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# THE CHALLENGE OF THE FUTURE

‘We are, and must continue to strive to be, a respected, successful company and a good place to work.’

This initial issue of ‘Going Up’ offers a welcome opportunity to provide some perspectives of our future direction. From the contacts that I have had up, down and across the organisation, I am reassured to find myself in familiar territory — particularly in terms of the skill, dedication and commitment of our unique and superior resource, our people.

We are, and must continue to strive to be, a respected, successful company and a good place to work.

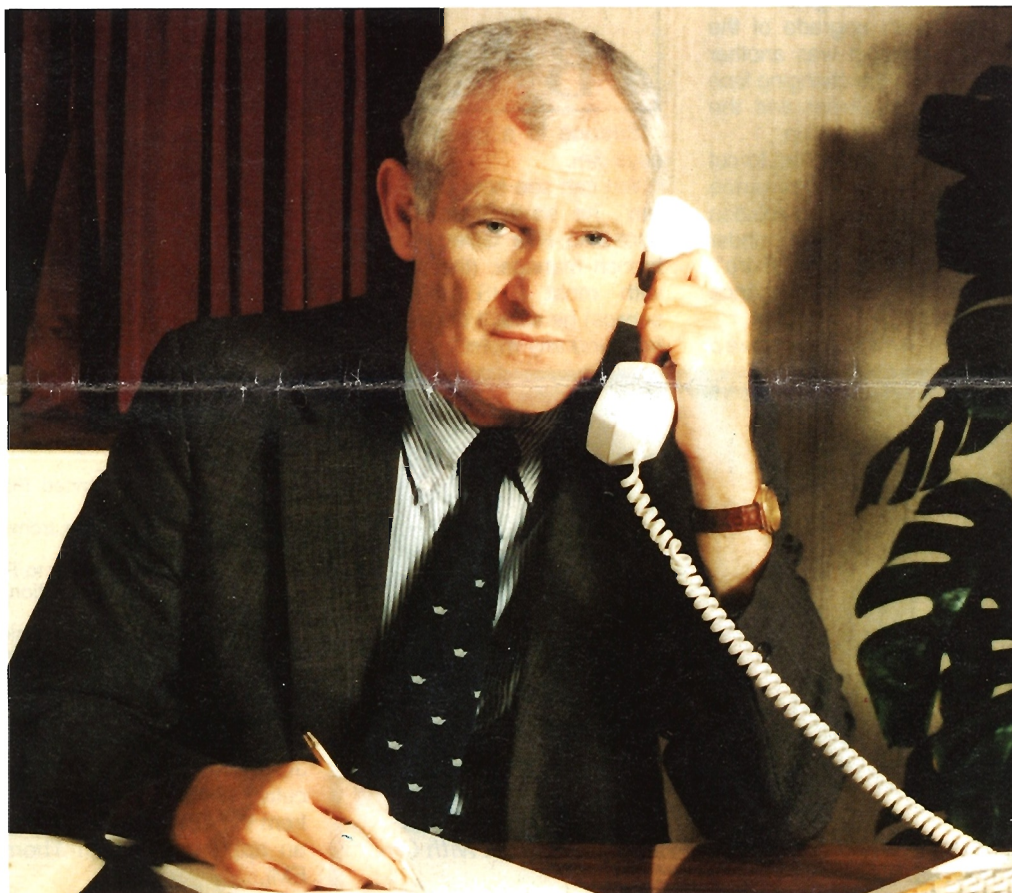
Taking a realistic view, I want to share with you a vision of where the Group is going in the future; what are some of the challenges we have at the moment; what are some of the actions we have taken and will have to take to meet these challenges and how we are going to move the Group to a status of excellence.

## MARKET LEADERS

Our situation is that we are market leaders in all areas of our business in the U.K. But the lead we are achieving is not big enough in relation to our resources and expertise.

We are going to master this by responding as a group, a federation of Otis divisions and independent Group companies in which each member actively helps the others wherever possible while at the same time going all out to maximise its own special share of the market.

Our products range from dock levellers to high speed, high rise passenger lifts. It is the responsibility of all our companies, while concentrating on their own products, to draw clients’ attention to the fact that the Group can supply all their needs, both in new sales and servicing.



Managing Director Brian King, whose special message for Going Up considers the demands of the 21st century

While maintaining their autonomy, Group companies can operate with increased confidence because they have the engineering and financial resources of Otis worldwide behind them.

They can also draw strength from the network of Otis service branches and from the sophisticated Group management tools such as REM and Otisline.

One of the things we are finalising now is a rationalized and comprehensive marketing and selling strategy.

The customer must have total certainty and clarity about what we produce and which part of our Group to go to for a particular type of installation.

## NEW SALES

On the new product side, we have a tremendous opportunity. The market is large and it is possible to capture a greater share of it by extending our technical lead and

offering superior products.

For this reason a decision was made by Otis worldwide, with the enthusiastic support of UTC, to create a centre of engineering excellence at Bristol, near Hartford, Connecticut, U.S.A.

This will ensure that our technology takes a leap forward and that our product will be ready for the demands of the market in the 21st century.

Some very important benefits will naturally flow from this for us and our customers, especially in the high rise gearless market.

Simultaneously, we have first class engineering developments coming from our European colleagues. The ‘Europa 2000’ is one example which has been introduced with considerable success.

Recently we have manufac-

tured and tested in our Liverpool factory a new type of machine that was designed in Spain. It has been a very successful development and we shall see this close European co-operation continuing.

There is no doubt that the Group has a good image both here and abroad. We are looked upon as prime suppliers for really high quality, difficult and demanding jobs. When high performance characteristics are involved, customers know they can depend on us and they look on us as a major engineering resource.

London Bridge City is a recent example. The Hong Kong and Shanghai Bank installation is a monumental example. This is one of the world’s most prestigious and famous buildings. The complex and impressive elevators were built in Liverpool and the job was delivered complete and on time.

This kind of performance must become the rule.

## RIGHT TIME

There is also a growing market for us in servicing which now, as always is the backbone of our business.

We have a special opportunity here in the refurbishing of existing lifts. In many of our older cities a large percentage of lifts are over fifteen years old. We have the skills to upgrade them. Not only can we transform their interiors to be more attractive, we can also upgrade their performance characteristics to state of the art criteria.

But while the opportunities are there, both in new sales and servicing, we have to ensure we are effective as a company if we are to take advantage of them.

Since I became managing director earlier this year I have met a lot of our customers. They tell me that they have had a very good service from us in the past and that they like to do business with us. They tell me that we have become part of the fabric of their organisations.

But whilst our technical expertise is valued, there is a constant sense of disappointment and frustration when we do not deliver to schedule.

Our policy is to be customer led. To listen to customer requirements and meet them with our expertise and efficiency.

The customer has a right to say: ‘I am paying a fair price and I want a good product and prime performance in return’. This includes delivering on time and getting the paperwork right. We have to get back to basics.

There are three focal points in this business. The customer, the fitter and the salesman. First we have to sell to the customer. Then we have to ensure we install and maintain at a high level.

Our business is a business where one builds upon relationships. When we have sold an installation, we are going to go on living with that customer for a long time.

And once the installation has been delivered we have got to build on that all important relationship between the fitter and the customer. We have to make sure that this is at the core of our thinking.

It can be lonely out in the field, and both salesmen and fitters traditionally complain that back at the office there is too much waste, too much bureaucracy.

