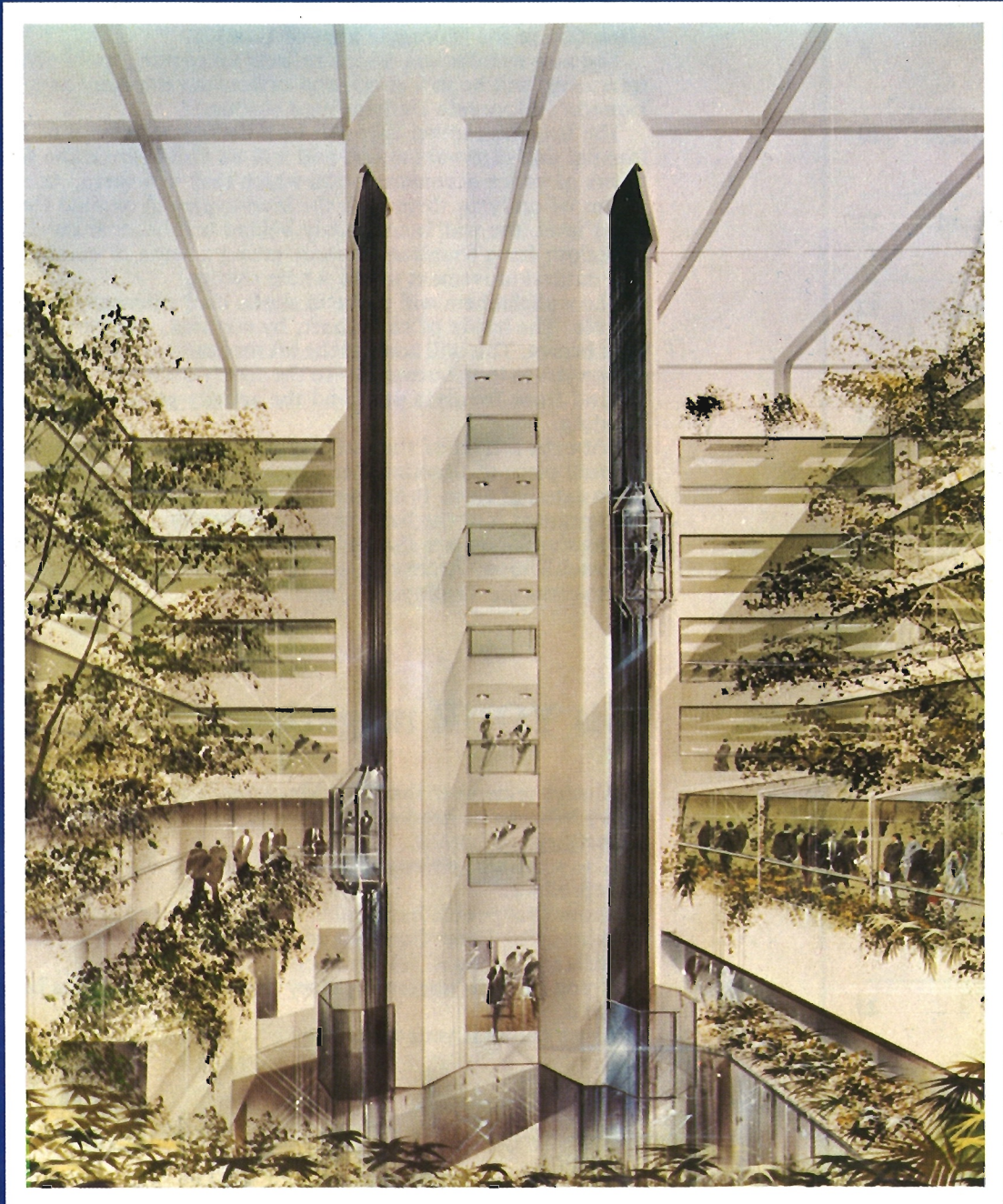


OTIS

MAGAZINE



Otis Elevator Company Limited
New Year 1980

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New Year 1980

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Exciting new development in lift design

Our front cover shows an artist's impression of two Otis observation lifts (wallclimbers) which will very soon be a major attraction in the Moorgate area of London.

The new installation, which reflects an exciting architectural treatment, will be in a shops-and-offices development next to London's Moorgate Underground station.

The two wallclimber lifts will be a deliberate feature of both internal and external interest and will be visible from the five floors of office accommodation which they will serve. As a means of unifying them with the landscaping at ground floor foyer level, the wall immediately behind will become the backcloth for a fountain cascade, giving a sense of continuous and natural movement to the whole setting.

The wallclimbers will move in shafts clad externally in white marble. The inside of each shaft, by contrast, will be painted dark brown. This will conceal the lift mechanism and encourage passengers to look outwards—to the courtyard landscaping, the ground floor fountain pool and the activity going on inside the building.

With the arrival of the wallclimber the lift has ceased to be an internal piece of functional equipment, stylish, yes, but hidden from external view. It has now become a design feature incorporated into the basic external structure.

The developers are the United Real Property Trust and the Norwich Union. Architects are Trehearnes and the main contractors are Trollope & Colls.

It is YOUR magazine

Always remember that Otis Magazine is *your* magazine. Send Barry Wheeler at head office news of what is happening in your department or branch.

Also send him photographs. They must be sharp and in focus to reproduce.

Many Otis people have interesting hobbies and leisure activities. See Peter Goodin's article about his choir's visit to Austria in this issue, for instance.

If you have an interesting story like this to tell, let us hear about it.

As we said, it is your magazine.



Otis has been 50 years in Northern Ireland. Against the background of the new Belfast City Hospital Otis MD Norman Cunningham (right) congratulates district manager Eddie McGarry

A message from the Managing Director

Your company is in good heart and well placed to face 1980 with confidence.

Otis has always enjoyed the position of lift market leader in both Britain and in the world in sales, in technological innovation, in quality and in service dependability. These high standards can only be achieved and maintained by the dedication and hard work of every Otis employee, playing their part in the Otis team, who has pride in his or her performance and who has pride in being a member of the Otis family.

I am happy to say that we have in Otis the type of employee who will continue to build upon this strength to protect the name of Otis in the future and to retain our leadership.

Success brings its rewards in different ways. The most important is profits to maintain service to our customers,

employment to our workers and finance to invest in the future in many ways, particularly research and development of new technology to keep the company strong. Individual success gives, above all, job satisfaction and pride in a job well done.

During 1979, we achieved the targets we set ourselves—profits, new sales bookings and service bookings were on or above target. Unfortunately, we have not been able to disassociate ourselves from the decline in construction activity in the world. We have spare capacity in our Liverpool factory for the manufacture of lifts and we had in 1979 to make a considerable number of people redundant. This is not a pleasant experience for anyone concerned but we do not expect any further cut-backs in 1980.

We enter 1980 with very high hopes of continued good performance in all

areas. We are particularly pleased to introduce the Otis 90 range of lifts which are technologically unequalled by our competitors. The combination of microprocessor controls, Gamma 160S drive giving optimum flight times between floors, and computerised traffic and performance analysis is unbeatable.

With this technological ability and with Otis people, we look forward to offering to our customers continued improvement in the quality of our service to them.

We need our customers—let us make sure that, in 1980, their needs get priority in all we do. I am sure I can depend upon you.

My warmest thanks for all your efforts.

Happy New Year to you all.—

Norman Cunningham.

NEW COMPUTER

Bob Brown, data processing manager at the Liverpool works, reports on the installation of our new IBM 4331 computer—one of the first in UK

October 1979 saw big changes in one of the company's departments which has been using high-technology products for a long time. In the year that Otis moved into the world of microprocessor controllers, the Information and Systems Department at Liverpool works took delivery of one of the first of a completely new range of IBM computers.

The first major computer, an IBM 360/30, was installed at Kirkby in 1968. By today's standards, it was a small, low-powered and unsophisticated

machine, but it supported the company's data processing needs until 1973.

By 1973, the workload on the computer had grown to the point that one of IBM's newer range was installed, a 370/125. (For some reason, computers, unlike cars, have seldom been given names, I wonder why not? Surely "Programmer wanted for sporty IBM Data King" has more appeal than "Experience on IBM 370 series required"!)

Each of these computers was equipped with various



FOR A NEW DECADE

machines designed to read data and to output information.

By early 1979, it was apparent that the existing equipment would, within a year, have difficulty in coping with the work load that could be expected.

As luck would have it, January 1979 was the time that IBM announced the first of a completely new range of computers. By making the fullest use of the very latest micro-technology, IBM could produce computers twice as powerful and at less cost. Even after improving the other equipment needed by the new computer, Otis could obtain a much more sophisticated and powerful computer without any increase in the cost of the equipment. Progress, indeed!

The actual "computer" turns out now to be a very small and uninteresting looking piece of equipment. You have probably seen more exciting looking chest freezers—in fact, it looks like a chest freezer, but has less little lights!

The computing part is contained within a one foot cube; the rest of the "freezer" is taken up with connectors to the other equipment. Just as a human brain is helpless without a nervous system connecting it to limbs and organs, so the computer is helpless until connected to the other machines which allow it to communicate with the outside world.

This other equipment comes in various forms, designed to meet various objectives. The first and vitally important piece of equipment is a visual display screen and keyboard. Via this, the computer operator issues his instructions to the machine and receives messages from it. (Several other screens and printers are attached to the computer, via telephone lines in London, for the use of the accounts staff.)

To deal with information punched on cards, there is a card reader. This operates by passing each card over photo-electric cells to sense the presence (or absence) of holes. The pattern detected forms a simple code, in just the same way as does the morse code. However, little

data is now fed to the computer by this means, as it is comparatively slow. (The principle was laid down by Herman Hollerith in 1885!) Cards can also be punched out on another slow machine.

The primary method in Otis today of storing large volumes of computer data is by using magnetic tapes. These tapes, $\frac{1}{2}$ inch wide and up to 2400 feet long, can be used to store millions of characters of information. The data is recorded, and read, in much the same way as on a tape recorder; however, instead of recording sounds it stores patterns which represent letters or numbers. These are packed closely together, and read or written at very high speeds. A reel of tape could hold up to 50 million characters, or about 100,000 pages of typing!

