

Going Up

The newspaper of the OTIS UK Group

DIALOG is for us all, says Jack Leingang Page 2



Nothing too big or too small for Evans Becker, London Pages 4 & 5



Car fanatics 1 Dave Gardner Page 6

LONDON BOOMING AFTER THE BIG BANG

The de-regulation of the stock market — known as 'The Big Bang' — coupled with the strong economy, has encouraged property developers to invest on an unprecedented scale in a new generation of London office complexes.

The fast growth in the Docklands development area, including the £4 billion Canary Wharf project, has created competition in the City of London which is fearful that the banks and brokers looking to expand might choose to move elsewhere.

Otis had a good start to the year, with major successes at Bishopsgate, Blackwall Yard in the Docklands, Aldersgate and Grand Buildings, as well as the new Stansted Airport and many more.

These major schemes have all called for high specification lift equipment and the pressure to perform to high demands will be enormous.

The size of these projects has made it necessary to involve many different people within the Otis Organisation.

Trevor Perry has led the team at Bishopsgate on phases 9, 10, and 11, where Otis will be installing 21 lifts — many of them Elevonic 401 — and six escalators at a value of about £4.7 million.

The Bishopsgate project is a 1.7 million square foot development managed by Bovis-Schal for the developer Rosehaugh Stanhope.

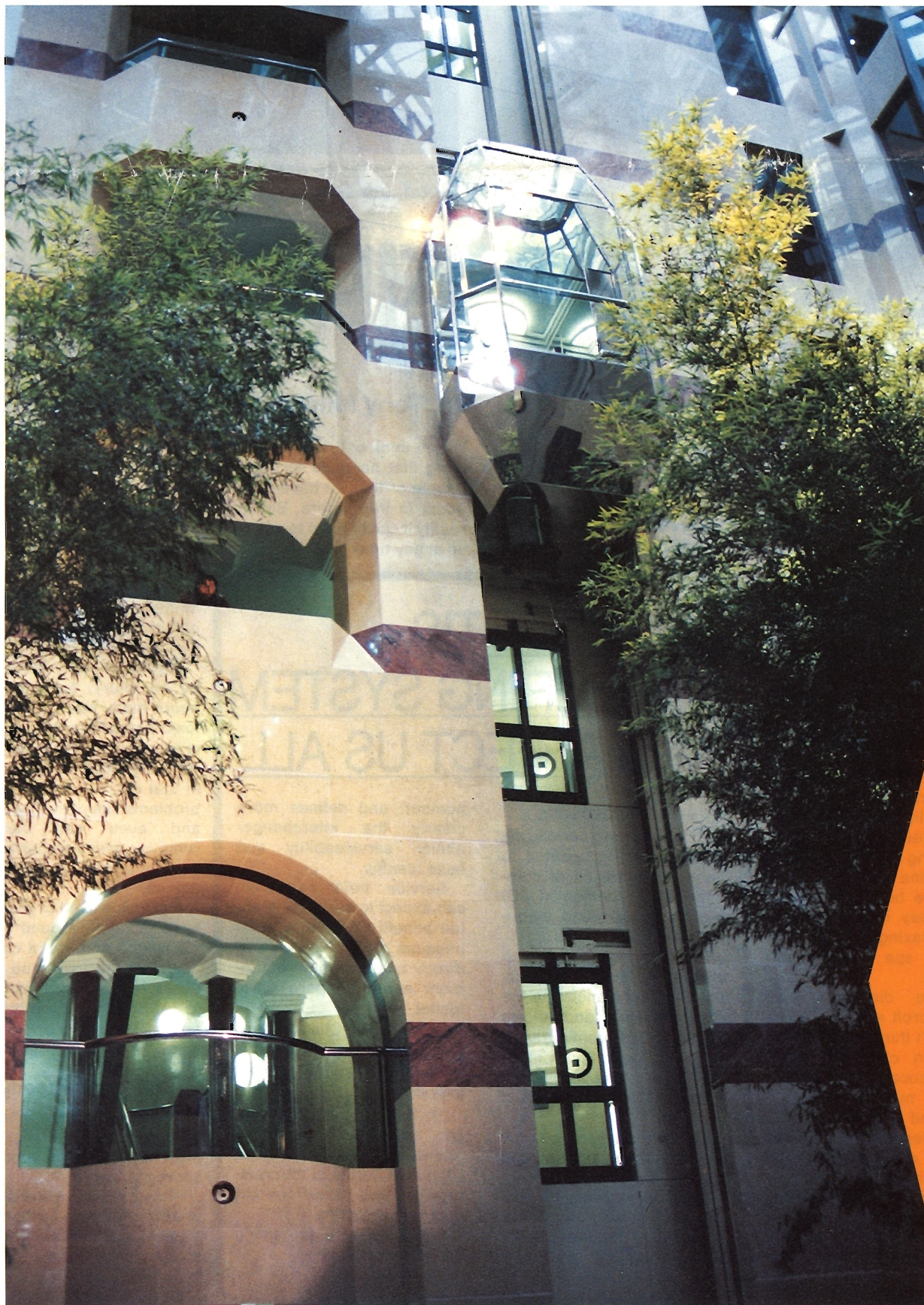
Mike Hill secured another major contract with Bovis at Blackwall Yard, where Otis will be installing 9 units in the first phase with a contract value of just over £1 million.

Draftsmen's skills

Barry Wheeler and Chris Knapp are leading the negotiations at Stansted airport, which involves 23 heavy duty hydraulic goods and passenger units.

At Aldersgate is another major project — for Land Securities — where Otis will be installing 17 units in a uniquely designed building by Seifert.

Alan Wylie has been appointed project manager for this scheme, together with the Grand Buildings project, also for Land Securities, in



Trafalgar Square, where the company will be installing 2 four-car gearless groups, using Elevonic controls.

Apart from the project leaders many people have been involved in successfully securing these contracts. Alan Dormer, Richard Watts and Greg Painting from administration have had major involvements in estimating most of these jobs.

And all the draftsmen have had their skills stretched, especially John Grant and Frank Ludditt on the Blackwall Yard and Bishopsgate projects.

On schemes of this magnitude the entire sales team plays its part. However Justin Bazalgette (Broadgate and Aldersgate), and Mike Morley (Grand Buildings) have had leading roles in the schemes they are involved in.

"We all hope that our success will continue during this growth period," said Trevor Perry, "but it is important to recognise that our successes will not be complete unless we finish the jobs on time and provide the excellence of work our customers have entrusted in all of us."

