.

The afternoon foursome was

won by Ted Jones, Service, and Mike Hill, London Sales, with Dick Riddle and George Ketley runners-up.

—Alan Goodin.

GOLDEN HAND AWARD

The Engineering Employers' Federation have presented the Liverpool factory with a "Gold Hand" Safety Award for 1979.

This notable achievement is largely due to the conscientious efforts of the Factory Safety Committee, which meets once a month under the chairmanship of Bob Davies, Facilities Manager, to ensure that a safe working environment is maintained for the benefit of all employed at the works.

OTIS LONG SERVICE ASSOCIATION

OUTING TO WALTON HALL

Friday 28 June 1980 was a most unusual day. It did not rain. After a very wet spell we were blessed with a rainless day for our trip. There were three coaches from London, two coaches from Liverpool, and a good following of members who made their own way to Walton Hall Hotel, Wellesbourne, near Stratford-upon-Avon, an English stately home dating back to Norman times.

The London coaches, being the first to arrive, were greeted cheerfully by those who had travelled by other means, the contingent from Liverpool joining us within minutes.

After a respite for those who wished to fortify themselves at the bars, we all adjourned for an enjoyable cold luncheon.

After that our time was spent by a stroll in the grounds of Walton Hall and/or the chance to meet up with friends from far and wide to reminiscence and relate stories old and new, perhaps about Otis, maybe about families, or even the story of Coach No. 2 from London, whose passengers had a whole fund of tales to tell of how they nearly did not get there.

Along the motorway the coach had an oil leak and was stopped by the police but after a hasty repair their driver managed to get to Walton Hall.

As is usual with these visits the few hours at our disposal passed all too quickly and it was homeward bound for one and all.

TEA WITH BERT AND JESSIE BRADBROOK

On Wednesday 2 July 1980, I enjoyed a very pleasant afternoon. I had discovered that this was the 80th anniversary of the day on which our old friend and Long Service Member, Bert Bradbrook, started work with the company. It was in the year 1900 that he first started work and that seems to most of us like another century!

On arrival at St. Margaret's Bay, in Dover, I was delighted to see Bert sitting in the garden of his house, which has a magnificent view over the Straits of Dover. He was surrounded by

his roses and all together it presented a most peaceful scene.

The purpose of my visit was to pass on to Bert and his wife the good wishes from each and every member of the Otis Long Service Association. As a token of good wishes I presented them firstly with a greetings card signed by a great number of members who attended the outing to Walton Hall, secondly a bouquet of flowers for Jessie Bradbrook, and lastly a Fortnum and Mason hamper of food for them both.

I found both Bert, who is now 95, and Jessie, who I am sure will forgive me for telling you is 88, in extremely good spirits. I was entertained to tea and had a thoroughly enjoyable afternoon with them. I came away quite up-lifted by their enthusiasm and joy in living and I am sure that we all wish them many more years of happy married life. **Harry Pettinger.**

OTIS HISTORY THROUGH LONDON TRANSPORT

At the opening of the London Transport Museum in old Covent Garden Market (reported in our last issue) our OLSA chairman, Harry Pettinger, was a guest of London Transport officials, and there were many specific points of interest for Otis people. It really is worth a visit.

During 1906-7, 138 electrically-driven Otis lifts were installed on the Underground to serve the new deep-level tube stations. The lift cars were installed in circular shafts and in order to make carrying capacity as large as possible, they were made in the shape of a trapezium. This accounts for the characteristic shape of the lift landings.

As part of the lift modernisation programme, some of the Hampstead station lifts were replaced in 1979. The panelling and lift car have been reconstructed in the museum to show one of the old cars at the upper landing. This particular lift was normally used only for Bank Holiday traffic and was not fitted with power-operated entrance gates and doors.

The first escalator used on the Underground was constructed at Earls Court station in

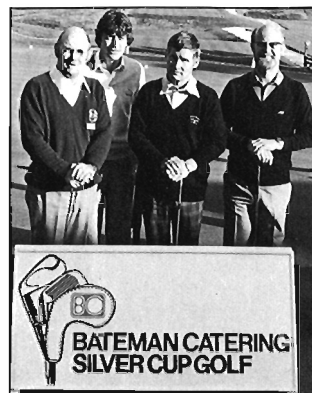
MORE GOLF NEWS

Following the announcement in our last issue, the first Otis National Golf Competition will be a 36 hole stableford on Tuesday 8 September 1981 at Moor Hall Golf Club, Sutton Coldfield, near Birmingham, followed by a presentation and dinner in the club house.