The library of computer tapes at Otis now holds about 350 different types of files and usually several copies of each. (This is for security, so that a damaged file may be recreated). These files contain data about almost every part of the company's activity—payroll, sales, purchase, production, maintenance, and many more.

Tape is a very good and cheap way of storing data, and is fine so long as you generally want to scan the file sequentially, from beginning to end, and are not going to want to select bits of data in random sequences. If you only want five

records out of a hundred thousand, to start at the beginning and work through is definitely not the most efficient way. Because of this the computer uses things called "disks" which are just that, discs. Because the recording surface is entirely exposed, the computer can be made to go directly to any piece of data stored on the disk, provided, of course, that you know where you put it!

I mentioned that we have about 350 different files—and therein lies today's biggest problem. For everything that occurs (and data is merely a record of an event) is related to lots of other events occurring in the company.

For example, a sale of a new lift will not only generate the need for purchase orders on suppliers to the factory, it will also generate future work for the field, and a consequent future manpower requirement. The effects on the various financial functions of the company also reverberate in many areas and in many ways.

The problem, for Information & Systems, is that merely having a file of orders received does not automatically affect other files of data, which represent the other departments affected by the sale. So the primary need is to link the files and all the data together, so that a change to a customer's requirement affects the information of all those who are affected by the change. Customers' details need to be linked to their contracts, their units, the equipment needed for those units, the orders to be placed, the material to be manufactured and so on.

To try to show this diagram-

matically would result in an incredible spider's web of links and cross-utilisation and updating of information. The only way possible to deal with such a situation is to have a central set of files, which each department will update and can read.

And that is what computer people call a "database"—a cross-referenced set of files. It is a fancy name for a simple concept that the new computer will allow us to develop.

The effect of having the files organised properly (and logically) will be that we can answer with ease so many of the questions that floor us today. Basic problems of two files telling different stories about the same contract can be eliminated—if there is only one story. And if there is only one, everybody who needs to look at it can check it.

Computers are going to become more powerful and cheaper as time goes on, but we still have a long way to go before we can utilise the full potential of the new tools.

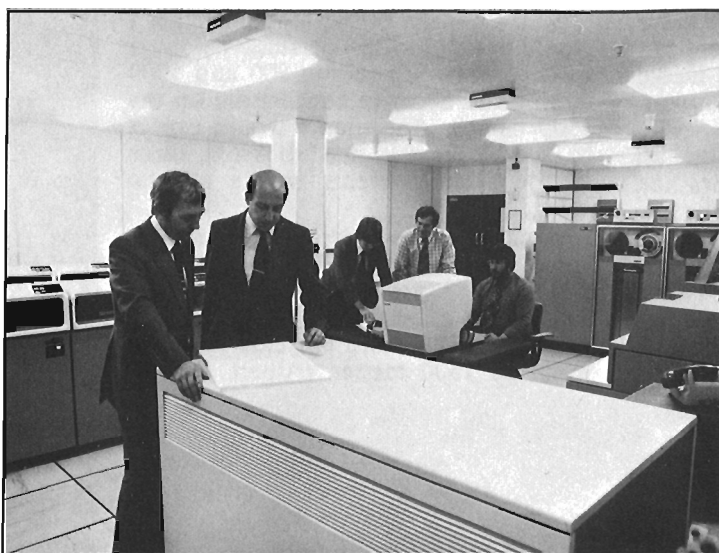
For computers are just that—a tool. What all of us, especially in Information and Systems, must never forget, is that a computer learns nothing but forgets nothing. The assistance that can be obtained from the use of computers does not depend, and never has, on the sophisticated machinery installed at Liverpool. It depends on the skill of people in using that power to solve our problems, the problems of everyday business.

The computer can assist in every area, from ordering screws to closing a five-year financial forecast. But what we do with that information is up to people. The new machine will help—but it won't of itself sell, build, install or service a single elevator.

We should never forget that.

● *Involved with the computer at Liverpool works are Julian Levy, Director of Systems and Contracts; Bob Brown, Data Processing Manager; Alan Morgan, Operations Manager; Bill Kelly, Technical Systems Support; Keith Abrathat, Chief Analyst; Jean Gorman, Chief Programmer.*

Opposite page. Opening in December of the new computer installation. L to R, Julian Levy, Peter Morley (IBM), Brian Woodham (IBM), Alan Morgan, Norman Cunningham and Bob Brown. Below. Alan Morgan and Bob Brown in foreground.



OUR OLYMPIC HOPES

Whenever I think of our medal prospects at the Olympic Games in Moscow in July, I tell myself not to count the chickens until they are hatched. So much can go wrong in these next few months: an injury during training; a touch of stomach trouble on the crucial day in Moscow; the emergence of some new and as yet unknown star from the teeming continents of North America, Africa or Asia.

I have taken part in or reported on seven previous Olympics and I have seen so many hot favourites beaten that I am reluctant to raise hopes of seeing gold come back to Britain.

But having said that I must now get off the farmyard fence and tell you about the fertile eggs that I think will hatch into Olympic medalists come July.

There has never been an athlete like Sebastian Coe. Nobody in the long history of the sport has ever held the world records for 800 metres, 1500 metres and the mile at the same time — much less broken all these records in the space of 41 days. There is only one thing that we do not know about Seb: which events is he going to attempt in the Olympics?

Certainly, the 800 metres, the event in which he smashed the world record by nearly a second. But that will mean three hard races in three days: heats, semi-finals, finals. Then a couple of days rest before he attempts either the 1500 metres or 5000 metres.

Why, you might ask, do I suggest the 5000 metres? Because Seb's training is based on the 5000 metres and in my opinion he could add that world record to his total whenever he chooses to run it seriously.

That serious race might well take place in May when he will run the Yorkshire Championship over 5000 metres against the promising Steve Binns who is only just 19 years old but already holds a 5000 metres gold medal from the European Junior Championships last summer.

These days, speed is vital in all Olympic events — even the Marathon — and Seb would undoubtedly be the fastest finisher in the 5000 metres and I am sure that he has the stamina to hold on to the field and be well placed when the bell goes for the last lap. So I feel that he is more certain to win the gold medal in the 5000 metres than in the

1500 metres — and that is because of the presence of another great British athlete, Steve Ovett, in the 1500 metres.

Everybody wants to know whether Ovett or Coe is fastest over 1500 metres. Most people seem to believe that Ovett would win because of his incredible "kick" in the back straight — that magical ability to accelerate so fast that it looks as if the other runners are standing still. But I am not so certain.

I remember Seb saying to me; "Any good athlete can kick when the pace is 1 min 47 secs in a 800 metres race but I have yet to see the man that can kick when the pace is 1 min 42 secs".

What he means is that when the pace is unbelievably fast — world record pace — an athlete is so pushed to hang on that he has no energy left to kick. So I believe that Seb's pace will draw the sting from Steve's kick. But, in the process, they might well destroy each other.

I have seen it happen in the European Championships in Prague in 1978. Seb and Steve were clear joint favourites for the 800 metres and Seb went out from the gun and set a blistering pace — 49 secs for the first lap. If he could keep that up for the second lap, it would mean a world record of 1 min 38 secs which is 4.4 seconds — or some 35 metres — faster than his own record.

Steve Ovett hung on and when Seb tired on the final bend Steve came past only to be overtaken in turn by a powerful East German called Bauer.

Everybody thought that Bauer must have been doped but tests proved that he was clear. What happened was that Bauer was towed around by Seb and Steve and then, bullock-like, found a morsel of strength left — just enough to take him past two great athletes who had destroyed each other.

So if I was the British team manager I would be using all my persuasive powers to encourage Seb to run 800 and 5000 metres and Steve to concentrate on the 1500 metres. And then I would expect to see three gold medals from three of the premier events in the athletic calendar.

What a harvest! No British athlete has ever won the Olympic 5000 metres and it is 48 years since we won the 800 metres (Tommy Hampson in Los Angeles in 1932) and 60 years since we won the 1500 metres (Albert Hill in

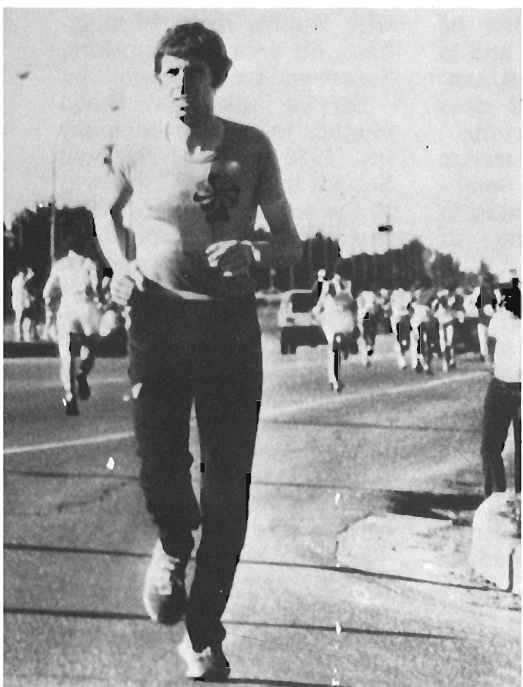


Sebastian Coe
Tessa Sanderson

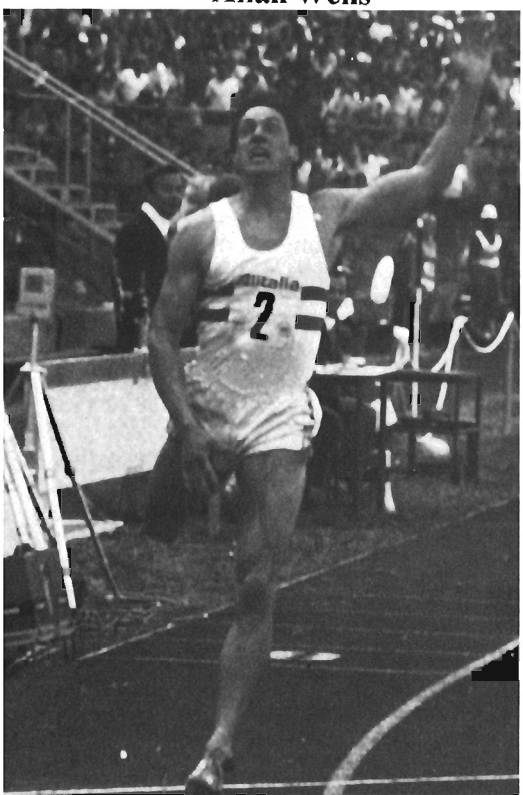




Steve Overt



Brendan Foster
Allan Wells



CHRIS BRASHER, Olympics correspondent for 'The Observer', and former gold medalist, assesses the British athletics line-up for the Moscow Games in July

Antwerp in 1920). Incidentally the silver medalist in the 1500 metres in 1920 was another British athlete, Philip Noel Baker, who was later to achieve fame as a Labour politician and a winner of the Nobel Peace Prize.