The Shape of Excellence

These are two of a 21 passenger, six-car Elevonic 401 group providing the main vertical transportation at Landsdowne House, a prestige office building in London's Berkeley Square.

The owner is Legal and General Property, which appointed Otis as lift consultants at an early stage in the development of the scheme.

In addition to the main passenger lifts Otis installed 3 firemans lifts of 16 person capacity and two automatic four and a half ton motor car lifts.

The architects were Chapman Taylor Partners.

DIALOG IS FOR US ALL

By Jack Leingang, Managing Director, Otis UK Group

I would like to take this opportunity to emphasise my full support for the DIALOG program. There is no more important thing we can do than communicate with one another regarding our concerns, ideas and goals. DIALOG is an important part of this communication process.

I realise full well that change raises questions in many people's minds and that these questions cannot always be addressed by your immediate superior. DIALOG provides a vehicle for you to use to have your questions

addressed. I hope that you will use it.

It is communications and commonality of purpose which set the truly outstanding organisations apart from the rest. It is my intent to communicate directly to you our goals and the reasons for change.

Obviously, logistics prevent this from being accomplished in an instantaneous fashion. In the meantime, questions may arise in your mind which you feel need answering. DIALOG is there to address these situations.

DIALOG is also there for

you to express your views when you disagree with the direction the company is taking or to offer suggestions and alternatives. It is your opportunity to be heard and responded to. Please take the opportunity.

As the old adage goes, 'A lot of people talk about the weather, but nobody does anything about it.' DIALOG gives us all a chance to do something about it.

I cannot guarantee that you will be totally in agreement with every response you receive from DIALOG but I can guarantee

that you will receive a response which will explain why we are taking the course we are taking.

And it need not end there. As implied by the name DIALOG, you may wish to

consider exploring the issue in further detail, asking for additional analysis or consideration based on new evidence. Communication is two-way, sometimes requiring more than one response.

Feel free to pursue your concerns to grass roots.

DIALOG is for all of us. I encourage you to make full use of it. I look forward to hearing from you.

EVANS BECKER GOING FOR GOLD WITH NEW SERVICE CONTRACT



Bill Fenton, Area Service Sales Manager (South).



Brynn Williams, Area Service Sales Manager (East Midlands).



Stewart Walker, Area Service Sales Manager (Northern).

At a two day seminar in May for sales area managers and regional service managers, Evans Becker service department focused on new sales techniques for the lift improvement market and unveiled details of three new service contracts.

These are designed to give customers a more comprehensive range of options than the standard company contract.

*GOLD PLAN is just a little more comprehensive.

*MASTER PLAN covers small parts and call-outs.

*BASIC PLAN meets the needs of old lifts which require minimal outlay in the first instance.

Presentations were made by Gordon Riddle assisted by Mike Cooper and Hugh James. Participants then formed regional teams and presented their selling plans for meeting the questions and objections most frequently advanced by customers.

On the second day the seminar was joined by field branch managers and senior supervisors.

Its theme was Selling Lift Improvement. David Jones,

assisted by Roger Manning, put forward many new ideas, systems and selling techniques designed to create a more professional approach to this sector of the business and provide a quality product.

The seminar was held in the newly opened Hinckley Island Hotel in Hinckley, Leicestershire. The conference facilities are reported to be excellent.

Catering for the bodies as well as the minds of those who have been in discussions all day, it also provides such relaxing facilities as sauna, spa pool and solarium.

Service director Steve Thorneycroft summed up by saying: "I think we achieved our main objective which was to successfully launch the new maintenance contracts and introduce to the service department a proven system of managing lift improvements."

The presentations were augmented by a series of videos including several loaned by Otis, who also helped in the training aspects.



Fire can strike anywhere and at any time. Staff at the Otis Building, Clapham Road, get some first hand experience on how to deal with it.

FIRE *The ever present threat*

By Tony Miles, Company Safety Manager

We all think of fire as something that happens to other people or that we have read about in the papers. But in reality it can happen to any of us at any time.

At home, at work, even in the car, a fire can start; and if we do not take the right action immediately there can be tragic results.

At the very least it can be damage to your treasured possessions, a rug that your mother made, a precious carpet, even priceless furnishings or your car.

If you are lucky there will be no injury, but we have heard many stories lately of toxic fumes from foam, which is present wherever we look — in the office, at home and in that car, as well as other problems like petrol, paraffin and even nail varnish remover, which all burn very fiercely under the right conditions.

My advice to all of you is to have a look around your workplace and see if conditions can be improved. For example it is very important to get rid of used cardboard boxes. The same applies at home, remove that rubbish.

Source of tragedy

And do you know what to do in the case of a chip pan fire, which is a constant source of tragedy?

The answer is a wet cloth, preferably a towel (a tea cloth is too thin) placed gently over the pan, smothering it and leaving it to cool down.

Do NOT try and throw it in



Tony Miles, "Think safety. Save lives".

the garden, that is the worst possible thing to do. And remember, curl the cloth around your hands, they won't be burned or singed if you take that precaution.

Lastly, fit a smoke detector at home, they are reasonably cheap and give you advance warning of fire and smoke, it's the toxic fumes and smoke that kills these days, not necessarily the flames. And close downstairs doors at night, a door can hold back a fire for 20 minutes or more depending on the type and construction.

Planning what you will do in a crisis can save valuable time and lives.

Remember possessions can be replaced, people cannot, so get out and save lives first. Think safety, it saves the agony of injury as well as lives.

GLOBAL OTIS NUMBERING SYSTEM WILL AFFECT US ALL

By John Crockford

The Otis drawing numbering system is being updated to meet the demands of computer aided design (CAD) and computer aided manufacture (CAM).

The new system, which will be worldwide, corrects identified deficiencies in the current system and allows for improved configuration control by providing a more consistent and coherent method of tracking product changes.

It will reduce scrap and rework in manufacturing and service centres by recognising and allowing for one way compatibility of service parts, fixing the field length and format of the part

number; and defines more clearly the interchangeability, serviceability and base identity.

Service field personnel can expect to see a substantial benefit from the system because it will provide a direct link between equipment and the spare parts leaflet.

Changing an Otis standard as basic as the part numbering system affects everybody.

To ensure that everyone can get their questions answered we will shortly be running a series of introductory courses in various UK and Irish locations.

I look forward to seeing you at one of them.