I take note of this and to those of us in administrative functions I would say, if what we are doing is not adding value to the work of the salesmen and the fitter, then we have really got to question what it is that we are doing.

Detailed investigation has led me to the conclusion that we need nothing less than a revolution within the Group in both administrative and working practices. We are in a new age and cannot be complacent.

By modernising; by upgrading substantially our administrative efficiency; by improving our working practices, which

Turn to page two

**IT’S A SMALL WORLD — number one!**

Small is beautiful all right. Proving that old adage is three-year-old Luke looking a picture of fun in his Otis tee-shirt — way down in blazing Puerto Rico.

He is enjoying the sun while on holiday with his family in South America. What a way to celebrate your birthday!

Luke is the grandson of Sam Muskett, who was a repair service fitter in the London West division until the end of last year.





# Where silence is golden



**A new three-year contract for 266 units – worth in excess of one million pounds – has been agreed with British Home Stores, further cementing a tradition of Otis Group and BHS that goes back 20 years.**

Originally J & E Hall Ltd were sole suppliers to BHS. Otis bought Hall in 1967-68 after a major expansion programme in which 35 escalators were installed at BHS in three years.

First account manager representing BHS for Otis was George Burleigh, then Don Wood, Bill Pillans and now Bill Noon who has been responsible for BHS for nearly four years.

Since 1967 BHS has grown to 130 outlets across the UK with Otis servicing 113 escalators, 146 lifts, a total of 259 of the 400 units.

But BHS remains competitive, offering a large part of its work to other companies including Evans.

It was the largest independent company on the high street until it merged 18 months ago with the Storehouse Group. Now it is the largest High Street group, comprising BHS, Mothercare, Heals, Habitat, and Richards. As a result of the merger BHS has become much more design conscious.



But concern for design was introduced long before in the lifts and escalators at BHS when a planned replacement programme was set up for 70-80 lifts.

The specification for the lift cars was redesigned by Evans to include stainless steel for dual purpose passenger goods lifts which wouldn't look out of place in front of the

store but were durable enough to use in the backroom.

Since then, Otis has produced a total of 17 refurbishments in just over two years.

Jim Baynam representing BHS says: 'You cannot deny that Otis is number one in the industry because of their worldwide resources. But you must have a healthy respect for all the companies in the Group. They each have their own specific strengths.'

The recent upgrade of the service contract was another response to the changing face of the High Street and the increasing competition.

BHS found that it had to cut costs in the maintenance department and the solution was a tailored contract under the guise of its 'Otis Extra', the new service maintenance scheme.

In the end, BHS saved

money by upgrading its contracts from basic to comprehensive, while Otis agreed to take on all repairs.

The Otis Extra programme has been up and running successfully for six months and Jim says there already is a dramatic improvement in the level of maintenance. Over a three month period, there have been less than 45 callbacks.



'Silence is a good thing' says Jim.

'You can see how satisfied I am', he said, 'last time I spoke to Ken Gilley, Leeds branch manager, (the branch with most BHS units on service) he said, 'I never hear from you any more.'



Bill Noon, major accounts manager (left) at the signing of the BHS contract with Chief Executive Brian King and Jim Baynam, BHS chief engineer.

## NEW BOOTS ORDER

A new depot for the Boots Company plc at Coatbridge, Scotland, is to be equipped with eight dock levellers and 16 door shelters manufactured and supplied by Otis Handling.

The main contractors, Barratt Construction, specified the Otis equipment which was specially designed to meet Boots' precise requirements.

Electro-hydraulically operated, each of the dock levellers has a 3.5 x 1.8 metre platform and is operated by a single push button which raises the platform to its fullest height whereupon the lip extends and locks into position hydraulically before the button is released, allowing the leveller to fall.

### THE CHALLENGE OF THE FUTURE / continued from Page 1

have remained unchanged for a long time; by cutting out waste and duplication, which everyone has the opportunity to do; and by co-ordinating our marketing and selling strategies, we will benefit our customers, our shareholders and, not least, ourselves.

The outcome is entirely in our hands.

I want to encourage people

to think about our business as if it were their own – to share their ideas and know without a doubt that they can make positive individual contributions to the success of our company. This will take us a long way towards improving the profitability of the Group.

At the same time, those of us in senior management roles must forge a partnership with our employees. We have a responsibility to provide them with a supportive environment in which to work – one that is rewarding and fulfilling, encourages their ideas, and allows them to feel as positively about contributing to our company as they would if it were their own.

It is with this kind of co-operation that the Group will remain market leader through the next century.

A refreshing experience for me was a recent meeting with officials of the EEPTU. We were in complete accord about what has to be done and how it should be done.

In one of their statements the union has said:

'Productive, profitable and competitive employers offer better rewards and more long term security for their workforces than those who are stuck to old fashioned methods and products'.

I'll buy that. And I hope you will.



Brian King chats to charge hand Chris Hackett when he went to see modernisation work at a London underground station.

### DID YOU KNOW?

The Greeks pioneered the use of an elementary two way elevator system to haul men and materials up the slopes of the Athenian Acropolis during the construction of the Parthenon in the 6th century.

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The first escalator to be installed in Britain was at Harrods, in London's Knightsbridge, in November 1898.

## Here we go!

Going Up is here – the first edition of the new Group newspaper for Otis employees.

Designed to replace *Lift Off*, and inject fresh life into Group internal communications, it will be published every two months and aims to inform you of what is going on throughout the Group including the social and human side of our widespread organisation.

Brian Cummings & Partners will be working with the service marketing team to reach that goal, but it will be the appointed correspondent at each division and company channelling our news and views into the magazine who will play the vital role.

The Otis group includes all the independent companies in the UK and we hope to catch the mood of co-operation reflected in the article by Mr King.

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## ALL CHANGE!

*From London to Glasgow, from Bermuda to Plymouth people are on the move in the ever changing employees scene:*

- Beech B.** (Trained Fitter, from London West) to Advanced Fitter, London West
- Bosworth D. B.** (Trained Fitter, from Leeds) to Advanced Fitter, Leeds
- Brown A.** (Branch Manager, from Glasgow) to Group Technical Training Manager, H.O.
- Champion I.** (Service Salesman, from London City) to Divisional Modernisation Manager
- Clayton R.** (Trained Fitter, from London South) to Advanced Fitter, London South
- Commatteo M.** (Mate, LRT) to Mate, London South
- From Bermuda: Day A.** to Service Supervisor, Plymouth
- Dromgoole M.** (Hourly-Paid) to Trainee Field Test Engineer, London West
- Halsey L.** (Construction Manager, from London City) to London Modernisation Manager
- Hamblyn S.** (Trained Fitter, from London South) to Advanced Fitter, London South
- Harris A.** (Repair Supervisor, from Glasgow) to Branch Manager, Glasgow
- Harris T.** (Trained Fitter, from London West) to Advanced Fitter, London West
- Hitchins T. J.** (Graduate Trainee) to Construction Planning Engineer
- Leah D.** (Branch Manager, from Liverpool) to 'O' Business Development Manager, Northern Division.
- Morgan R.** (Improver 1, from Alperton) to Improver 2, Alperton
- McDonagh C.** (Trained Fitter, from London South) to Advanced Fitter, London South
- McClashan H.S.** (Hourly-Paid, Edinburgh) to Trainee Field Test Engineer, London West
- McLellan A. J.** (Advanced Fitter, from Reading) to Senior Fitter, Reading
- Plummer J.** (Senior Fitter, from Bournemouth) to Service Supervisor, Southampton
- Ravenscroft H.** (Secretary to P Hewlett) to Service Support
- Samuel S.** (Sales/Construction Clerk, from London South) London City
- Townshend M.** (Estimator Minimum) to Estimator 1
- Travis K. A.** (Trained Fitter, from Liverpool) to London West
- Walsh D.** (Admin Clerk, from Service Centre) to Clerk/Typist, Alperton Branch
- Wheeler O.** (APR Clerk) to Assistant to H Godsall, Service Support

JOHN MILLER, zone executive director, has resigned from the Company to take up an appointment with Thorn EMI.