Three gold medals would be far more than our fair share on the track but there are other possibilities: Allan Wells in the sprints; Mike McLeod or Brendan Foster in the 10,000 metres; and that great character Daley Thompson in the Decathlon.

Allan Wells is the best British sprinter that I have ever seen but in his events one hundredth of a second — far less than the flicker of an eyelash — can mean the difference between gold and silver or between bronze and "also-ran".

The competition from United States and Caribbean athletes is formidable — so formidable that nobody could yet name the American sprint team. They have at least six world class sprinters vying for the three places allowed to any one nation. Undoubtedly this keeps the Americans at a very high competitive pitch while Allan has nobody in this country who can give him a good race. Nevertheless I do expect Allan to be amongst the medalists in the 200 metres.

I am sure that either Mike McLeod or Brendan Foster will be amongst the medalists in the 10,000 metres but I am afraid of an Ethiopian called Mirus Yifter. In my opinion Yifter would have won the 5000 and 10,000 metres in the 1976 Games if his team had not walked out of the Games as a protest against New Zealand's sporting contacts with South Africa. He proved what he can do when he won both these events during the 1979 World Cup in, strangely enough, the Montreal Olympic Stadium.

Much as I admire Brendan's guts, I feel that he is lacking in finishing speed — which is why I would like to see him run the Marathon in Moscow. He has the stamina and the moral fibre to run a really fast Marathon — well under 2 hours 10 minutes — and we know that the Moscow course will be very fast. Which is bad luck on Dave Cannon.

Dave was one of the British marathoners in the last European Championships and I have seldom seen such a courageous run. He was struck down with "Prague tummy" and twice he had to leave the road and disappear behind a bush. Despite that he finished only 2

mins 30 secs behind the Russian winner.

Dave is a great man for the hills. In fact he has held the record for that crucifying race up and down Ben Nevis. Unfortunately there is not a single hill on the Moscow Marathon Course.

Daley Thompson was heading for a new world's record in the Decathlon last summer — until he came to the Pole Vault. Without his own poles (specially sized and tuned to his speed and weight) he scored zero in this event but that will not happen to him in Moscow because British Airways will take good care of his gear instead of losing it!

Daley's task is as difficult as Allan Wells' — one infinitesimal mistake over two days of competition can make the difference between gold and silver. He has to be able to sprint, throw the javelin, high and long jump, pole vault, hurdle, run a 400 metres and a 1500 metres and throw the discus and put the shot — ten events which require speed, strength, skill and stamina, which is why the winner of the decathlon is often regarded as the world's greatest athlete.

I must not forget the women: especially Tessa Sanderson, that charming javelin thrower. Tessa has one great disadvantage: unlike her competitors she does not take anabolic steroids, that group of drugs which help to build muscle and recover from hard training sessions. All we can hope is that her rivals are so scared of the drug tests (which will start as soon as an athlete enters the Olympic Village) that they stop taking them for long enough to give Tessa a fair chance. She is, in my opinion, the best no-drug javelin thrower in the world.

I have concentrated on athletics because that is the sport which takes pride of place in the Olympics but remember that there are 20 other sports and British competitors will be in them all. While all eyes are on Moscow, we mustn't forget the events taking place 500 miles away in Tallinn on the Baltic coast. There, in the yachting events, Rodney Pattison will be trying for his third gold. He won the Flying Dutchman class in Mexico in 1968; won the gold medal again in Germany in 1972 and was very disappointed to win "only a silver" in Canada in 1976. Rodney is a winner and he will be determined to win again in 1980.

(At the time of going to press certain countries had not confirmed their participation in the Olympics).

Spotlight on Southampton

WITH THE BIG SHIPS

Otis magazine visits branch manager Ian Campbell

The port of Southampton has always handled big, ocean-going liners. Air travel is the quickest way these days, of course, but it cannot compare with the comfort and luxury of a big ship, and there are still plenty about.

The Otis offices at Southampton house the district as well as the Southampton branch, which now includes Bournemouth.

Bill Budden is the Southern district manager, with two area sales managers, Alec Gater and Dudley Boakes. Ian Campbell is the branch manager with Richard Hems and Peter Farrelly, service supervisors, and David Hughes, service salesman. Peter Savage is construction supervisor. Olive Emmerson and Jackie Walsh complete the team.

The Southampton branch, including Bournemouth, extends to Farnborough in the north-east, Andover and Salisbury in the north, Yeovil in the north-west, Lyme Regis in the west, and the Isle of Wight and the Channel Islands in the south.

Very naturally, the branch has a strong connection with shipping, and the two most famous ships in which the lifts are looked after by Otis are the royal yacht, *Britannia*, and the QE2. Both Cunard and the P & O line are major customers. Work is also done for the Royal Navy (fleet auxiliary ships) and for British Rail Ferries.

Away from shipping, there are installations at the IBM head office in Cosham, IBM UK Laboratories near Winchester, the Esso refinery at Fawley, Southampton Corporation, John Lewis shops, British Home Stores, Debenhams and many more.

Bill Budden, Southern district manager, has been

with Otis for 29 years. He was in London, then came south on construction and service, and later testing and adjusting. Returning to London, he was in sales engineering for about two years, followed by a period specifying and in service sales.

He went to Dublin as a service salesman, later had a service district, then went to Liverpool branch, followed by Preston. He came to Southampton as branch manager, became service regional manager for southern England, and was appointed Southern district manager in 1978. He lives on the edge of the New Forest, has daughters aged 14 and 12, and likes walking and reading.

Ian Campbell, branch manager, says he joined Otis at Easter 1961 after three weeks at sea. He had finished his apprenticeship as an electrician, wanted to see the world, but realised the sea was not the way to do it. Peter Knox (now retired) and Charlie Wareham were on board and introduced him to Otis supervisor Ted Rogers, who is also now retired.

Ian started as a mate, progressed to a fitter and was on the tools until 1967. He was a local representative in Portsmouth until 1968, when he became service salesman in Southampton, and was appointed Southampton/Bournemouth branch manager in 1978. He lives in Romsey and has a daughter of 11 and a son of seven.

Construction supervisor Peter Savage covers Plymouth, Bournemouth, Southampton, Channel Islands, Isle of Wight and Portsmouth. He joined the company 17 years ago after serving his time as a tool-maker with another firm.

After applying at Brighton (where Dennis McNab was supervisor) he was sent to Southampton and later became construction supervisor in Bournemouth. He still lives in Bournemouth but is now based at Southampton.

Peter has a daughter of seven and son of five, and in his spare time "straightens bent motorcars" and does stagelighting for pop groups.

Peter Farrelly is service supervisor for the Southampton area, which takes in Hampshire, the Isle of Wight and the ships. With 15 years service, he had over two years on the tools, went to Clydebank for service adjustments on the QE2, and was recalled to Southampton to become service supervisor.

Last November he had two weeks in the United States, on the New Jersey coast, supervising American labour on the QE2. "And very good they were, too" he says. Peter lives at Chandler's Ford, and has a daughter of 13.

Area sales managers Alex Gater and Dudley Boakes both started with Otis in 1950 and first met in Birmingham. Alex had been a construction fitter in Bristol and after an assignment in Jamaica became a staff adjuster in Birmingham. He followed that with an enjoyable and successful period as manager in Cardiff but was called back to the Midlands when construction superintendent Frank Leonard went off to Glasgow. Alex lives in Bournemouth and was manager until the restructuring in 1979.

Dudley Boakes started as an apprentice in Brighton and after a post-apprenticeship period at head office found himself in Birmingham as a sales representative.

When Alex came out of Cardiff, Dudley took over as manager there, and subsequently in Glasgow and Edinburgh, before returning south as manager at Southampton.

Although Dudley lives in Southampton with ex-Otis wife Sandra from Birmingham, his area is Hampshire, Sussex and part of Kent.

Service salesman David Hughes joined the company in 1956 after National Service in the RAF. He was in the service drawing office in Carnaby Street for about 3½ years followed by another 3½ years in various service zone administration functions, including engineering, estimating and abstract preparation.

He became a service sales representative in South London district, working from Falmouth Road, Silex Street, the Minories and Thornton Heath. He moved to Bournemouth office in 1970 and to Southampton when the branches were joined.

Richard Hems, service supervisor for Bournemouth, started in 1965 in Cardiff. He has been tester and both construction and service supervisor in Cardiff. He came to look after the Bournemouth area in 1976.

Olive Emmerson does the new sales paperwork and the day-to-day running of the office. She has been with the company for over four years.

Jackie Walsh is a comparative newcomer with a little over one year's service, and looks after Bill Budden's work in the district in addition to all the service side.