Scottish conference ended on winning note for "Flyers"

The Scottish division of Otis held its annual conference this year at the Green Hotel, Kinross. It involved all management, sales and supervisory personnel.

Joining it for the first time this year were Les Brunger and Jim McGuire from Glasgow, and Norman Gray and George McMahon from Edinburgh, who were appointed to their present positions during the past year.

The conference briefly reviewed the fiscal year 1987, but concentrated on forecasts and actions related to the attainment of the fiscal 88 plan, and the exploitation of future growth and development opportunities.

Roy Markham, Roger Campbell, Tony Francis and John Payne were among those who addressed the delegates.

This was a conference with a difference. The evenings were organised to help the delegates stay sharp by giving them some exercise for their bodies as well as their minds with squash and curling competitions.

The curling match has become an institution of the Scottish conference.

This was the eleventh championship and competing were the district 'Flyers', Edinburgh branch and a combination of the Aberdeen and Dundee branches.

In the semi-finals the Flyers disposed of the Dundee/Aberdeen team, and Edinburgh defeated Glasgow.

This left Edinburgh with the huge task of stopping the team that has won five championships in a row.

Living up to their name of the Flyers, the district team took what appeared to be an unassailable lead, and were four stones ahead with Edinburgh having only four stones left.

To everyone's astonishment, third player Tommy Simpson and his skip Ralph Irvine both scored with their two stones.

This required a head to head play off between two skips, Ralph Irvine and Ron Baker.

The first two stones from both skips did not score. But on his third stone Ralph Irvine put in a shot so good that it seemed certain it would wrest the championship from the Flyers.

But Edinburgh barely had time to sense the sweet smell of success when Ron Baker played the best shot of the tournament, putting his stone in the dead centre of the target.

THE TEAMS
DISTRICT FLYERS
Ron Baker, Dennis Cairns, Les Brunger, Tony Francis, Roy Markham.
EDINBURGH
Ralph Irvine, Tommy Simpson, George McMahon and Jimmy Duncan.
GLASGOW
Ken Wright, Joe Harris, Tommy Collins and Barry McNeill.
DUNDEE/ABERDEEN
Murdie Stewart, John Balsillie, Brian Johnson and Ronnie Ross.
Bottom. Winners and runners up.
Back row left to right: Les Brunger, Tony Francis, George McMahon, Roy Markham, Tommy Simpson, Dennis Cairns. Front row: Ralph Cairns, Ron Baker.



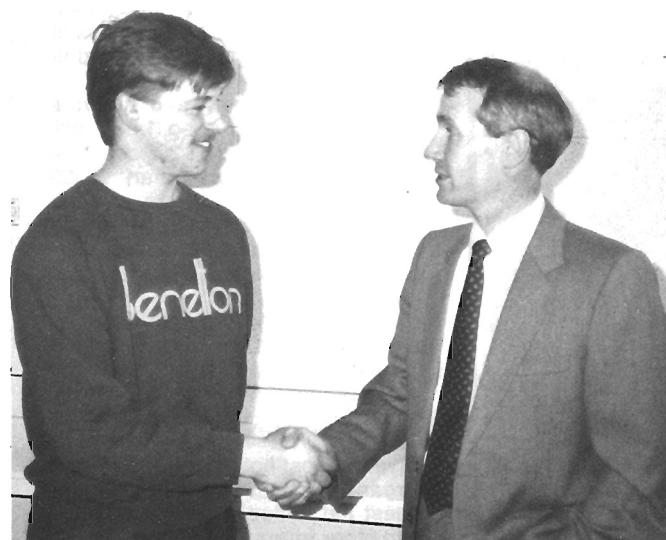
Top. Jimmy Duncan and George McManon brush another stone into the red. Ralph Irvine looks on, headless!

Right. Critical appraisal from the sidelines.

Winners and runners up. Back row left to right: Les Brunger, Tony Francis, George McManon, Roy Markham, Tommy Simpson, Dennis Cairns. Front row: Ralph Cairns, Ron Baker.



Big day for award winning apprentice



Lee Jeffers, electrical motor tester in the machines workshop of the Liverpool factory, has more than the usual reasons for remembering his wedding day.

Just a few hours before he tied the knot, he had to attend an interview to find out whether he had been selected as a finalist in the apprenticeship of the year competition run by the Merseyside training council (MTC).

Hasty arrangements had to be made to ensure that

Lee Jeffers, left, had a busy wedding day. Mike Hirst congratulates him.

PROFILE: A LIFE IN LIFTS

Say the word 'order' and I'm off

Supersalesman Ted Meatyard, who has recently retired from Otis after 35 years, is living proof of two enduring principles.

The first is that salesmen are born, and not made. And the second is that the lift industry is something that can get into your blood and stay there.

Ted's father, Jack Meatyard, was an erector with Waygood Otis for 37 years and Ted had no thoughts of going into any other industry.

After spending some time with Otis he then spent several years in another part of the lift industry. "I came back to Otis," he says, "because there was an opportunity to work as a salesman. I spent six months in the estimating department and then I was out on the road."

"The best years of my life were between 1965 and 1972, when I was managing the West London district."

"We enjoyed selling to this part of the world, which included all the West End, the North West postals, Bucks, Berks and with a very successful office in Reading."

"The secret of our success was that we had a very good team, and for some reason we had the ability to train people to sell."

"In fact several people who later rose to prominence both inside and outside Otis were my sales clerks."

Ted was then appointed London sales manager, a post which he filled for three years; and then in 1983 became what he describes as "a hitman", tackling large clients who had resisted previous sales approaches.

One of his most notable successes was to sell a large group of escalators to Marks & Spencer, the first person to do so. How did he manage to make a hit with such a powerful company, with such high standards, where others had failed to?

"I was as arrogant as they were," Ted confesses. "In fact, they threw me out once."



Ted Meatyard.

Another was winning the first million pound order the company received for microprocessor controlled lifts.

"I love the word order," Ted said. "Just say it and I'm off. Even if there's just a whisper of an order that keeps you going."

"And as salesmen we like applause. If you applaud us we will do even more."

Away from his patch Ted followed the ups and downs of Arsenal and was a keen cricketer. "Until the knee went". "Now I manage the Otis cricket team," he said.

"In fact we used to make it a policy to lose to clients, until I got fed up with it. Then we won 29 in a row."

"What I've enjoyed about the lift industry is the people. The industry has changed a bit with the introduction of microprocessors, prefabrication and the Health and Safety at Work Act, but the people haven't."