We are all sorry to see John leave, and wish him success. Roy Markham will be replacing John as Otis UK Zone Director.

# Double delight for Grandad Bill

**He's got the whole world in his hands – and that's no exaggeration as far as Bill Williams is concerned.**

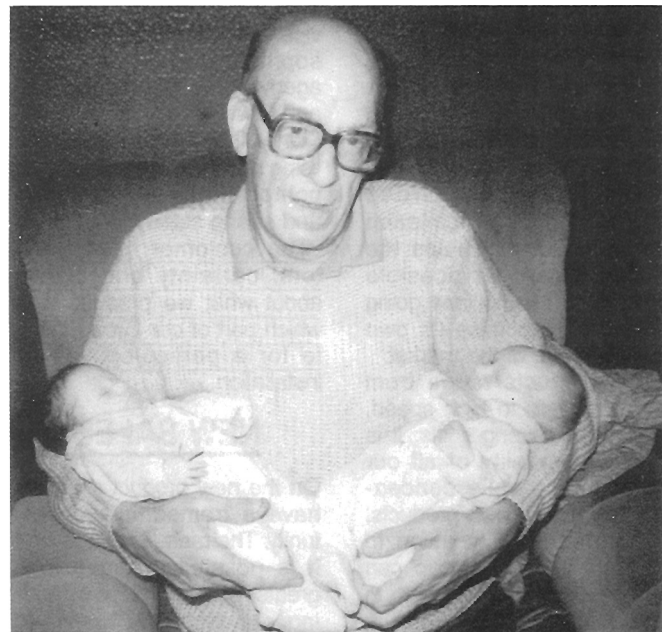
For 63-year-old Bill has become the oh-so-proud grandfather of TWINS, Philip and Catherine.

Philip weighed in at 5lb 6oz and Catherine tipped the scales at just four ounces less.

They were born to Bill's daughter Denise Wilson at her home town of Plymouth.

Proud grandad Bill first joined Otis in 1946 which, with occasional breaks in service, means he has completed 39 years.

He is now northern district quality auditor and before that was field service supervisor of the Birmingham branch.



# The baby who touched the heart

That's the baby who touched the heart of a workforce – little Laura Walton who faces a life in a wheelchair because of a crippling bone and muscle disease.

She is pictured in the loving arms of her devoted mum Carol Walton, a telex operator at the Liverpool works and now on maternity leave.

When Carol's workmates learned that little Laura's disease, which requires her parents to search for a cure, they sprang to her aid.

They put on a charity disco at their sports and social club and held shopfloor raffles.

They raised over £1,000 to help the Waltons in their search for a cure, enabling them first to attend a seminar in York on research into the rare disease, and providing help with the daily physiotherapy treatment Laura needs.

A great boon to these Waltons of Liverpool – especially as father Malcolm is presently unemployed.

It was just what they needed.



## The works where charity begins at home

# Derrick joins the 75 CLUB

Where excellence brings membership

Lincoln area resident mechanic Derrick Smith is celebrating his membership of Otis's very own exclusive club – the 75 Club.

He scored an average of 75.1 in the field operation audit carried out by northern division quality auditor Bill Williams on the servicing of three sites in Lincoln.

The offices were in Aqua House, the James Dawsons factory and the National Deposit House.

Fifty-year-old Derrick's rating at James Dawsons was a highly creditable 82.6 – that's only a whisker away from an official 'excellent' on the audit.

Derrick, who works out of Nottingham branch, joined Otis as a mate in 1957. He became resident mechanic covering the Lincolnshire area and parts of Leicestershire and north Nottinghamshire in 1966.

Now working with John Cheetham, service fitter – route assistant, Derrick has earned a reputation for good customer relations and a high standard of maintenance.



Working together — Derrick (right) with John Cheetham.



# WAVING THE FLAG

Otis Brighton branch held an exhibition at the Brighton Polytechnic focusing on the Custom 2000, Europa 2000, panoramics and escalators at the Brighton Polytechnic Exhibition. In conjunction with the Architects Journal Otis also displayed the work of previous Otis award winners alongside

some of this year's entries from Brighton Polytechnic.

At two open evenings, where Otis also provided a bar and buffet, Bill Budden, Tony Govett, Les Dickens, Bill Evans, Costas Johnson, Dudley Boakes, Paul Godfrey and Mark Shenker were in attendance.

Otis received some favourable comments at the EAAE dinner particularly for its support of the college.

In the picture Dudley Boakes (Brighton salesman, left) and Bill Budden (right), southern division manager chatted to the customers at the exhibition.

## • People • People • People •



John Critch (left) performs one of his last duties — presenting a retirement gift to Dick Elford, maintenance supervisor at the Clapham Road building.

Although John Critch, director of engineering, retired on July 1 he agreed to continue until December of this year on a part time basis to undertake a number of projects.

John has only been with Otis since 1983, but he has made a considerable contribution in a number of areas within the business.

He was initially appointed to Liverpool and jointly with John Miller achieved a major success in restructuring the factory and its systems.

Following the appointment of a factory manager, John performed a number of tasks for the chief executive including strategic planning and personnel.

It was last December, following Alan Mainwaring's appointment to ETOHQ, that John was asked to delay his normal retirement and take on the responsibility for engineering in Liverpool.

He will be greatly missed by the company. He will be especially remembered for the wide ranging contribution he has made and the enormous energy and dedication he has given to the UK company.

We all wish John and his wife a well deserved, enjoyable and long retirement.

## DEATH OF DON GRAY — 'MR WADSWORTH'

JULY saw the end of an era, with the death of Don Gray.

Sadly Don died on the day he was due to retire after 38 years with Wadsworth.

Don was 'Mr Wadsworth', and it was a mark of the affection and respect in which he was held that his funeral was well attended — not only by his family and friends from the golfing world but also by many of his customers and colleagues from the company.

Don worked on every aspect of the lift business in the time that he was with the company, and he had been on the Board of Directors for many years, representing Wadsworth on a number of National Association of Lift Manufacturers committees.

## IT'S A SMALL WORLD No. 2

It's a small world all right — Ron Woods can vouch for that.

Ron, resident mechanic in the Norwich area, was on holiday in Ibiza, taking in the sun and local atmosphere, when who should he bump into but Toni, the Otis service engineer on the island.

'He was a busy chap as he covered the whole island,' says Ron, 'but we had time to sit and chat.'

And, of course, time to pose together for the picture before Toni drove off on his next service call.





# WADSWORTH

special purpose side of the market and is involved in such projects as producing flame-proof lifts for hazardous environments.