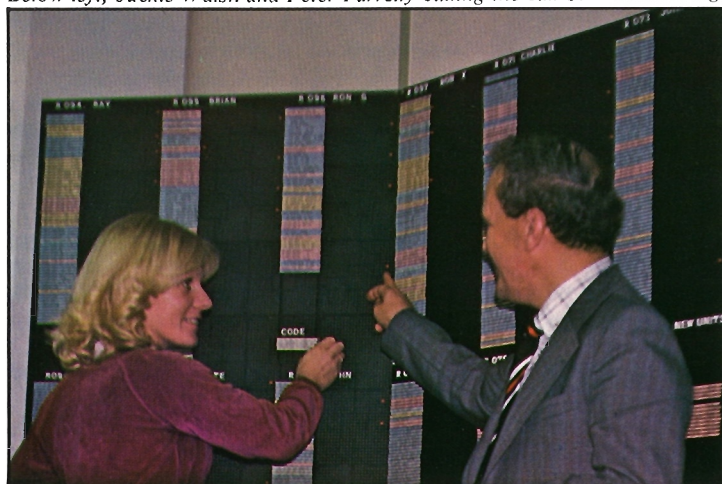
One final but important thing. The Southampton people had a move not so long ago and are now all in a mod office block at Clifford House, New Road. Visitors are always welcome.



Above, l to r, Ian Campbell, Clive Simpson (P & O superintendent engineer) and David Hughes down at the docks.

Below right, l to r, Dudley Boakes, Peter Savage, David Hughes, Jackie Walsh, Richard Hems, Bill Budden, Ian Campbell, Olive Emmerson, Alex Gater and Peter Farrelly.

Below left, Jackie Walsh and Peter Farrelly culling the call-back monitoring board.





Architect's model of part of the Cutlers Gardens complex in London

Background to Cutlers Gardens

In our last issue Ken Paige announced that Otis had won a major order, worth approximately £1 million, for 28 lifts in the Cutlers Gardens project in London.

The 4½ acre site is the old Port of London Authority warehouse complex, not far from Houndsditch, which will be converted into a multi-million pound office development of approximately 800,000 square feet.

The main contractor, Sir Robert McAlpine & Sons Ltd, began demolition in November 1978, although not all the existing buildings have been removed. Many are listed as being of historical interest and will be retained within the new scheme with completely modernised interiors.

Massive demolition and piling operations went on throughout 1979 and preliminary works included the protection of the Circle Line railway which is a mere 34 inches below ground level.

The Otis lifts on order are the most advanced the industry can offer, with our latest Gamma 160S variable speed AC drive and micro-processor controllers.

Tony Francis is the Otis project manager for Cutlers Gardens and he says:

"Our MD, Norman Cunningham, is much involved with the developers, Greycourt Estates; the owners, Standard Life Assurance; and the main contractors, Sir Robert McAlpine & Sons Ltd, as also is our national accounts manager, Ted Meatyard. Mike Harris, the sales representative, is liaising with the architects, Richard Seifert & Partners.

"My job is to work with our own people, here in Clapham Road and at the factory in

Liverpool, to make sure everybody is doing the right thing at the right time.

"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 the morning peak, for instance, when a lift may be stopping at every floor.

"Also, we will be introducing, micro-processor control. Over the last ten years we have used various kinds of solid state equipment and the chip is the next progression.

"From our point of view, the programme will get going quite slowly, with one lift to be delivered in July and then another three in August. It isn't until we get to the beginning of December that we will have a lot of lifts all being worked on at the same time.

"So there will be a gradual build up, and then a lot of concentrated work from December 1980 until about March 1981."

It is too early yet to know what crews will be working at Cutlers Gardens, but London construction manager Ken West will be in charge, along with site supervisor Ted Wood.

Much work must be done by Ron Ball and his drawing office team before the project can take physical shape. But to get the developer's and architect's approval for the lift car treatment Norman Atkinson built a full-size mock-up in the Clapham Road showroom.

Otis Magazine will continue to report, in future issues, on this exciting new project for the 1980s.



Full-size mock-ups of the lift-car treatment have been built in the Otis Clapham Road showroom by architectural products engineer Norman Atkinson



Dear Sirs,...

Otis Magazine visits the head office typing pool

Above, Barbara Chantiloupe.
Below, l to r, Angela Joannou,
Rosemary Dyer, Carol Palmer,
Barbara Chantiloupe, Aine Hynes,
Sherall Roberts, Caroline Ng Cheng
Hin

Like the head office telephonists, featured in our last issue, the girls in the Clapham Road typing pool are a most important part of the company's public image. Cleanly typed letters and neatly arranged estimates and tenders reinforce the

Otis reputation for service and efficiency.

The girls use IBM electric and, in some cases, memory typewriters, plus standard audio equipment. And looking into the 1980s, the possibility of new technology equipment offers exciting

prospects.

With a memory typewriter, a 'hard' copy is made in the ordinary way, and can be corrected. But the letter is held also on magnetic tape and the final copy or copies are re-typed automatically.

The typing pool divides mainly into audio typists, who do letters, and the copy typists, who handle tenders. Letters are dictated in the various head office departments into recorders and the cassettes brought into the pool for transcription.

There are twelve girls, not including the supervisor, Barbara Chantiloupe, and their work load is considerable

They are Sherall Roberts, Aine Hynes (who also does part-time on Telex), Angela Joannou, Yvonne Browne, Betty Glover, Frances Holland, Ava Mapp, Ooma Bonda-Jogaloo, Rosemary Dyer, Beatrice Wilson, Carol Palmer and Caroline Ng Cheng Hin.

Barbara Chantiloupe has worked for the company for nearly two years. She now lives in Battersea but went to school in Tooting.

A familiar face in Otis Magazine is Ava Mapp, who trained with the company under the Youth Opportunities Programme, and was featured in our Autumn 1978 issue. Ava stayed on in a permanent job.

Another ex-trainee is Rosemary Dyer, who has been with the company for over two years and trained earlier than Ava. She has two sisters living in Jamaica and a married sister in UK, but Rosemary is a real Londoner, born and bred.

By the time this issue appears, Angela Joannou will be married to Miguel Jorje Del-Rio Romero. It will be an Otis wedding because Miguel is a sales clerk at Clapham Road. Angela has been an audio typist in the pool for two years and all her spare time is occupied by house-hunting.

The girls in the typing pool are a vital link between the company and its customers. Their efficiency, accuracy and speed can contribute more than they perhaps realise to the winning of a contract and its successful completion.





Above, Waitrose store at Green Street Green, near Orpington, Kent. Below right, John Lewis store in Milton Keynes was opened in September 1979. Bottom right, an employee casts her vote as a Partner. Opposite page, John Lewis in Oxford Street, London

MEET
OUR CUSTOMERS

The John Lewis Partnership



The John Lewis Partnership is Britain's foremost example of a business owned in effect by those who work in it. It comprises 18 department stores throughout the country, 70 Waitrose supermarkets in the Midlands and southern England and several small manufacturing units.

Today, with an annual turnover of more than £500 million, the Partnership has come a long way from the small business started by John Lewis on the corner of Oxford Street and Holles Street in 1864. In the first day, the sales amounted to less than £1. But he believed in offering his customers a wide choice of fabrics, along with ribbons and haberdashery, and although he did not advertise, the business soon prospered.

In 1906 it expanded with the purchase of the then ailing Peter Jones department store in Sloane Square. The Partnership today still follows the trading principles of John Lewis but its structure and development as an experiment in industrial democracy are due to his son, John Spedan Lewis.

It was he who believed that those who worked in a business should share as fully as possible in the responsibilities and benefits of ownership, including sharing its profits.

From 1914, when Spedan Lewis took over the running of the Sloane Square shop, he experimented with a number of ideas such as a Committee for Communication, to which only non-management people could belong or elect. The first publication of the *Gazette* was in 1918 and in the following year came the first sharing of profit. All these are still basic to the business today with 24,000 Partners.

By 1929, a year after his father's death had left him in control of both the Oxford Street and Sloane Square shops,

Spedan Lewis began the legal process of transferring the ownership of the business to those who work in it. In that year he signed the first Settlement in Trust which, basically, provided for the division of all the profits among the workers after certain prior charges were met.

With the second Settlement in 1950 he finalised these arrangements. That legal document transferred control of the business to a trust company which holds the ownership for all Partners, present and future.

In the 50 years since the beginning of the Partnership the business has changed considerably. Some of the older department stores such as Bainbridge of Newcastle and Jessops of Nottingham have moved to large indoor developments.

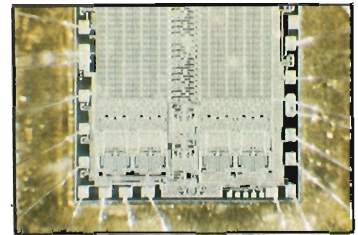
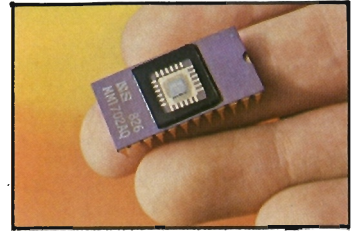
New branches of John Lewis have been built in Edinburgh, at Brent Cross and, most recently, Milton Keynes and the 1980s will see the opening of a fifth John Lewis at the Queensgate Centre, Peterborough.

For Waitrose, the changes have been just as significant. The small group of grocery shops started by Messrs Waite and Rose in 1908 came into the Partnership in 1937. In the last 20 years it has grown from seven supermarkets and 17 small grocery shops with annual sales of £3,406,000 to 70 supermarkets with sales this year likely to reach about £265 million.

As in department stores, the scale of the trading operation has grown but the principles remain the same: a wide assortment of goods, high standards of quality and good value for money. Moreover, Spedan Lewis's unique 'blue-print for industrial democracy' first published in 1918 has withstood the tests of time and expansion.

WE'VE CALLED IT THE OTIS 90 because it's a little ahead of its time

The first range of lifts in Europe to
incorporate total silicon-chip technology
has been introduced by Otis



Otis 90 incorporates an exciting range of lifts operated by micro-processor control and Gamma solid state variable speed AC drive systems.

The range will eventually cover 4 to 21-passenger models at speeds from 0.4 to 4.0 metres per second, and, bed lifts up to 2500 kg.