"I'm still working two or three days a week," he adds, "because the clients won't let me go."

And to prove that they love him they turned up in exceptional numbers to his recent retirement party. "There were 24 clients there," he said, "and that was a very pleasant surprise."

What is he going to do now that he has semi-retired and "the knee" is keeping him off the cricket field? "Watch Arsenal lose," he responds, with only a slight hint of bitterness in his laughter.

"There was a time when I was running West London that if a salesman didn't know the Middlesex and Arsenal scores on a Monday he lost his increase for three years. No, I'm not joking!"

One of his happiest memories of his life with the company comes from an incident that took place only last year, when, in spite of "the knee", he was pressured into playing in a cricket match and dutifully turned up ready for the game.

To his astonishment he found his wife there, colleagues and a host of old business friends, some of whom he hadn't seen for years. They had arranged a special This is Your Life to thank him for his contribution to cricket within the company.

"I was just a bit choked for words," he admitted.



Thames Barrier equipped by Evans.

MEET THE FAMILY: 3 EVANS LONDON

The Evans Becker London Service region covers an area of 35,000 square miles and 4000 units ranging from hand operated hoists in over 300 pubs to very heavy duty goods lifts such as the 18 tonne duplex pair in the Ford Motor Company at Dagenham. And business is booming. Booked sales increased by 205 per cent in 1987 and the graph is still rising.

John Disney regional service manager

The range of units Evans Becker handles in the London Services region is vast and nothing is too small or too big.

Our locations include Buckingham Palace, the Houses of Parliament, Aldermaston AWRE in Wiltshire and the Thames Barrier. But the backbone of our service portfolio are the high street stores.

Due to the diversity of our range of equipment, and the large geographical area over which they are spread, it is essential that a good technical training programme is available for our engineers.

It starts with the J5 and J25 module training, followed by the MacMillan Intek system, combined with off site training at our Leicester factory training facilities and one day sessions held in our London training centre.

The training includes our four supervisors.

Sandy Taggart looks after nine

NOTHING TOO BIG

OR TOO SMALL



Geoff Grey ('O' service salesman).

Above. Left to right: Geoff Grey ('O' Service salesman), Bridget McDonnell (service clerk), Tony Porter (new sales), Anne-Marie Joseph (repairs clerk), Tracy Lavelle (new sales), Bill Dodds (construction manager), John Disney (regional service manager), Joe Blackhall (service admin. manager), Roy Hardy (regional sales manager), Sandy Taggart (service supervisor), Tom Marshall (service branch manager), Betty Glover (new sales), Adriana Harley (service clerk).

Right. Left to right: John Disney (regional service manager), Bill Dodds (construction manager), Roy Hardy (regional sales manager).



Sandy Taggart (service supervisor), Bridget McDonnell (service clerk).

service teams covering an area from Reading in Berkshire to Luton in Bedfordshire.

Jim Kicks also has nine service teams, and looks after Essex and Kent, taking in a large part of London, from Strand to the City.

Dave Williams has eight service teams and, according to others, the nicest area. He is responsible for South London, Croydon and on down to Brighton, where he covers most of the coast from Hastings to Bognor Regis.

That's where he hands over to Peter Jones, whose home in Fareham is the base for his area and his four service teams.

Their responsibilities include repairs and sometimes modernisation of units in an area ranging from Poole in the West, Bournemouth, Southampton, Winchester and Basingstoke.

Each of the four service areas is covered by the repair department, which is led by Richard Vernazza, one of the people who transferred to Evans from Becker lifts in 1986.

Richard's eight teams of engineers cover the entire London region and carry out repairs and modernisation on the 4,000 units as required by the service supervisors and by Tom Marshall, the service manager, under whose wing the field operations are carried out.

Tom's responsibility includes looking after customer queries, and there is a rumour that most of our clients refer to Evans as 'Marshall's Lifts', due to his 39 years' service with the company.

He is responsible for the administration of the entire service

We know where we're going

By Roy Hardy regional sales manager

I do not recognise the company from what it was a couple of years ago. It is now vibrant, knows where it is going, and is confident in its ability to conform to the requirements of the customer. The will to succeed has become dominant.

The Otis environment has enhanced and expanded our understanding of today's business. We have been introduced to, and are enthusiastically following, the quality approach.

We also have access to those products that can and do complement our own lines, enabling us to compete in those sectors where we once struggled.

Nowhere is this reflected more than in our London sales operation, where we increased booked sales by 205 per cent in 1987, and planned for further growth with increased margins this year.

To accomplish these tough but achievable targets has demanded a rapid but controlled change of culture, and to recognise change in the requirements of the market.

We are making a powerful impact by using both our extensive factory facilities in Leicester and the

increasing range of components available to us from the Group companies. We are, for example, using the Gien door systems.

This has provided us with a quality product to compete in the expanding low-rise passenger market.

We are also using the 6970 operator where increased door widths are required together with high performance and high usage.

It is probably correct to say that over the years we became known as a goods lift manufacturer, with great emphasis placed on the high street retail sector. This was certainly true in London, where 70 per cent of our turnover came from this source.

While building further on this lucrative market we nevertheless recognised the need to engage more actively in other markets, especially the low rise hydraulic passenger lift for offices, flats and hospitals.

We have the product, the backing, the commitment, and in Stan Quinell and Tony Porter two area sales managers highly capable of growing the business.

operation, but, as he admits, does rely entirely on Joe Blackhall, our service administration manager.

Every piece of paper and customer enquiry passes over Joe's desk and is resolved by him and his team Bridgett McDonnell, Anne-Marie Joseph, Adriana Harley, and Linda Forshaw on the switchboard and John Taylor.

They let clients know what we have done, type the reports sent in by each engineer, prepare estimates for the salesman and liaise with clients on the telephone.

The administration team makes sense of the flood of information from every source and that enables us to operate.

And last, but not least, our sales team — Alan Richmond, Bill Fenton and our latest recruit, Geoff Grey.

Alan and Bill are responsible for all the 'T' sales and 'S' modernisation sales, and Geoff is responsible for 'O' contracts.

Alan, who is also sales manager, and responsible for the entire sales activity, looks after the Northern half of our region.

Bill, who's knowledge of the lift industry is second to none, covers the Southern half.

Geoff is the man who handles all of our service contract sales and covers the entire region, acting as a back-up to his colleagues when necessary.

Construction: The future's looking good

by Bill Dodds construction manager

Currently we have about 80 sites in progress, ranging from small service and goods units through to 3 car group collective passenger lifts. On one of them we are installing scenic passenger and goods lifts.