One of its current projects is the production of a double decker lift for an ICI salt mine. The upper deck is for passengers and the lower deck, with a capacity of 15 tons, for vehicles and equipment.

This giant has a car height of 13.7 metres, weighs 30 tons and has a travel lift of 1,845 metres. The hoisting ropes alone weigh ten tons.

Wadsworth places a great deal of emphasis on its relationships with its regular clients.

It likes to be able to give them a sense of personal attention focused on specific needs and to work closely with them to ensure satisfactory resolution of their often very exacting special requirements.

In terms of their field network they have a nationwide, 24 hour service.

Wadsworth Lifts Ltd, Moor-gate Road, Kirby, Liverpool L33 7XL. Tel: 051-548 8899.

Wadsworth, now based in Liverpool but with branches throughout the country, is among the founding fathers of the British lift industry, and the products and services it offers reflect its long experience. It operates now mainly in the heavy-duty, customised



The ICI salt mine in Cheshire will be equipped with a heavy-duty Wadsworth unit.

# MEET THE FAMILY

## SCOTLAND

Ron Baker (centre) general manager Scottish Division, with his management team at the Glasgow branch office.



The Scottish Division is based in Glasgow, Edinburgh, Dundee and Aberdeen and has a staff of 120.

Its market covers an enormously wide range of enterprises including both commercial and retailing sectors, hotels, local authority housing, private housing in both the luxury and sheltered housing sectors and public offices.

Industrially it is involved in everything from oil refineries and offshore drilling rigs to ship building and distilling.

Consequently it has experience in installing products right across the Group's range - from shipboard lifts, for example, dumb waiters and scissor lifts right the way up to group passenger lifts.

Recent clients for substantial modernisation program-

mes have been the Royal Bank of Scotland, with five units in Edinburgh and six in Glasgow, and Renfrew Council, which ordered seven units for multi-storey flats in Paisley.

New equipment orders have been for the Parkhead Forge shopping centre in Glasgow, the six units installed including a wall climber and two 506 slimline escalators with glazed trusses.

And at the Scottish Provident Assurance offices in Glasgow, five underslung Europa 2000 lifts are being installed.

The John Lewis Partnership store extension in Edinburgh is being supplied with eight units including a wall climber and six 510 escalators, a contract secured jointly with the London sales team.

The division's client list reads like a Who's Who of Scottish commerce and industry: House of Fraser, Standard Life and Scottish Amicable, to name a few.

The Scottish Division also has a rich social life. Glasgow branch has an established soccer team, which is sometimes supplemented by other branch members. An annual trophy is played for against Liverpool works at alternative venues.

The division also organises an annual golf outing and recently supported the London Gala day with a complement of 20 people.

Scottish Division, McIver House, Cadogan Street, Glasgow G2 7HF. Tel: 041-248 4651.

## NORTHERN

The Northern Division has branches at Newcastle, Leeds, Manchester, Liverpool, Birmingham and Nottingham. A large number of resident mechanics operate on the Isle of Man and in Humberside and Cumbria.

Their clients include the Co-operative Insurance Society, the Midland Bank, the University of Birmingham, the cities of Newcastle and Nottingham, and Owen Owen.

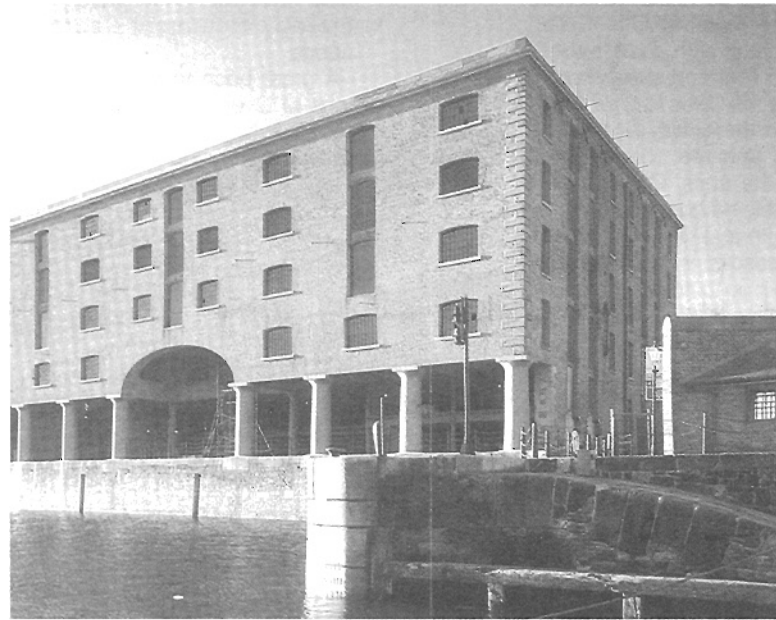
The division was the first in the UK to supply and install a panoramic lift in private flats. Among its notable achieve-

ments was supplying units to the Tate Gallery in Liverpool, the Westmoreland centre of the Shopping Mall in Kendal and the first Europa 2001 Group in a development in Birmingham.

It covers a complete cross section of commercial, industrial, public and private clients.

In the Northern Division's area there has been a continued decline of the traditional heavy industries, which is still apparent.

But there has been a marked upturn in service industries and tourism. For instance it is



Northern Division will supply lifts to the Tate of the North art gallery in this converted building in Liverpool docks.

seeing a significant increase in time share and warden assisted accommodation in the Lake District, expansion in hotel development in Chester, an increase in office development in Manchester and Birmingham, and in general investment in retail premises.

The division believes that the signs of change in the balance of the economy indicate a healthy future.

Northern Division, Third Floor, St Christopher's House, 217 Wellington Road South, Stockport, Cheshire FK2 6TZ. Tel: 061-480 7632.

## OTIS HANDLING

Otis Handling, which operates as a subsidiary of Evans Becker Lifts from the Leicester site, represents the Group's interests in the burgeoning market for scissor lifts and dock levellers.

Recent legislation designed to create better access for disabled people within public buildings has seen a surge in demand for invalid lifttables, a demand which Otis Handling is well equipped to meet.

Lifttables are favoured by architects for this function over other options because they take up little space, are safe, simple to maintain and can be operated by a person in a wheelchair.

However the scissor lift concept has also found many applications not only in handling goods in confined spaces but as part of the assembly line in several high tech industries.

A full profile of the company appears on page 6.

## IRELAND

First Otis travolators in Ireland at the Merrion Centre near Dublin.



The Irish Division considers itself a leader in the country, backing up that claim through teams of 14 in admin and 44 in the field in the Republic and 10 in admin and 36 field workers north of the border.

The division sells and services a full range of Otis products, including Evans and Wadsworth equipment. It promotes opportunities in new sales and modernisation

markets to add to work ranging from universities to all Government departments; from most major retail stores to local authority building.

The company was formed in the Republic 85 years ago and was established in Northern Ireland 46 years ago.

The Irish Division is proud of its history but with its sights fixed firmly on a changing market place.

## LONDON

The London Division will be featured in a forthcoming edition.

## SOUTHERN



Southern Division line-up, L-R: George Dougan (Fitter) — Belfast. Steve Rochford (Service Engineer) — Southend. Peter Wilkinson (Field Adjuster) — Southern Division. Reg Merrison (Fitter) — Brighton. Robert Spetch — Branch Manager — Southend Office.

The 250 staff of the Southern Division supply and service installations in hotels, offices, apartments, airports, department stores and hospitals.