Otis microprocessor controllers are the natural successors to electro-mechanical controllers and use electronic components which have an extensive lifetime due to pre-ageing and quality control procedures to aerospace standards. They are also smaller in size and because of the exclusion of selectors will considerably reduce machine room requirements, whether for single or group control.

Control functions can easily be programmed to cater for, say, revised building utilisation and the resulting change in traffic—with no need for additional relays and extensive rewiring.

For the Otis 90 passenger it means a ride in a lift controlled by a 'brain' with no moving parts; a lift which will respond faster and more efficiently to calls. It also means a smoother ride with greater stopping accuracy.

From the moment a call is registered the Gamma 160S data processing unit actually computes and controls the most effective flight pattern, instantly calculating the acceleration and deceleration characteristics according to a pre-determined 'ideal' flight pattern built into the system.



While the aim has been to give the Otis 90 a very distinct technological identity, the appearance has been varied and enhanced by an exciting range of designs, finishes and options.

This has been done by offering three car designs and no less than 32 claddings, six different ceilings, two standard floor coverings and numerous options.

The modular car uses a system of panelling and offers the advantage of flexibility. It has a choice of 16 laminate finishes.

The integral car, on the other hand, satisfies a different need. It is a touch more sophisticated, offering 16 claddings (but of a different finish) it has soothingly rounded corners and attractive options such as a full-width mirror and a totally translucent ceiling.

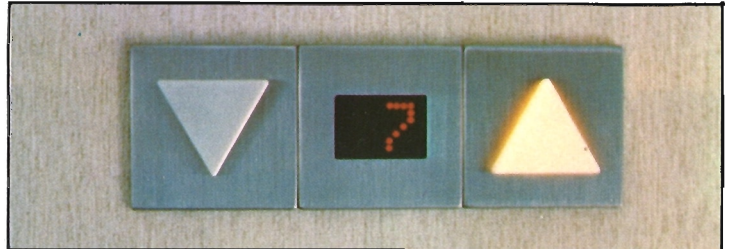
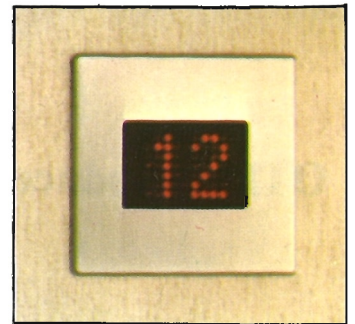
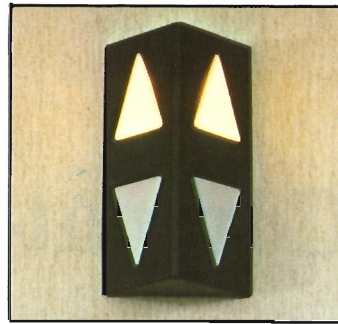
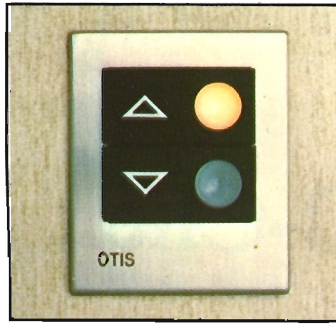
Finally, there's the "prime coat" car. This can be painted or clad to the client's specifications and so allows a car to be completed individualised.

The car entrances feature the latest Otis Electronic Passenger Detector which, by use of a solid state controlled electro-static field, prevents the door edges from actually contacting objects within the entrance.

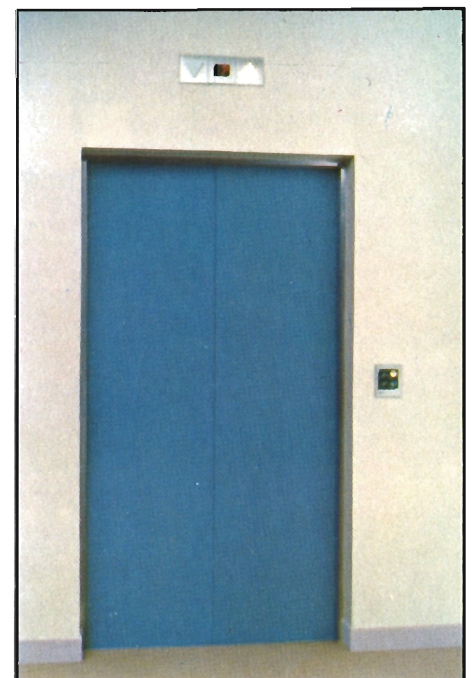
Satin stainless steel is the standard finish for doors and entrance frames, but as an alternative a range of 16 paint finishes can also be offered. A primed coat finish can be provided to assist designers who prefer a special finish to be completed on site.

Modern digital indicators are standard fittings together with attractive illuminated push button units.

The first Otis 90 models to be made available are the 'Mid-Range' carrying 13 to 21 persons at speeds of up to 1.6 metres per second. These are being marketed in advance of the low and high range models. In addition there is an Otis 90 hospital bed lift range with 1600 kg, 2000 kg and 2500 kg capacities.



Top of page, landing fixtures. Above, integral car. Right, Hotel Excelsior, Berlin, where first Otis microprocessor-controlled lifts on continent have been in operation for some time. Below, modular car. Below, right, centre opening entrance



OTIS introduces

Comput-O-Chek

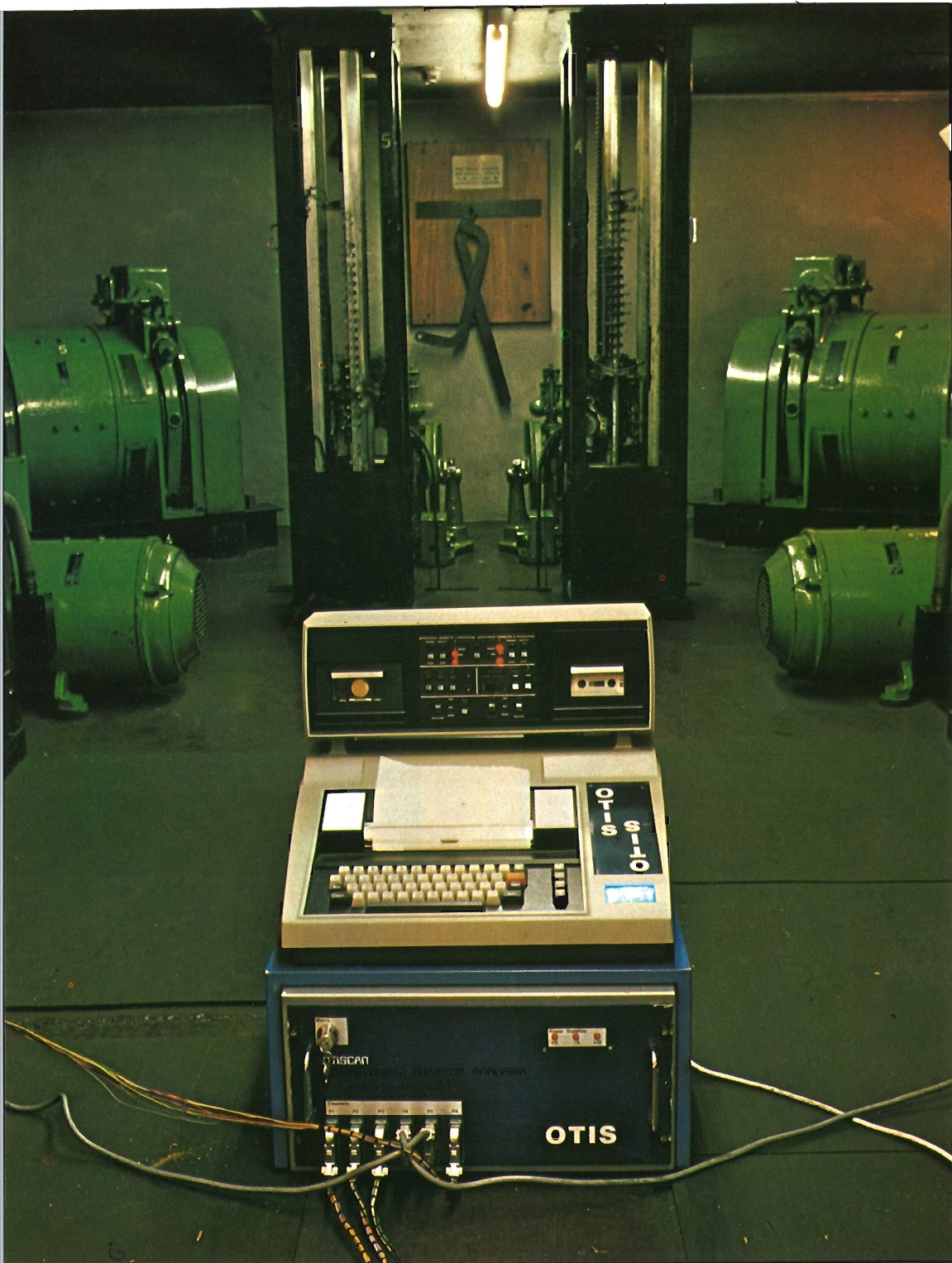
Electronic monitoring of Performance

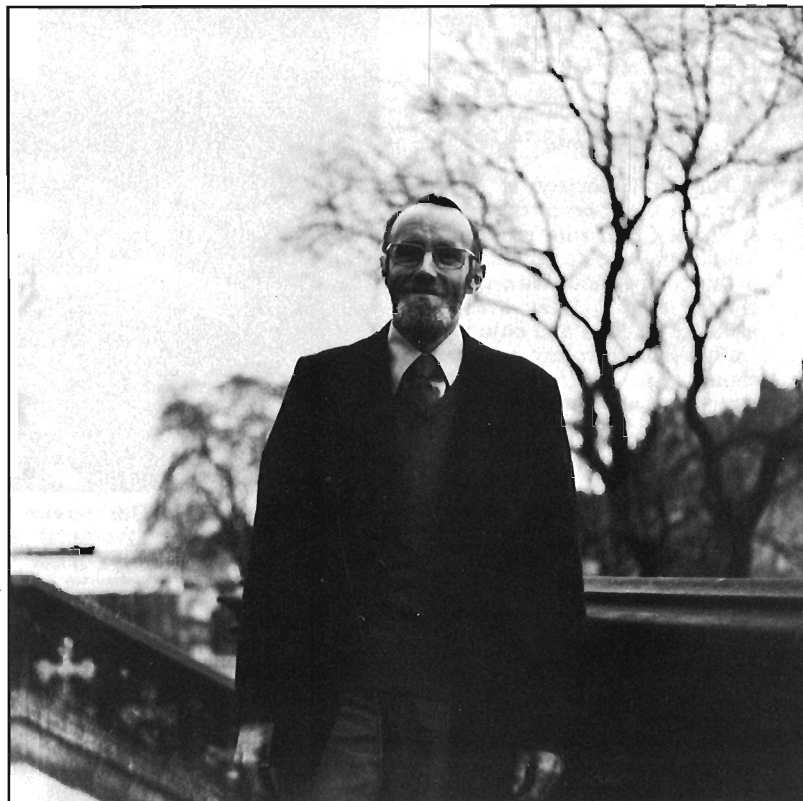
Together with the advances in operational and motion control, Otis is now launching 'Comput-O-Chek', a microprocessor-based diagnostic and monitoring device which can be fitted as part of the original equipment or fitted to existing installations.