Fees have not yet been finalised but it is anticipated there will be a green fee of £6, entry fee of £2 to provide prizes, with £6 for the evening meal.

Play will start around 8.15 am so some players will need overnight accommodation. Details can be supplied.

Entry forms will shortly be available from J. McKinlay (Industrial Engineering) and A. McNamee (Personnel), both at Liverpool Works, and early requests are advised because there will be a limit to the numbers.



Otis team from Liverpool Works at the September finals of the Bateman Silver Cup competition. L to r, Doug Christie, Mr Peter Mills of Bateman, Ray Ball and Derek Allen. They didn't make it to the top prize, but better luck next year, fellows.

1911, where it provided a link between the District and Piccadilly lines. It had flat steps and 'shunt' ends which forces the passengers to step off the moving stairs sideways.

The modern form of escalator was first installed at Clapham Common station in 1924. It formed steps which had slatted treads which slid safely under a metal curb at the top and bottom.

Whenever possible, lifts are replaced by escalators when stations are modernised because of the greater capacity and instant availability they provide. A working model of an escalator installed at Euston in 1968 forms part of the display.

DON'T FORGET!

The 1981 Summer Outing will be at The Chateau Impney, Droitwich, Warwickshire, on Friday, 10 July 1981.

A return visit that will no doubt please many, once again to enjoy the splendours of the Chateau and its delightful surroundings.

WELCOME TO NEW MEMBERS

A very large welcome is extended to the following new members:

John Kemp (Liverpool Works); Joan Mullett (Liverpool Works); Ray Wall (Liverpool Works); Catherine Jinks (Liverpool Works); Elizabeth Halligan (Liverpool Works); Maude McNaboe (Liverpool Works); Ray Hughes (Sales Administra-

tion, London); George Holland (Service Department, London); Ted Jennings (Ex Tool Design, London); Jack Anderson (Service and Stores, Manchester); Tom Sloat (Construction, London); Bill James (Construction, Reading); Jim Tunnicliffe (Service Department, London); Ted Wood (Construction, London); Charlie Morris (Tool Stores, Erith); Peter Cookson (Construction, London); Henry McNamara (Construction, London); George Harris (Service Department, London); Harry Weaver (Service Department, London); David Wilson (Service Department, London); Arthur Cotton (Service Department, London); Terry Durkin (Service, Southend Office); Jürgen Kuehn (Flohr Otis, West Berlin, Germany).

RETIREMENTS

Congratulations and our best wishes for a long and happy retirement to the following members who have attained the exalted title of Senior Citizen.

Mike Kapelman (Technical Sales, London); Harold (Bill) Binckes (Sales Department, London); Bill Morley (Night Call-Out, London); Ken Pike (Sales Representative, London).

Also our best wishes on their early retirement to:—

Harry Watling (Engineering Department, Liverpool Works); Bill Shambrook (Engineering Department, Liverpool Works); Stan Hunt (Engineering Department, Liverpool Works); Larry Gane (Works, Liverpool); Jim Piper (Local Representative, Norwich).

Holiday Photo Contest Winners

**Big entry
for this
popular
competition**

Our first Holiday Photo Contest last year drew so many entries that we decided to do it again for 1980. This year we received even more fine photographs. Deciding between dozens of entries of such high quality was a pleasurable headache for the judges, and not without a little argument they settled on these three winners. We only wish we could publish many other entries to show the high standard



1st prize, £75. Left, Owl on the Isle of Wight. Steve Johansen (London Admin Drawing Office)

2nd prize, £50. Below left, A High Rise Lift. L. J. Halliwell (Dept 33B, Liverpool Works)

3rd prize, £25. Below, Piccadilly Circus. David Coe (Newcastle)

FIRST SECOND THIRD





The Old Course at St. Andrews with three lifts



North British in Edinburgh with 17 lifts

Otis serves BTH in Scotland

Caledonian in Edinburgh with seven lifts,
one of which is currently being replaced

British Transport Hotels group has 11 hotels in Scotland and the three shown here are among those with Otis installations. They are looked after from our Edinburgh office and Otis is proud of its long and continuing association with BTH.

In Scotland, naturally, there is a strong emphasis on golf in the leisure hotels, and the group has five 18-hole courses in Scotland with another currently under construction.