Much of the division's work is with local authorities, particularly in Southampton. Its experience in this field has led to co-operation with the local authorities in a scheme to develop vandal resistant/security refurbishment packages.

## BIG NAME CONTRACTS

The division's client list includes the retailing, financial services and construction industries, representing the continuing development of the UK's south coast.

The list includes John Lewis, American Express, British Home Stores, French Kier, Bovis, MacAlpine and

Trust House Forte. The division's central office is in Southampton; there are branches at Brighton, Southend, Luton, Reading, Plymouth, Bristol and Cardiff.

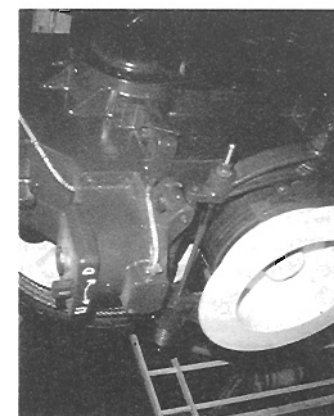
It is also responsible for the Group's work in the Channel Islands and has a branch in Jersey.

Among the division's most notable recent contracts are for Gatwick Airport's north terminal, the Grand Hotel in Brighton and Southend's Civic Centre.

Southern Division, 5th Floor, Clifford House, New Road, Southampton, Hants SO2 0AB. Tel: 0703 335526.

## CLS

A typical modernisation carried out by Combined Lifts. The original lift was a 1922 Waygood, using drum drive over two floors.



Evans Becker lifts is another pillar of the British lift industry, having been founded in 1919. The company now employs 659 people; of these 175 are in administration, 173 in manufacturing, 125 in the field doing construction and 186 in the field servicing installations.

Evans have become the UK Group's leaders in hydraulics following a recognition of a change in customer requirements during the early 1970s. This was brought about by building headroom restrictions in low and medium rise buildings, and by architects' preferences.

The main types of installation it deals with are hydraulic goods/passenger lifts and passenger lifts. These range in capacity from 250 kg to 3,000 kg.

Evans Becker client list is truly impressive, ranging from such public bodies as Sheffield City Council and the CEGB through the major high street stores — Asda, Boots, British Home Stores, Gateway, Marks and Spencer, Sainsburys, WH Smith, Superdrug, Tesco and Woolworths — to banks.

It has also worked for such industrial heavyweights as British Nuclear Fuels plc. Demand for Evans Becker installations is high, not only in traditional areas, but in supplying units for disabled people in public buildings, as recommended in recent Building Regulations, and for observation type lifts in shopping centres.

The merger of Becker Lifts with Evans in 1986 also contri-

buted to the order book containing the greater hydraulic portion, and added to the list of High Street customers.

The company has an active quality programme with excellent staff involvement and is in the process of developing a Group marketing strategy in conjunction with Otis and Wadsworth.

Evans Becker Lifts Ltd, 123 Abbey Lane, Leicester LE4 5QX. Tel: 0533 662464.

# EVANS



One of the modern wonders of the construction world — the Thames Barrier.

## DORSET

Dorset Lift Services is a real family business that was started by an ex Otis man, Graham Pitt, in 1978. In 1985 they returned to the Otis family.

Operating mainly in Dorset and Hampshire but also into Wiltshire and Somerset, they offer competitive servicing and repairs of lifts as well as modernisation.

Because many of the company's customers reside in a private retirement area they expect — and get — a caring and attentive service from

their local company.

Dorset lifts have as a result built themselves a good local reputation resulting in more and more clients turning to them for home lifts and stair lifts.

Their customer list includes Fox & Sons, the well known estate agents, Bournemouth Pavillion, Bournemouth Corporation, Poole Arts Trust and Dorset County Council.

Dorset Lift Services, Unit 2, Apex Works, Wills Road, Branksome, Poole, BH12 1NQ Tel: 0202 760311



There are many niches in the lift market and Manor Lifts, based in Liverpool, London and Bristol occupies a highly specialised and increasingly important one.

Their business is about helping people who have mobility problems carry on a normal life.

They supply light duty home lifts for use in residential nursing homes, sheltered accommodation and private houses. Manor was the first company in Britain to introduce hydraulic home lifts.

They also supply stairlifts to domestic homes making it

possible for people who can no longer cope with stairs to continue to have access to all parts of the house.

Formed in 1984 the company offers a nationwide service and prides itself on having developed products that are the safest in the industry.

It offers its clients not only its well established expertise and the backing of an international company combined but also the friendly personal approach that is needed on this specialised sector of the market.

Manor Lifts 22a Sefton Street, Litherland, Liverpool L21 7LB Tel: 051-928 9222

Combined Lift Services was launched in 1973 by two enterprising lift engineers whose first order was to clean out 100 lift pits for a local council.

Today it has 23 people on the staff, seven in administration and 16 in the field.

Over 14 years it has earned itself a reputation not only for a really quick response to breakdowns, but being fast in going from quotation to completion of a job. An important current development is the appointment of a sales engineer to further promote the services offered by CLS.

These are Littlewoods, the football pools company, and Pilkingtons, the world's leading glass manufacturer. Another large commercial client is Kwiksave, and local authorities which employ CLS include Liverpool Corporation and Chester City Council.

CLS prides itself on being a small but efficient company offering a truly personal service and making use of its clients two of the most famous names not only of the region but in the world.

Combined Lift Services (Merseyside) Ltd, 22a Sefton Street, Litherland, Liverpool L21 7LB. Tel: 051-928 4440.



# OTIS HANDLING

Otis Handling is the newest offshoot of the Otis Group in the UK. As a division of Evans Lifts Limited it was formerly established on December 1, 1986 as a manufacturer and supplier of scissor lifts, dock levellers and materials handling equipment for an extensive variety of applications and for complete loading bay packages.

The new company is based at the same Leicester site as Evans Lifts but has its own designated factory unit. While Evans is vertically integrated and makes everything it needs for its own products, Otis Handling's policy is to continually examine the 'make or buy' equation.

The company has emerged at a high point in the development of scissor lifts in the UK. Scissor lifts have of course been available for a long time but commerce, industry and the public authorities have begun to make use of them in many new ways.

For example as a result of the competitive economic climate industry has begun to look afresh at all aspects of production. It has realised that efficient materials handling is essential and that with some imaginative planning the low-tech and robust scissor lift can provide a surprising number of solutions to production problems even in high-tech industries.

## Tailor made

Take aero engines. No less a company than Rolls Royce makes use of tailor-made,



Director Jerry Brace

mobile Otis Handling scissor lifts to move entire RB 211 units. And British Aerospace has used them in a more conventional way to handle whole aircraft.

The scissor lift has been recognised as a very flexible tool in many locations. These include large retail outlets,

airports, shopping precincts, all types of industry and commercial outlets.

They are also used as goods lifts, car lifts and — the latest development — lifts for disabled people.

The scissor lift dates back more than 50 years but has survived and prospered because it has many inherent advantages.

It has few moving parts and is exceptionally reliable. Its maintenance requirements are relatively low because its power source is so simple — an electrically-driven hydraulic pump which drives the cylinders to raise and lower the platform.

It is also exceptionally safe. A strip bar is fitted around the underside of the platform to prevent anything from becoming trapped; raise and lower buttons are of the deadman type and lowering speeds are constant, regardless of the load. In the event of a power failure a shut-off valve prevents the platform from lowering.