Alternatively, 'Comput-O-Chek' plays an invaluable role in the Otis consultancy service and can be fitted temporarily to any existing lift. 'Comput-O-Chek' enables the monitoring of performance in terms of original design or latter day established criteria. Passenger waiting intervals, flight times, door times and numerous functions are monitored and recorded so that corrective action can be taken if necessary.

'Comput-O-Chek' is also designed for connecting to total building computer based monitoring systems, further improving the performance of lift systems to the benefit of owners and users alike.

Hitherto, these technological developments have been introduced to Otis lift systems as improvement features. Now for the first time a building design engineer, architect or manager can specify and install a lift system that includes all of the known and proven advances made in electronic technology.





Our Man in Inverness

Otis Magazine goes to see Ronnie Ross

For anybody working in a city or town, the size of the area covered by Ronnie Ross, local representative in Inverness, is just staggering. His beat, shared with his partner, Tom Farrell, extends over 25,000 square miles—the whole of northern Scotland.

Distances between jobs can be considerable. Going north from Inverness, a job may be 150 miles away; a round trip of 300 miles. Going west his area extends for 100 miles; to the east, 55 miles; to the south, 35 miles.

Ronnie says: "The number of installations I have on service would be small for a man in a city. But spread out the way they are, they take a lot of motoring to get to."

In fact, he does between 26,000 and 30,000 miles a year in his Escort van and reckons on 10 to 12 hours on the road every week. And to reach Stornoway, for instance, means a very long journey by both road and sea.

His branch office is Dundee, but he is also involved with Edinburgh on new sales in the Highland region and with Glasgow on the construction side. As local representative he combines service with selling.

He loves the life, with its mixture of maintenance, repairs, customer relations and new

sales, and his only regret is the inability of some office people to appreciate the distances when they want him to make an extra call.

That, and the summer holiday-makers. What Ronnie calls the 'mad foreigners'. A lot of the roads in the Highlands, when there are roads at all, are single track and he says: "They just won't let you pass or they try to drive you off the road."

In the winter, it is easier. There is only the snow to contend with.

Ronnie started with the company 13 years ago as a mate in Inverness. After a few months he shifted to Aberdeen, where he remained for over three years. When he returned to Inverness as local representative he coped for the first seven years entirely on his own.

He is married, with a son of eight and a daughter of six, and works from his house. This is at Culloden, the village five miles from Inverness which is near the site of one of the famous battles in history.

When you are in the Highlands on a summer tour, and cruising along a single-track road admiring the view, let Ronnie pass when you see his Otis van coming up behind you. And think of him doing the same trip, in the depths of winter, in the snow, to keep the customers' lifts moving.

NEWS

TOP SAFETY AWARDS FOR COMPANY

Last September the company was given a Gold Hand Award from the Engineering Employers Federation.

This award is made to companies which have been able to maintain and improve upon their safety target incident rate, the ratio of reportable work injuries per thousand employees.

This achievement is the result of close consultation and co-operation between management, staff and field employees through safety committees, safety representatives and supervisors.

Harry Pettinger, Director of Safety, says: "I would like to congratulate and thank all concerned for their efforts, which have resulted in better safety for all. This is a very worthwhile achievement and I hope that we will continue our progress in safe working practices for all in the future."

1979 LIVERPOOL OPEN GOLF CHAMPIONSHIPS

The 1979 Liverpool Open Golf Championship was held at Ormskirk Golf Club, a parkland course of 6327 yards, standard scratch score 70.

The weather was perfect and at 8.45 am the captain, Alan Beattie, teed off to begin play for this 36-hole medal competition.

After 18 holes the course had proved a tough obstacle with three players, Joe Power, Derick Allan and Alan David, leading the field of 24 with net 74s. Close on their heels were Arthur Bishop and Malcolm Derrick, both net 75.

The course was clearly the winner for the second round with higher scores being returned by most players. After 33 holes the championship rested between Joe Power and Derick Allan.

Unfortunately, an 8 on the 360 yard par 4 16th put Joe Power out of the running, leaving the way clear for Derick Allan to record a well-deserved win.

Jimmy Healey came home

with a net 73 to take second place, with Joe Power third.

Final scores: D. B. Allan 87-13-74 90-13-77 total 151. J. Healey 103-21-82 94-21-73 total 155. J. Power 92-18-74 100-18-82 total 156.

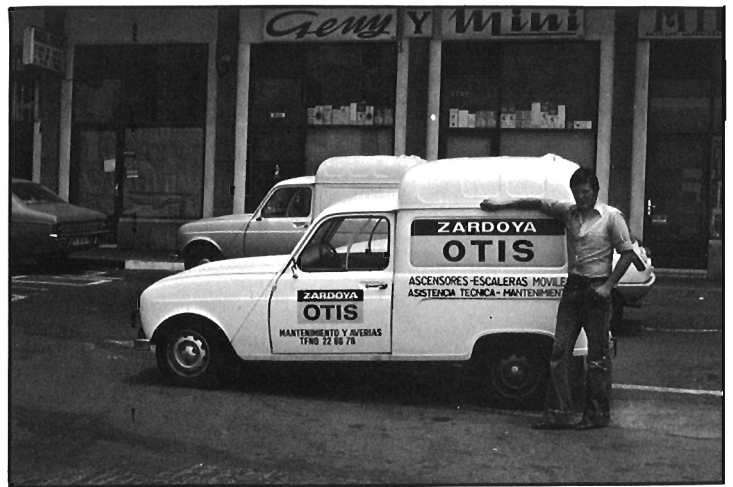
The Golf Society is aware there are members of the Sports & Social Club, with recognised handicaps, who do not take part in this competition. We are not a closed shop. You are all welcome to play and enjoy the festivities of this day out. And should you wish to join the society we are only too pleased to welcome you.—J. McKinlay, Hon. Sec.

GOOD SEASON FOR LIVERPOOL CHESS CLUB

The Liverpool Chess Club had further success last season in the Liverpool & District Chess League.

We won the 5th Division Championship and only lost two games all season.

While winning the championship, we had a good run in the Handicap Cup, reaching the semi-final stage, but then losing to first division Ormskirk Chess



We are everywhere. Otis service van snapped by Brian Sinclair (Service Workshop, Liverpool) while on holiday in Puerto de la Cruz, Tenerife, Canary Islands

Club. On the way to the semi-final we beat English Electric and Southport, both very strong clubs in this area.

Our success was achieved by a good squad of players including Jim McMullin, Geoff Hull, Ian Fleming, Tony Cooney, Frank Smith, Alf Sherry, Paul Mullin and Peter Joynes. And, most important, loyal help from the rest of the chess club with funds and practice.—Jim McMullin.

GEORGE KETLEY WINS 'MAX STOKER' TROPHY

The London Golf Society again held its Autumn meeting on 26 September 1979 at Burhill Golf Club, Walton-on-Thames.

It was a well-attended meeting and on his first appearance with the society, George Ketley, Service engineer with Southend office, returned a fine Stableford score of 35 points to win the "Max Stoker" trophy. Second place went to Mike Hill, New Sales, 34 points, with Bert Ferguson, Service Department, third on 32 points.

The afternoon foursomes was won by D. Allen, New Sales, and M. Burrell, Brighton, with Mike Hill and Bert Ferguson, second.

NICE WAY TO SAY THANK YOU

A pleasant thank you came from The United Friendly Insurance Company in Southark Bridge Road, London.

Their offices had been flooded and the managing director wrote to Mike Hayes: "I would like to express the company's appreciation of the help given by Otis at the time of the flooding of our premises and in particular to the engineers concerned."

And the United Friendly's appreciation was followed by an invitation to a party at their local pub for everyone involved. That's friendly!

LONG-SERVICE DINNER

Otis Long Service Association held their annual dinner at Plantation House, Mincing Lane on 12 October 1979. Members present totalled 233, of which 46 were retired. The function was organized by the Long Service Association Committee under Harry Pettinger.



One of six Otis escalators rising high as it goes into Debenhams store at Reading. The photograph is by Alec Goatley, Bristol construction supervisor

Springfield School is not far from the Otis works at Kirkby, Liverpool. It is light and airy, a modern building dating only from 1972, and is a specialist school for badly handicapped children. About one third of the children have spina bifida, another third suffer from cerebral palsy, and the remainder have a variety of severe handicaps.

A voluntary worker who does a great deal for the school is Dennis Horner, an engineer at Liverpool works. He has made self-propelled chairs and innumerable devices to make life a bit easier for the children.

Dennis has a workshop in his garage at home, which he describes as 'a bit of a tip', but it has the capacity for most jobs except welding.