Given the size of the area we cover, you can imagine the level of co-ordination and management expertise called for by such a programme.

London construction has an enthusiastic team of supervisors, testers and field engineers. Like the service side, training programmes have started on MS300 and engineers are being selected for J5 and J25 module training — also the MacMillan Intek system.

Each supervisor has his own district, but the flexibility is there for one to go into the area of another to

help out on supervision, testing or problem solving.

It is a credit to all of them that at the drop of a hat they are prepared to travel sometimes hundreds of miles and get stuck in.

Their enthusiasm is matched by our construction engineers, who have consistently improved London construction region's productivity over the past twelve months.

They include a number of former Becker engineers who have integrated very well into the construction department and who are highly valued colleagues.

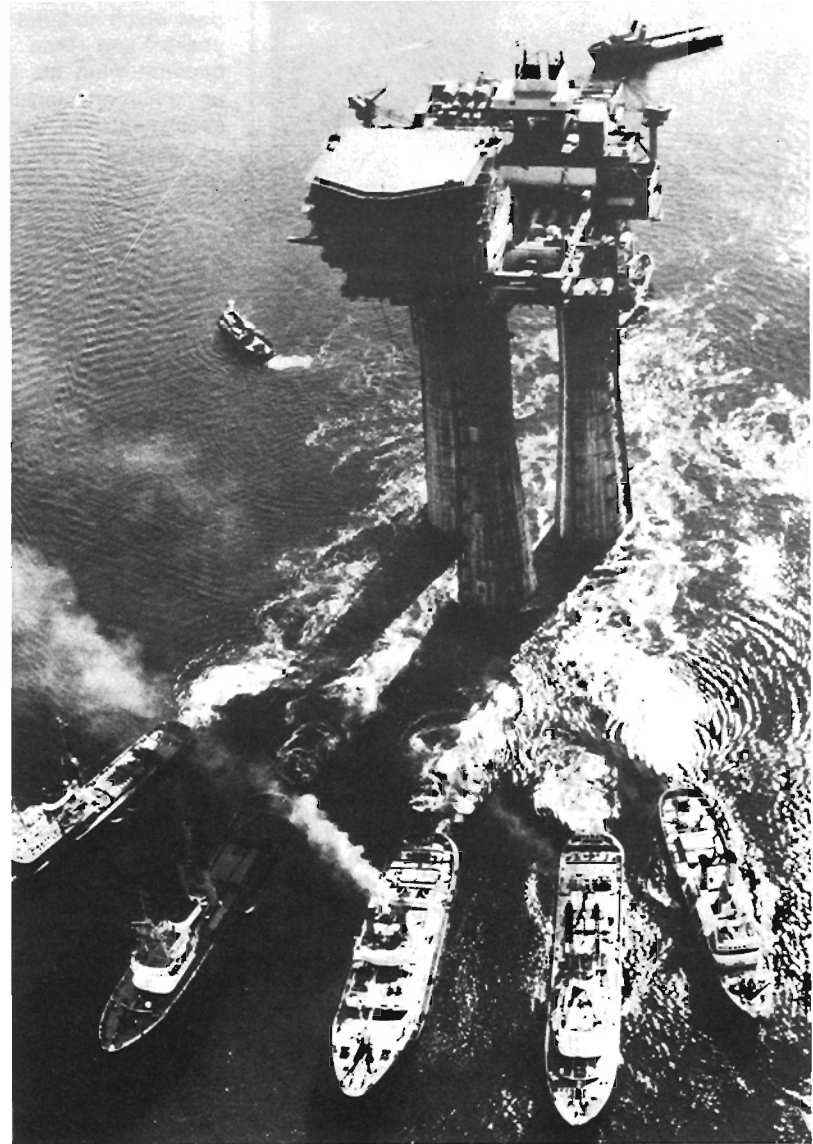
Like the lift industry we are currently under a great deal of pressure to ensure that equipment is installed to the clients' requirements both in terms of quality and programme.

This requires dedicated and committed teamwork on the part of our department. Our future is based on that premise and now, more than ever, is looking good.

Wadsworth Passenger Lifts

for Oil Platforms

Wadsworth Lifts Ltd have made a special study of lifts for use on oil platforms and have experience of many installations. One would think that after several installations all the permutations of the special features for this type of lift would have been experienced, but they find that with each new enquiry they receive, some new situation emerges to test their ingenuity. They have over the years been faced with many special requirements and problems but these have been overcome and successful solutions found. What is standard for one company or country is often not acceptable in another, and Wadsworth's ability to conform to specifications and design to suit each individual enquiry is of major importance in this field, and of great assistance to clients in obtaining equipment suitable for the particular environment and to meet the regulations for the inspectorate/government concerned. Lifts have been installed down the platform legs, in accommodation modules and on open decks. A recent contract has the lift on the exposed platform deck and Wadsworth are investigating the installation of 'trace heating' to the guides, shafts, switches and gate tracks etc to combat the problem of temperatures down to -10°C.



Wadsworth Passenger Lifts were chosen for the £165 million Brent 'B' production platform.