The scissor lift takes up little room. Only 25mm of clearance is required compared to the 300mm required by a hoist type.

And because the design principles are so basic it is relatively easy to modify and produce as a one-off for particular needs.

Consequently it is well suited to use in existing buildings; the fresh appreciation of its potential partly explains the buoyancy of the market.

Christie's, the famous London art auction rooms, have just taken delivery of their fourth unit from Otis Handling.

They ordered their first because the historic nature of a building they occupy made it impossible to adapt it to take a conventional lift.

Otis Handling designed a special, shaped platform that passed through the building's structural beams.

Many goods-handling prob-

lems in existing buildings can be solved by such tailor-made solutions. And with this type of equipment it does not have to involve a high cost.

This is because the scissor lift is such a basically simple piece of engineering. It consists only of a top platform, a baseframe and two pairs of scissor arms to give the lifting movement.

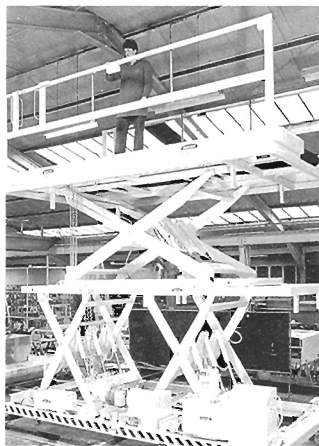
There is virtually no limitation on the load that can be carried. And although the geometry of the scissor lift can restrict its operating height, it is possible to build double and even triple scissor lifts if needed.

Another important development in the scissor lift market arose in 1985 with the passing of the Chronically Sick and Disabled Persons Act.

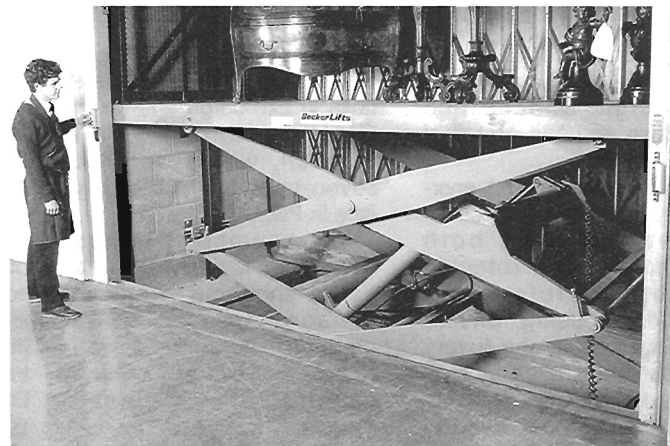
## Front runner

This requires that all public buildings be made accessible to disabled people. The scissor lift has emerged as a front runner in adapting buildings to meet this enlightened new social initiative.

Stairs are the obvious difficulty when there is a mobility



Left: a triple scissor lift for a London hotel. Right: a lift installed for Christie's.



problem. A ramp, apart from being hard work, would need to be very long indeed to achieve the same elevation while maintaining the maximum required incline for wheelchairs of one in 12 inches.

The scissor lift can be situated in a main thoroughfare without causing obstruction; it can be operated using simple controls; and it does not need an attendant.

This means that the disabled person can get up and down between levels independently and yet not be isolated from other users in the building.

The company's current workload includes a complete range of units. At one end of

the scale there is a disabled persons lift for installation in Government offices in Whitehall. And at the other there is a seven-ton unit capable of traversing three floors, carrying a lorry cab.

This has been built to serve the basement exhibition area of a London hotel, bringing large items straight down from street level.

'Everybody's contribution is vital,' says director Jerry Brace. 'In a company like this, which has to make a name for itself as a supplier of products that are excellently built and delivered on time every time at a competitive price, we all have to work long hours. And everyone's response to this

demand has been magnificent.

'Our aim is to be a company which reacts fast to customer needs. Our response time to enquiries about prices and delivery dates is half an hour.'

He also believes in making the best possible use of the Group resources.

For example Otis Handling units are serviced nationwide by the existing Otis Group branches with their experienced staff and supervisors.

Jerry also likes to draw attention to the quality of the products and the 15 men who build the units. Otis Handling products have a reputation for strength and durability. One of the reasons is because they contain up to 40 per cent more steel than rival products.

## Long established

'We have an opportunity for substantial growth,' he concludes. 'Architects are now looking to companies to supply whole packages of goods handling equipment including scissor lifts, dock-levellers and even industrial doors.'

'We have the range of products and the design building and installation expertise to meet this requirement. We also have the technical, financial and managerial experience of a long established international group behind us. I think we have an exciting future.'

Otis Handling, 123 Abbey Lane, Leicester LE 45QX Tel: 0533 665 353.

The production team, back row: Mick Curtis, Tim Gibbson, Stew Barsby, Mick Pratt, Dave Pearson.



Front row, left to right: Paddy Lal, Colin Mullins, Ian Springthorpe, Steve Shellard, Derek Gurrford, Alan Bevins, Ray Bradshaw, Jack Gunn.

## CLEAN SWEEP!



It's not everyone who thinks about that bright and early band of cleaners who keep the workplace as neat and tidy as possible.

But at the Liverpool works they certainly didn't forget Marie Keating.

For 22 years Marie has been one of the cleaning ladies responsible for the offices and conference rooms.

## FRIENDLY GIFTS

So when she finally gave up the job they decided to mark the event by presenting her with gifts subscribed to by her friends. She was certainly swept off her feet.

In the picture Marie is being presented with the gifts by Peter Goodin (right) and John Crockford.

## PRIZED SKILLS



They may look like pieces of typed-on cardboard to most folk but to Tony Thompson and John Hancock they are very special, prized records.

They illustrate that Tony, a trained fitter — city construction, and John, an improver, successfully completed the basic electrical skills module of McMillan Intec, a major developer in new technology training.

The certificates were presented to them by Trevor Perry, general manager, and Len Halsey, construction manager, City division.

## DEATH OF DAVE SUNDBORG

DEREK Sundborg, or Dave as he was known to his friends, was held in high regard by all who knew him during his 35 years with Otis.

Dave was very much involved in the setting up of the Reading office and had taken a key part in the world-wide quality drive, leading the way in changing the role of the quality manager from one of just checking the quality to one where he used his experience to help field engineers and managers in getting the units to the required standard.

He will also be remembered for his deep involvement in important social activities.

He will be sadly missed.



# If the rain doesn't get you then the brown bears will

## EDDIE'S TREK OF DANGER

Hungry brown bears and torrential rain were only a few of the hazards faced by daring explorer Eddie Walker whose trip to Canada also took in some of Otis's more spectacular lifts.

Eddie, a fitter in Department 35, Liverpool, spent a month with a group of youngsters on a journey of adventure organised by the Sefton Exploration Association, of which he is a member.

The Merseyside organisation works with Scout and Guide troops and arranges outdoor pursuits for young people aged 14 and over.

August saw the latest in a regular series of foreign explorations — this time a round trip taking in Indian reservations, white water rafting, canoeing and backpack-

ing in North America.

'It was absolutely superb,' said Eddie, aged 45. 'I've never met people as hospitable as the Canadians and I have travelled all over the world.'

Eddie arrived with his group of eight at Toronto who spent the first night in sleeping bags in a local Scout group's hut.