Dennis doesn't like publicity, and would certainly rather his name was not mentioned at all. However, it is impossible to tell the story without him. But he is full of praise for his Otis colleagues at the works who gladly give their own time to do a job for him.

"Jimmy Jeffers is always helpful when I need a bit of scrap, while Pat Jeffers gives up his lunch break when I want some welding. The same goes for John Thompson in the press shop, Frank Anderson, who wires the control units for the chairs, and Johnny Walsh in the paint shop, who moans like hell but never fails to deliver like a good 'un."

It all began about 20 years ago when Dennis was based in London and Otis lifts were being installed in the Cheshire Home in Dulwich.

"Tony Miles, Ken West, myself and two fitters, Wally and Mo, were involved. The place was just around the corner from where I was living at the time. When people came in suffering from muscular dystrophy, polio and things like that, we started doing little jobs for them. It just went from there."

After Dennis moved to Liverpool, Harry Pettinger involved him with the specialist design work for the disabled carried on at Queen Mary College, London. Then he went on the Handicapped Children's Aid Committee and later the Rehabilitation Engineering Movement Advisory Panels.

Much work was done at Queen Mary College in 1972 in designing chairs for thalidomide children, under Eric Booth, the director of engineering, and Dennis says that Ken Shepherd, in charge of research and development at the college, is an engineering genius.

"He has recently made a radio-controlled chair. If the child is so badly disabled that he cannot work even a small control toggle, the mother can move the chair from 30ft away."

In his workshop at home Dennis let Otis Magazine operate one of his chairs. It is battery-driven and steered by a unit on the arm-rest.

The control toggle is about the size of a pen. Move it forward, and the chair



Self-propelled wheel chair made by Dennis Horner in Liverpool. It is controlled by the unit on the righthand arm rest

goes forward. Move it to the left, and the chair goes to the left. If the child cannot use hands the toggle can be operated by an attachment to his mouth.

Afterwards, Dennis took Otis Magazine to Springfield School to meet the head teacher, Brian Turner. In the main hall a group of children, all in chairs, were practising carols for a Christmas concert.

The school takes children from 20 miles around, from two to 18 years old, and there is a total dedication to the job from the teachers, medical advisers, physiotherapists and occupational therapists involved.

Brian Turner says: "We encounter very specific learning difficulties. Some of our classroom groupings are not according to academic ability, but according to handicap. Children have taken CSEs and progressed to all sorts of further education, but one of the main aims is independence training so that the child can retain his own dignity."

"This, to make an obvious point, is no ordinary school. There has to be total provision to support a child, and we do a lot of parent-counselling, with parent workshops, and the promotion of treatment and self-help in the home."

Although it is no ordinary school, there is the usual interest in sport. But sport with a difference. Teams are sent to compete at Stoke Mandeville in the disabled events, and Brian Turner says: "We do rather well in the wheel chair slalom".

After the successful court settlement in favour of thalidomide children, Otis gave up the manufacture and donation of chairs. However, Otis Magazine is pleased to report continued voluntary efforts in this area.

Helping handicapped children

Voluntary supporters play an important part in assisting the school. Not all have the technical skills of a Dennis Horner. But money always helps. The parents' association has raised £7000 so far to buy a caravan and supply the funds so that children in need can go on a family holiday in good surroundings.

And that raises something Brian Turner emphasises: "The public has got to be educated to accept badly disabled children—just as we are educating handicapped children to accept so-called normal people".

What he means in plain language is that some people are so selfish that they dislike seeing the handicapped in public.

Otis Magazine watched children being carefully exercised in the swimming bath; children being shown, over and over again with infinite patience, how to do a task as simple as pressing a cut-out stamp on a sheet of paper. And children, too, playing noughts and crosses on an electronic machine made by Dennis Horner—no doubt with a little help from his Otis friends in the lunch-hour.

But our lasting memory—which will take a long time to fade—was of a very pretty little girl of ten, sitting vacant, unsmiling and helpless in a chair. She had been a battered baby.

Schools and organisations for the handicapped are always in need of voluntary assistance. Perhaps you could help, either with your own skills or with money. Think about it.

NEWS

EDDIE EVANS IS LIVERPOOL BOWLING CHAMPION

The Liverpool Crown Green Bowling Championships were held on 25 September, 1979, at the Punch Bowl, Sefton.

There were 23 entries in the handicap competition, which was arranged at very short notice, but this did not affect the high standard of bowling from the non-team members who took part.

Champion, Eddie Evans, 48D. Runner-up, Percy Steele 41D. Losing semi-finalists, Alan Gagen, Service, and Geoff Edmunds 50D.

Prizes were presented by Bob Barnes, who has now retired from the company, but still takes a very keen interest in the bowling section, and likes to be kept informed of our progress.

The competition and handicaps were arranged by E. Evans, secretary, P. Steele, team captain, and committee member C. Johnson.

We have now finished our season, having finished third in the 1st Division of the local league. Fred Burrows, a regular member of our team, won the league handicap against 13 opponents.

We had a very enjoyable match against London in July, which we narrowly lost, but we cannot wait to get them up to Liverpool to play at Crown Green.—E. Evans, Secretary.



Above and below, the Murtala Muhammed Airport at Lagos, a contract familiar to many Otis men who worked on it in Nigeria, was officially opened last year



Celebrating Otis' 50 years in Northern Ireland. With the new Belfast City Hospital in background (it is a major Otis lift and escalator installation) are, l to r, George Houston, district manager Eddie McGarry, Otis MD Norman Cunningham, Victor Hayes and Raymond Norwood. Below, gathered in the office, l to r, Glasgow supervisor Rupert Thomas, Mrs Margaret Blevings, George Houston, Victor Hayes, Raymond Norwood, Eddie McGarry and Mrs Olive Fraser



TWO US CONTRACTS

Otis has won contracts for two major projects in New York City and Philadelphia.

The company will manufacture and install 12 elevators, including seven double-deck cars, and four escalators in the new HQ of Philip Morris Inc now under construction.

The double-deck elevators will serve an estimated 1,900 employees in a 26-storey glass and granite-clad tower due for completion early in 1981.

In Philadelphia the Radnor Corporation will use 15 Otis elevators in Ten Penn Center, a 27-storey office tower. Programmed for completion in May 1981 it will have direct under-cover access to commuter rail lines.

TED McDERMONT

Last August, we all suffered a great loss when our close friend and colleague, Ted McDermont, died suddenly of a heart attack after 25 years service. Ted was a great character, with a heart of gold, who, when he made a friend, made one for life.

He was also very proud of Otis and cared greatly about the field men, especially the personnel who worked for him. Many people, without realising it, owed Ted a great deal of thanks, as he worked tirelessly as a shop steward for many years, and since becoming a supervisor, he spent a great deal of time working for the Otis Social Club. He will be sadly missed by everyone. From all Ted's friends, thanks for the memories.

Holiday Photo Contest Results

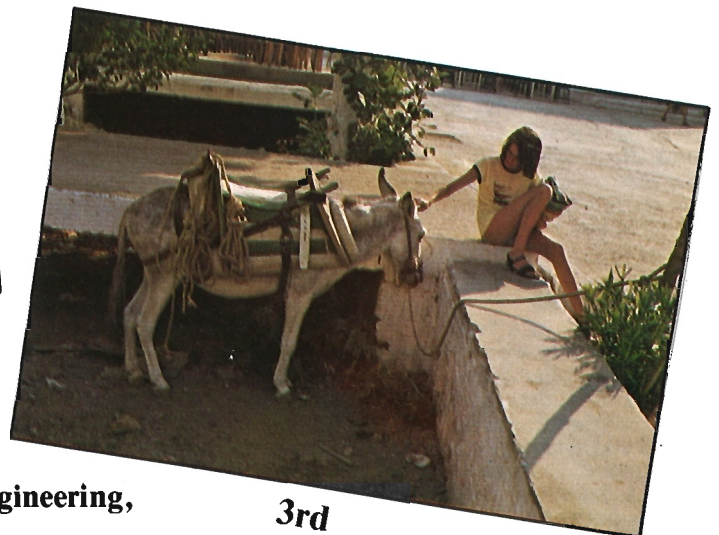
In our Autumn issue we asked to see the holiday photos you took last summer. Out of a fine selection the judges picked the entries shown on this page. Congratulations to the winners and better luck next time to the many good photographers who didn't manage to get into the first three



1st



2nd



3rd

- 1st prize, £75. Gondola in Venice. Geoff Wells (Engineering, Liverpool)**
2nd prize, £50. Loch Oich, Glen Garry. John Fulton (Glasgow).
3rd prize, £25. Friendly donkey on the Greek island of Spetse. Dennis Kelly (London).

SINGING IN AUSTRIA

*Peter Goodin (Liverpool)
describes his choir's trip to the
Villach Festival*

It started in November 1978, during the 5-minute rest in our usual Monday rehearsal. "Wally" Walters, the chorus master, made an announcement. "There is a possibility that the choir will be asked to sing in the Villach Festival in Austria. We will need 150 singers and we have to raise some £25,000 to cover travelling expenses and hotel rooms. "True to the British Tradition a committee was formed to co-ordinate the fund-raising efforts. Within days it was full-steam ahead."

A concert was organised on our first 'Victorian' evening. Old music was dug out, members of the choir produced the most unexpected talents (including a musical saw) and a programme was built up. We were most generously aided by the Royal Doulton Brass Band who not only gave their services but made the whole evening as enjoyable for the choir as for the audience. It was a huge success.

We performed a Carol Concert, in addition to our usual five, in aid of local charities.

The main effort in the depths of winter was a sponsored sing in which at least some part of the choir was singing for 55 continuous hours. My favourite story of this marathon was the dignified contralto who cadged a lift to her 6 am-10 am stint on a milk float. She said it was easier than trudging through the snow at six o'clock in the morning. It takes a brave soul to sing that early in the morning.