OTIS GOES FOR THE GOLD IN CALGARY

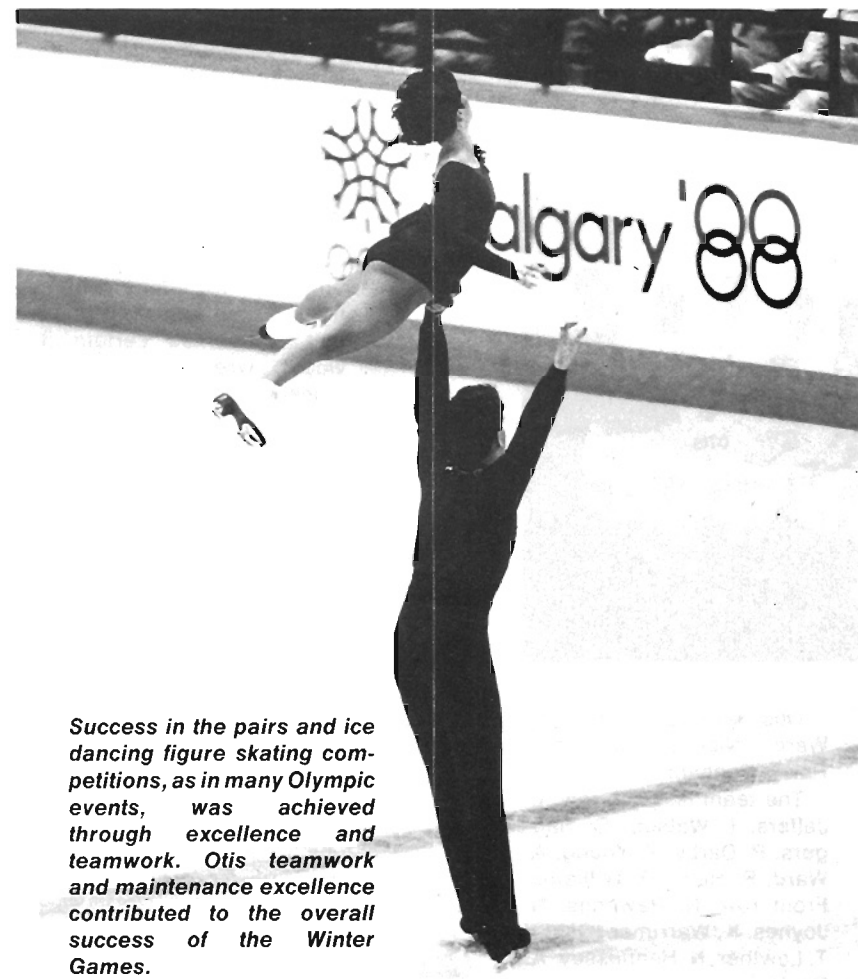
Otis' Calgary district should have earned a gold medal for elevator installation and maintenance performance at the 1988 Winter Olympics in Calgary, Alberta, Canada.

Otis completed three modernization projects and seven new equipment installations in the months preceding the Olympic Games and kept more than 1,100 elevator and escalator units in Calgary running smoothly during the festivities.

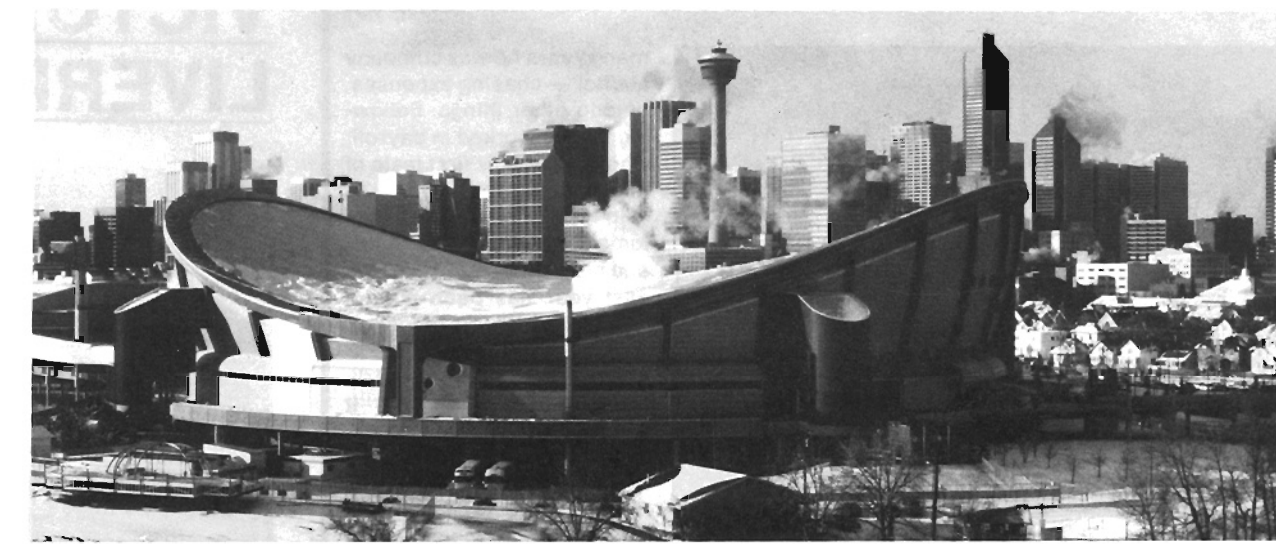
"Otis was as much a part of these Olympic Games as was the pomp and ceremony, the torch run across Canada and the winds whipping down Mount Allen (site of the downhill skiing competition)," says Garry Bambrough, manager, district operations.

"Otis equipment and service personnel helped keep 1,500 athletes, approximately 1,200 coaches and trainers, more than 5,000 media representatives and a quarter of a million guests moving through dozens of prominent Calgary area hotels and Olympic facilities."

Modernization projects timed to accommodate Olympic events and festivities included an Elevonic 401M modernization at the prestigious Palliser Hotel in downtown Calgary. The Palliser was the Olympic host hotel for the Olympic Organizing Committee; its Olympic guest list included heads of state and other international VIPs.



Success in the pairs and ice dancing figure skating competitions, as in many Olympic events, was achieved through excellence and teamwork. Otis teamwork and maintenance excellence contributed to the overall success of the Winter Games.



Calgary's 20,000 seat Saddledome was the site of the Olympic ice hockey and figure skating competitions. Otis maintains one service and two geared passenger elevators at the Saddledome, which features the world's largest suspended concrete roof.

The Palliser (14 stops) is the oldest hotel in Calgary. It is run in conjunction with Chateau Lake Louise in the Canadian Rockies and the Banff Springs Hotel (located in Banff). These two resorts — both long-time Otis maintenance customers — are considered among the best in Canada and were completely booked during the Games with guests from around the world.

Otis also completed an elevator modernization at Chateau Lake Louise, car switch-controlled units

were converted to a four-car MRS (mid-rise) group. On a related note, the car cabs at the Westin Hotel in downtown Calgary were modernized in time for the festivities, and SES (firefighters service) and emergency power systems were added.