After touring around using discount tickets on rental cars, courtesy of UTC subsidiary Pratt and Whitney, they moved on to the Algonquin Provincial Park.

Sleeping in a tent in the middle of a wilderness, Eddie worried about the local residents — moose, midges and brown bears.

'We had to hide our food in trees because the bears get hungry and come sniffing

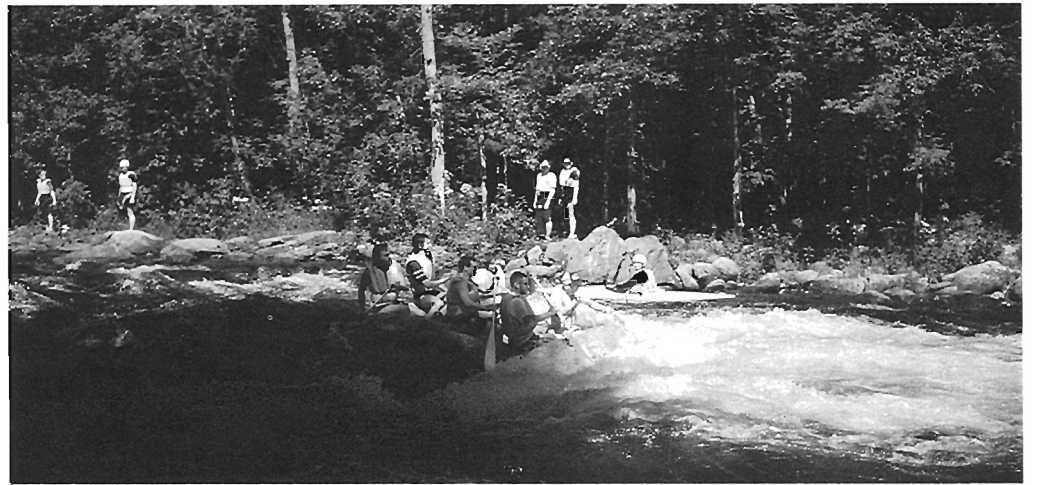
around. We did see a couple, but mainly we could just hear them at night. That was frightening.'

The river Madawaska provided unforgettable thrills for the travellers. 'We went white water rafting. It is probably the most exciting thing I have ever done.'

'Each run lasts about 35 minutes and covers 2½ kilometres. We were in two rafts. People kept falling out, though we were wearing life-jackets.'

After a trip north on the Polar Bear Express — the only form of transport in the area — Eddie moved south where he met Ken Darling, district manager of Otis in Toronto.

'There was a train strike, but Ken was very kind,' said Eddie. 'He provided us with a station-



Thrills of white water rafting on the Madawaska River — that's Eddie in a striped hat. Below: the postcard Eddie sent his Liverpool colleagues.

wagon and arranged a trip for us to the CN communications tower.

'It is about 1300 feet high and is serviced by four Otis lifts. The motors and generators for the lifts were most impressive.'

George Miko, Otis technical adviser, took the group around the massive building where resident engineer Rick Baxter has a daily headache.

His job is to adjust the lifts to allow for the one foot expansion and contraction of the building as it heats up in the sunshine, and then cools down.

And being in Canada, Eddie simply had to visit Niagara Falls. Once more Otis lifts played a part.

The lifts run up behind the huge sheet of water at the 48-metre high falls. 'You can't see

much and you get very wet,' said Eddie.

Back at work in September, Eddie enthused about his journey. 'It was unforgettable,' he said.



## SURPRISE! SURPRISE!



When Roy Markham's colleagues at Liverpool works learned that he had completed 25 years with the company on August 13 they were quick to act — but extremely discreet about it.

So one lunch time during the weekly workshop manager's meeting the doors of the conference room opened and in walked Roy's other colleagues — much to his surprise.

John Simmons presented Roy with a putter. But that wasn't the end of the matter.

Alan Blackburn had to think quickly when with five minutes to go Roy walked

out of the meeting and saw the buffet they had prepared for him. Alan told him it was for an Apprentice Parents Evening planned that night.

Our picture beautifully captures that 'This is Your Life' moment.

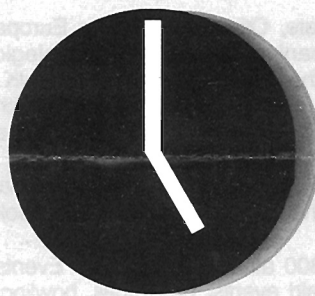
It shows, left to right: executive director Roy being congratulated by John Simmons (production planning manager) with more smiles from George Easton (quality control manager), John Kemp, (controller workshop manager) — seated — and Bob Davies (facilities manager).

## A REAL GLAMOUR WEDDING



The flashing, happy smiles, the breathtaking dress and bouquet, the dazzling shine of the Rolls — surely one of the glamour wedding pictures of the year.

And setting the scene was Julie Oliver, clerk typist at the Birmingham branch — now Mrs White.



## TIME ON THEIR HANDS

A quarter of a century has ticked by for these Otis men — and they all look pretty pleased about it.

So when these busy people received a commemorative clock to mark their 25 years of service to the company, it was a change to have some time on their hands.



Len Meredew  
Chargehand, London  
Regional Transport Section.  
Presented by Tom Hester,  
London Regional Transport  
Division  
Construction Manager



Right: Len Halsey  
Construction Manager, City Division  
Centre: Alan Copley  
Senior Fitter Chargehand, City Division.  
Presented by Trevor Perry, General Manager, City Division



Danny Reed  
Fitter, London Regional  
Transport Section.  
Presented by Tom Hester,  
London Regional Transport  
Division  
Construction Manager



Chris Duffey  
APW Liverpool Works.  
Presented by John Kemp,  
Workshop Manager



Pat Dalton  
Senior Fitter, City  
Construction.  
Presented by Trevor Perry



Eric Tant  
Print Room Communications Supervisor, Liverpool.  
Presented by Roy Markham, who has also completed 25 years



# CRICKET CALL-UP

The well-oiled bats are stacked away, the now whiter-than-white whites folded up – and the cricketers of Otis look back on a season of mixed fortunes.

Their first game was against Marks & Spencer at Little Warley, Essex who batted first and scored 91 all out off 31 overs. Steve Ellis took two wickets for 14 runs and Peter Roberts took four for 16.

And with his first touch of the ball this season, a certain fielder named Brian King collected the ball and ran out one of the opening batsmen with a spectacular throw.

Unfortunately Otis, in reply, only scored 76 runs with all wickets down off 33.5 overs.

Highlights of the Otis batting were Alan Spencer (29), Dick Ashby (16). Marks & Spencer won by 15 runs in a

thoroughly enjoyable match to retain the special trophy put up for this annual tussle.

It was a better story when Otis met Schindler at Cheltenham in July. Otis scored 174 in 40 overs and bowled out Schindler for 123 off 25.

Otis highlights: Dick Ashby's 59 not out, Terry King (23) and Alan Spencer (20). Bowling: Keith Parfitt three for ten, Brian Monk three for 21 and Nolan Innes three for 19.

In the next match Otis beat NCP at Dulwich. In 20 overs Otis scored 108 with Chastri retiring on 25, Steve Ellis retiring with 25 and Alan Spencer out for 19.

NCP replied with 89 all out in 17.3 overs, during which some incredible bowling figures were recorded by Alan Spencer – three wickets for four runs – and Peter Roberts – two for one.



two for one.