A miscellany of efforts continued. One lady made toffee, one made dolls from pegs dressed in 'Phil' dresses. Basket-work, needlework, coffee mornings all added to the general air of industry. Three ladies produced drawings of famous buildings in the Liverpool area. These drawings were made into calendars which were sold at the Carol Concerts and to friends. An astonishing 6,000 were sold.

We sang for the Philharmonic Society for hard cash, we went

to Stoke as a return gesture to the Royal Doulton Brass Band and again received a generous fee. We gave another Victorian evening and, last but not least, we received generous sponsorship from companies like our own.

And so the time crept on towards July. We gave performances of Britten's Spring Symphony and the Beethoven Choral Symphony in Liverpool as a dress rehearsal for Austria. Both were acclaimed by the music critics and heightened the excitement of anticipation of our trip.

The trip was organised and we were split into groups each with its Group Leader.

The journey started as a complete anti-climax. The only people to see us off were mothers, children, fathers grandmothers, grandchildren, husbands and wives.

We were swallowed up in the large holiday crowd. Nevertheless, we were off.

The journey to London by rail was first-class. Trouble started at Euston. The two fifty-four seater coaches turned out to be one, fifty-four seater and one forty-five seater coach so eight people made for Dover by taxi. Two members lost the main group and travelled to Dover by train where they rejoined the party. The rest of us en-bused and sweltered in the slow traffic.

After one-and-a-half hours the coach overheated, so we had a merciful break to find an ice-cream or a lolly. Our dignity slipped a little. However, back to the coach, past that old pile of bricks at Canterbury and on to Dover on time!

A little problem, the boat was late. Hundreds of children, youths, grandmothers etc queued to clear Customs and get on the boat to Ostend. We arrived in Dover at 4.00 pm, we embarked at 6.30 pm, some on one boat, some on the other (both luckily going to Ostend).



The choir gets down to serious work after its arrival

The Group Leaders despaired of finding their parties, desperate radio messages were sent back and forth. It takes three hours to Ostend, the train leaves at 10.00 pm and we sailed at 7.30 pm.

Nowhere to sit, long queues for food, and Manchester United football supporters on board. Our cup runneth over.

We managed a meal at 9.30 pm, our first since breakfast, and felt in better shape. After all we only had some 18 hrs to go. It was still hot, but they were holding the train for us. We docked and took up our cases to disembark, looking forward to a sleep on the train. They switched off all the power, including the fans. After half an hour of queuing we wilted. Mothers were fractious with their fractious children, lovers no longer stood quite as close, a drunk fell over, and the Manchester United fans were even more sadly out of tune.

A small slip. Our tickets did not include couchettes. We sadly contemplated sitting 15 hours in a crowded box on wheels. As an ex-navy man I swiftly sized up the luggage racks, case compartment and every other likely place for getting my head down. After an hour, the right amount of money changed hands and the train started. As I fell down on my bunk I can only remember Belgium by the smell of pigs drifting through the window.

We slept in fits and starts, but finally woke running through the German countryside an hour from Munich. We washed, shaved, ate our sandwiches and got a cup of coffee at Munich. The run from Munich through Saltzberg down to Villach was through the most beautiful

countryside. Geoff had loaded his camera with fast film for use in the Concert Hall. The film was finished by the time we arrived in Villach, weary, but in surprisingly good shape, even our pensioners took an interest in life again.

To quote the brochure, Villach is a Spa Town "surrounded by magnificent woods at the foot of the Villach mountain, the most beautiful view point in Carinthia. The waters enjoying a reputation of regeneration and rejuvenation and provide specific thermal treatment for *Managers Disease*". Could this be the location for the next management meeting?

The weather was fine and hot as we settled into this charming town and visited local beauty spots which abounded. We prepared for the first concert meeting with the orchestra and the Vienna Boys Choir. The concert hall is new and is a fine building reminiscent of the Festival Hall, although the numbers on stage strained the accommodation a little.

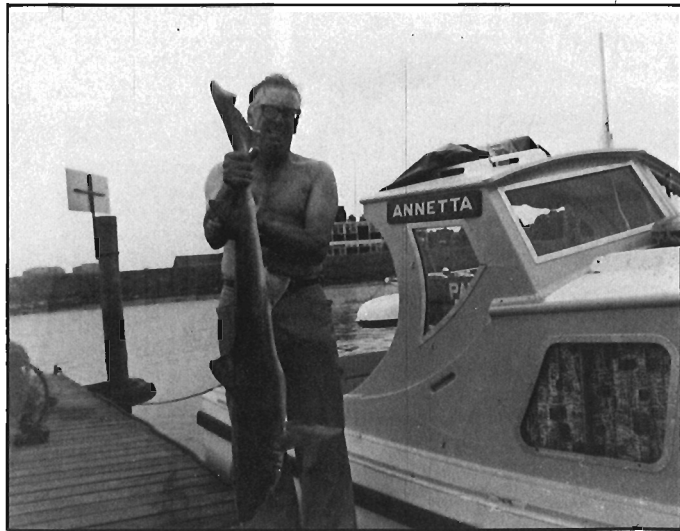
The concert was broadcast throughout Austria and extracts were shown on the TV news. Although Britten's music must have been strange to this well-dressed audience, the concert was well-received and acclaimed by the music critics.

By now we were enjoying our food and the basses had found that in this climate it was vital to keep the throat well-lubricated with the local brew.

The other concert was upon us. We were to sing Beethoven to the Austrians, a bit like the Germans singing our National Anthem.

The concert began in a musical Turkish Bath, the air was tense and the orchestra

THE BIG ONE!



Terry Durkin of Southend branch lands a 19lb smoothhound

played the first three movements inspired by our conductor Walter Weller. One contralto hung onto the end of the third movement before passing out and being carried out. The 'Hymn of joy' was given our all and the words took on a new meaning for us all. Too soon it was over and we left the hall with the usual anti-climax.

Soon it was Saturday and we were to leave at 2.30 pm. It was a special festival in aid of the orphans. The main street was closed off and beer stalls, dance platforms and food stalls were set up. There was folk dancing outside the 'Rathaus' including a group from St. Albans. Austrian bands played from various vantage points and at 12.30 pm we had a good thunderstorm. We dragged ourselves away from the fun and began a long, but uneventful journey home. Boats, coaches, trains ran to time and so we arrived back in the 'pool' much browner and full of ourselves.

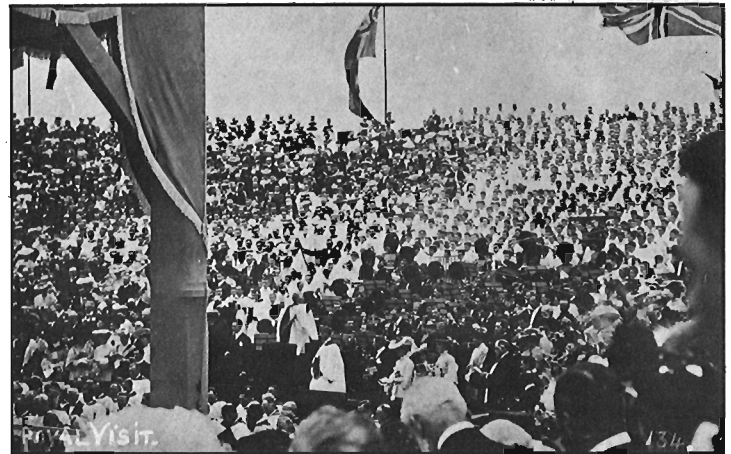
What's next?. The next season started early September and by the time this is published we will be halfway through the 16 concerts and 2 recording sessions we are committed to. Next summer we are going 'Foreign again', we are singing in London in July and hope the natives are as friendly.

JOHN H. HOBBS

It is with deep regret that we record the death of John Hobbs, Service Engineer, Bristol Branch. He died in November, after a heart attack. John had been with the Company for 28 years, and was to have retired in 1984.

J. Harris, who worked for Otis for over 40 years, sends Otis Magazine this photograph (below) of the laying of the first stone at Liverpool Cathedral by Edward VII in 1904, after reading Geoff Wells' article in the last issue about the official opening

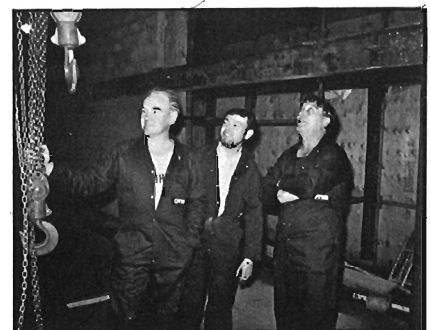
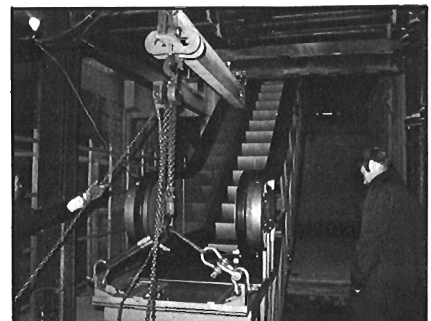
NEWS



Childrens' Christmas party at Clapham Road, organized by London Sports & Social Club committee and helpers



Above, lunchtime carol singing by Clapham Road accounts department raised money to buy these toys for the local Belgrave Children's Hospital. Right, escalator goes into NE Electricity Board HQ at Eldon Square, Newcastle. L to R, John Hood, Brig Kinnair, Reg Wilson



TOWN CENTRE DEVELOPMENT, CLYDEBANK



Above. With their newly installed Otis trav-o-lators are, L to R, Dougie Shades, Willie Maginnis, Willie Nicholson, Eddie Hopkins, Les Allison, John Low, Jack Morris and Malcolm McDonald.

Architect:- Hugh Martin & Partners.
Developer:- Neal House Investments in conjunction with the Co-operative Insurance Society.
Consulting Engineer:- Donald Smith, Seymour & Rooley.
Main contractor:- Sir Robert McAlpine & Sons Ltd.

BAT OFFICES IN MILLBANK

Modernised Otis passenger lifts for British American Tobacco have bronze woven metal doors on two floors. Other floors have stainless steel doors.