"Otis' participation in these Games began in 1981, when Calgary was awarded the contract for the 1988 Olympics," says Bambrough. "At that point, the major hotels reviewed their modernization needs and put the jobs out for

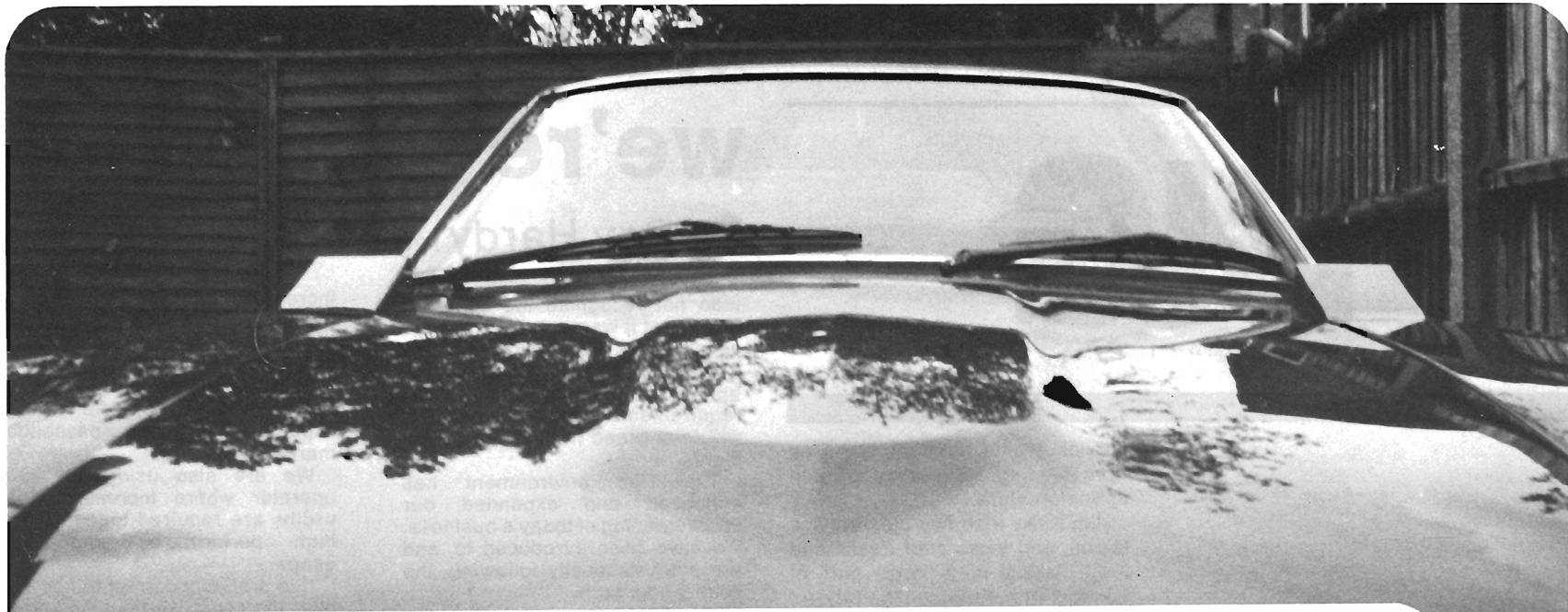
bid. We also bid on new equipment jobs directly related to the Olympics, such as the Saddledome."

Otis installed (completed in 1983) and maintains one service and two geared passenger elevators at the Saddledome, the site of Olympic ice hockey and the figure skating competitions. The Saddledome, which seats 20,000 people, features the world's largest concrete suspended roof, covering three acres. It also serves as home ice for the National Hockey League Calgary

"Everything went smoothly for the Olympics... there were no problems at any of the Olympic facilities or major hotels," he adds. In downtown Calgary and the surrounding area, Otis maintains approximately 70 per cent of the city's elevator and escalator units.

"Calgary is a real Otis town," says Bambrough. "A map of the city skyline is like a map of Otis installations and service contracts.

"The best sign of our performance was the fact that nobody noticed us... we were just another element contributing to the success of these games and the great city of Calgary."



Dave Gardner

CAR FANATICS

Fast cars are more than a hobby for Dave Gardner, service salesman, Docklands project. His interest in them helped him get his job at Otis and also regain his health after a devastating accident.

Dave has been involved with fast machinery on wheels since he was 15, when he souped up motorcycles to get top performance.

It was in a motorcycle accident that his right arm was ripped off. Surgeons managed to sew it back on, and Dave used the long period of convalescence to build his special car. The exercise provided therapy for his mind and his arm.

Dave wanted to build a high performance car that also looked good. The result

was what he describes as 'a poor boy's muscle car', but it developed into something unique that could beat off the Porsche turbos but cost a good deal less.

It was based on a 1974 Datsun 240Z, which may not fire the imagination of non-hot rod enthusiasts, but it now looks like a cross between a Ferrari and an E-type Jag.

With his determination and the physical work involved in building the car, Dave achieved 99 per cent more recovery of his arm than was expected. People do not realise that his arm was injured and he has mass movement of his fingers.

Today, we are used to reading about this kind of successful surgery, but when Dave was injured his arm was so mangled the surgeon did not hold out much hope. Building the car was an important part of his recovery.



An immaculate finish.

"The rehabilitation process was basically a miracle," he says. "The arm could have had to come back off again, but I made myself work on it."

Coming back to Otis as a trainee rep after the accident, Dave had to give a presentation about himself. So he brought the car along and got the job.

The technical knowledge he has picked up whilst

building his cars helps him in his job. Dealing with local authorities a great deal of the time, he is able to make accurate estimates for the technical specifications.

Cars also brought him into Otis in the first place in 1978. Building a car for a friend, who was a mate with Otis, he mentioned that he was looking for a job. The friend recommended Dave to apply and after being interviewed

by Bill Evans he was taken on immediately.

Dave belongs to clubs for owners of exotic cars. They race at places like Silverstone, Brands Hatch and Goodwood, where they pay £30 a day to go round the track.

While these are not official races, they do give the owners the opportunity to measure the performance of their cars against each other.

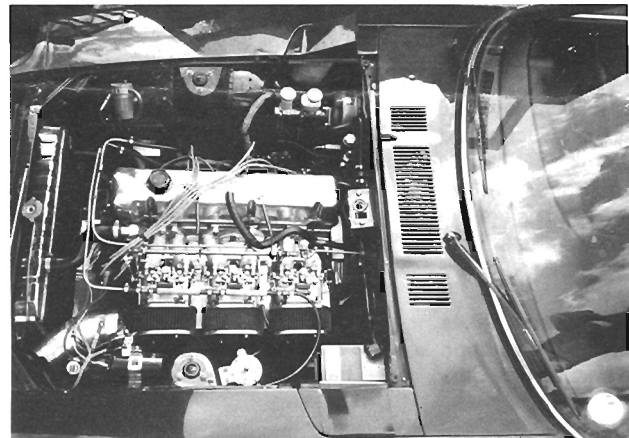
Dave's car has twice won drag races for the fastest modified Datsun. It takes just 4.7 seconds to go from 0-60. Even though it accelerates like this, it hugs the ground at corners and is surprisingly quiet for all its power.