In the last match of the season, against ESN at Dulwich, Otis batted first and scored 100 runs all out in 24.1 overs.

Peter Roberts knocked 20 and Terry King 19. There was a questionable run out against the outstanding fielder of the first match – Brian King. He had scored 15 and the decision will probably

be argued about for years to come.

ESN gritted their teeth and eventually scored 104 runs for five wickets down off 24.4 overs in an exciting and close 25-over match.

The Otis team is already looking forward to next season. Anyone interested in playing should contact Ted Meatyard at Clapham Road, London, on extension 438.

## WHAT A NICE PROBLEM TO HAVE



The organisers of the Otis Group (UK) national golf tournament have the most enviable of problems – it's getting too popular.

The seventh annual tournament was held at Cleckheaton Golf Club near Leeds for the second time, and the hospitality of last year was not only equalled, but surpassed.

And thanks to the groundstaff the course was in beautiful condition.

A total of 36 competitors took part, and the whole day adjudged to be a great success. Most of the credit for this must go to Geoff Hollingsworth for the hard work he put in to make everything run smoothly.

The competition was played over 36 holes using the points system of scoring (seven eighths of a maximum handicap of twenty four).

After the morning round four players emerged as potential overall contenders for the title: Doug Christie, Liverpool factory machines shop (41 pts); Ray Ball, Liverpool factory machines shop (39 pts); Don Powell, Liverpool factory controller shop (39 pts); Wally Murphy, Liverpool factory special projects (29 pts).

The completion of the afternoon round saw a tie for first place between Doug and Ray, both with a total 79 points. After a card play off over the final nine holes, Ray was found to be the winner and the holder of the Otis tankard for the next 12 months.

The 12 points scored by these two players represented a very high standard of golf, and they are to be congratulated. The presentation of the tankard to Ray was made by Bert Phillips, a

three times previous winner who is now happily retired with his family in Lytham St Annes.

The Group was well represented nation-wide this year with competitors from Otis in Glasgow, Leeds, Nottingham, Liverpool factory and branch, Bristol and Newcastle, and from Otis Handling, Evans Lifts at Manchester and Wadsworth at Liverpool. It was pleasant to see the hard core of supporters together with some new faces and a representative from the apprentices – Gary Findley. Thanks go to the service marketing department at Clapham Road for their support.

But if the attendance continues to grow, it will become increasingly difficult to get everybody around the golf course twice in a day and be able to sit down to eat at a reasonable hour. The venue will also need consideration, and hopefully details for 1988 will be available very early in the new year.

### Leading positions

1. Ray Ball, Liverpool factory (79 points);
2. Doug Christie, Liverpool factory (79 points);
3. Graham Johnson, Otis Nottingham (71 points);
4. Barry Toms, Otis Handling (71 points);
5. Alan McNamee, Liverpool factory (69 points);
6. Steve Barker, Liverpool factory (69 points);
7. Ron Sorrell, Liverpool factory (69 points);
8. Wally Murphy, Liverpool factory (69 points);
9. Derek Allen, Liverpool factory (68 points);
10. Don Powell, Liverpool factory (68 points).

## A HELPING HAND



The picture that says it all – on the front cover of issue seven of the bulletin.

In 1984, when the USA was unable to stage the 'Paralympics' – the Seventh World Wheelchair Games – as planned, Otis Elevator came to the rescue. The event took place instead at the Ludwig Guttman Sports Centre for the Disabled in Stoke Mandeville, near Aylesbury.

With finance from Otis Corporate, Otis companies in Europe and other multi-national companies, the British Paralympic Sports Society was able to host the Paralympics here in the UK.

Otis' contribution took the form of an amenities building which was built by the side of the track in the stadium. A plaque acknowledging this can be seen on the wall of this building.

Since then, Otis UK has continued to support the International Stoke Mandeville Games, an annual event which this year took place from July 26 to August 3.

There were 39 countries and 800 athletes competing. Events included swimming, track and field events, basketball, bowling, snooker, table tennis, archery and a marathon.

This year Otis support was provided by Geoff Grey from new sales marketing; Amanda Amoui, David Lee's secretary from Wadsworth lifts, Liverpool; and Terry Scott, Brian King's secretary, who has been part of the Otis team at Stoke Mandeville every year since that first occasion in 1984.

# MEMORIES OF THE GAMES 1987 — BY TERRY SCOTT/SECRETARY

Amanda, Geoff and I arrive at the stadium the day before the games begin and base ourselves in the press office where we meet the rest of the press team (most of whom are familiar faces from previous years). We check our equipment and, yes, all seems to be OK... we're ready for the off!

The press team's main task is to produce the daily news sheet, 'Fast Forward', which all the athletes look forward to reading every morning after their breakfast.

The press office cabin becomes home for the duration of the games and, as anyone who has made a visit will know, it is always buzzing with activity. People are constantly popping in – athletes, helpers, officials, photographers, television crews, Duncan Goodhew, Jimmy Savile – even Tony Allen!

There is an endless supply of interesting material to use – interviews with athletes, amusing anecdotes, information, messages from team members to other team



PHOTOS: NEIL PHILLIPS

The Prince of Wales with, left, Robert Paterson, chairman of the British Paralympic Sports Society, and Dr John Grant, President of the Games Federation.



Press Gang – top row, left to right: Robin Warren, Terry Scott, Christina Evans, Geoff Grey, Amanda Amoui. Bottom row: Neil Phillips, Jackie Allen, Julie Morgan.

members and coverage of events. But production of the news sheet does not always run smoothly.

Everything is type-set on IBM magnetic card composers and proof-read, ready for layout which is the tricky bit... will the photographs turn up in time? ... will they be what we want?

Woeful cries can be heard throughout the day and half the night – "where are the scissors?" – "Isn't that basketball article ready yet?" – "is that my coffee or yours?" – "God, it's hot in here!" – "what shall we caption this pic?" – "are you winning, troops?" – (that's our Editor) – "do you think we'll manage a drink in the beer tent tonight?"

Amid these cries, the master sheets are finally completed and ready for photocopying. One thousand copies are required... "what do you mean, both photocopyers are out of action?!"

We take this in our stride and, eventually, the copies are done – nothing else can



A 19th hole line up of competitors.

go wrong... "who said the collating machine doesn't work! It was all right yesterday!" A human collating machine is rapidly assembled and switched on.

At last, the first issue of 'Fast Forward' is ready but there is no time to sit back – material gathering for the next issue is already underway.

Meanwhile, Geoff keeps us amused with his poetry (and his Hilda Ogden T-shirt!) and Amanda battles on brilliantly through thick and thin.

Six issues later we make it through to Saturday. 'Fast Forward' is a success – the athletes like it, the helpers like it, the officials like it.

Dr John Grant, president of the International Stoke Mandeville Games Federation, makes a personal visit to the

press office on Saturday night to thank and congratulate everyone.

Only one more day to go now. The Prince of Wales is performing the closing ceremony tomorrow and we must get some good photographs.

Here is our star photographer running towards the press cabin... "what do you mean, an explosion in the dark room! ... you mean it's totally out of action?! ... but what about Prince Charles! ..."

I know what we'll do – let's catch the last hour in the beer tent. We'll just have to find another dark room to use tomorrow...

Anyone wishing to see copies of 'Fast Forward' should contact Terry Scott at Clapham Road on ext 573.