Auto-technic of Luton, acknowledged experts in rolling road performance tests on such cars, said it was the most powerful and sweetest running engine of its type they had ever had on their rollers.

A friend is now buying the car off him and Dave has switched to another of his skills — building. He's going to double the size of his house.

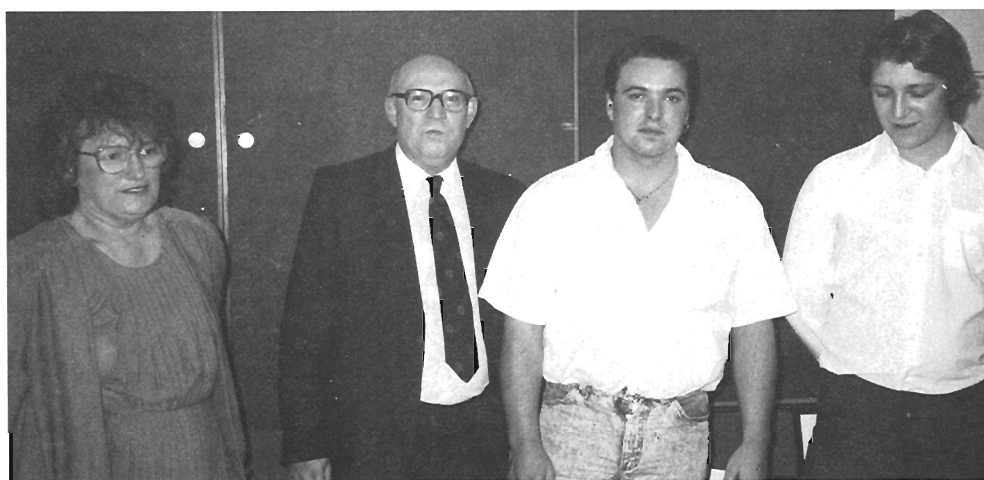
But he will continue to service the car and can borrow it as part of the deal.

"Driving a car like this is an unofficial way of letting the wildman out of yourself," he says. "And the girls love it!"



A sweet running engine.

Hosiers make it a family affair



Left to right: Sheila, Ron, Kevin and Chris.

The image of Otis as a friendly, family company is confirmed by the experiences of the Hosiers from London.

Ron Hosier joined Otis straight from school at the age of 14, and stayed with the company until his retirement 44 years later. He met his wife Sheila when she worked in the company's post room.

His two sons Chris and Kevin are the second generation of Hosiers to have been

involved with Otis, both as fitters, although Chris has now left the company.

Ron joined Waygood Otis' accounts department in 1944.

He says: "When I left school I went to the Labour Exchange. There was a choice of two jobs, one with Waygood Otis and one with another firm. The Otis job paid 2½p a week more so I took it."

His career at Otis was

interrupted in 1948 by a period of national service, during which he worked his way up to corporal in the Royal Army Ordnance Corps.

On the computer

On his return to civilian life and Otis Ron spent a year in the service department before going back to accounts, where he worked in different sections. For

many years he was company auditor — chasing expenses, among other things. Following this he worked in payroll, where he got his first taste of the computer.

In 1985 he became customer accounting manager, and his special project for the past year has been putting the service debtors ledger on to computer.

Looking back on his early days in Otis, Ron says: "It was all pen and ink work then — the only automation we had was an NCR adding machine! We deal with far bigger sums of money in the accounts department now."

He agrees that Otis is a special kind of company: "I liked the atmosphere and the people you work with." So much so, in fact, that he is continuing to work for Otis three days a week after his retirement.

For 16 years Ron has been the treasurer of the Otis (UK) Long Service Association — again looking after the money. It is with regret that he has just resigned from this position.

CUP FINAL VICTORY FOR LIVERPOOL



Otis F.C. Liverpool ended the 1987-88 season on a high note when they defeated fellow Kirkby & District side Kirkrow in the Sanders Cup Final.

Otis forced extra-time in the dying seconds of the game and, spurred on by very considerable and vocal support, gained a 3-1 victory.

Otis scorers were Tony Ward, Nick Joynes, and Harry Kingham.

The team is: Back row: L. Jeffers, I. Watson, C. Sagers, P. Darby, P. Young, A. Ward, P. Helm, P. Williams. Front row: N. Rawlings, N. Joynes, K. Warrimer (Capt.), T. Lowther, N. Hennessey, A. Boyle.



Fiona's friends brought home the presents

Fiona Williams' leaving presentation recently took place at her home instead of her office in the Liverpool works.

Fiona, staff personnel officer, had to start her maternity leave a few days early on doctor's orders, although latest reports say that all is well with her baby, due on 11 June.

Colleagues from personnel travelled to Fiona's

house in Warrington one evening to hand over the stack of presents which had swamped the office, and gift vouchers for £65.

They all visited the local pub to drink Fiona's health on behalf of everyone who missed out on wishing her all the best.

Fiona is pictured with her husband Stuart and the gifts from her friends at Liverpool.

SPORTS MINISTER CAPTAINS TONY'S TEAM & RAISES £4,000

The bowls match between executive director Tony Allen's local team, The Sputniks, and that of The British Wheelchair Bowls Association, announced in *Going-Up* in February, surpassed all expectations and raised well over £4,000.

Sputniks captain for the day was sports minister Colin Moynihan. He had met Tony at the World Wheelchair Games last summer and they agreed to organise a match to raise funds for this year's Paralympic Olympics in Seoul.

There were over 50 players and sporting celebrities at the reception at the Stoke Mandeville Sports Centre.

They included Trevor Brooking MBE, the sports commentator and ex-England and West Ham foot-

baller, and a host of international wheelchair bowlers and county standard players from the Sputniks.

One guest player for the BWBA was Joan Scruton MBE, who has recently retired from the British Paraplegic Sports Society after many years of dedicated work.

Sports pages

It was Joan who introduced Otis to supporting wheelchair sports. This was in 1984, following an appeal for funds for the para-Olympics, which had been transferred to Stoke Mandeville at very short notice.

During the interval Sputniks president Ted Ball expressed the club's thanks to everyone involved for their support.

He singled out Reg Gane of

Paramount Press and his staff for special praise. Together with Tony Allen, his secretary Shirley Kent, Les Ginno, Les Roscoe, Colin Sears and Ann Cooper they had produced the fund raising brochure.

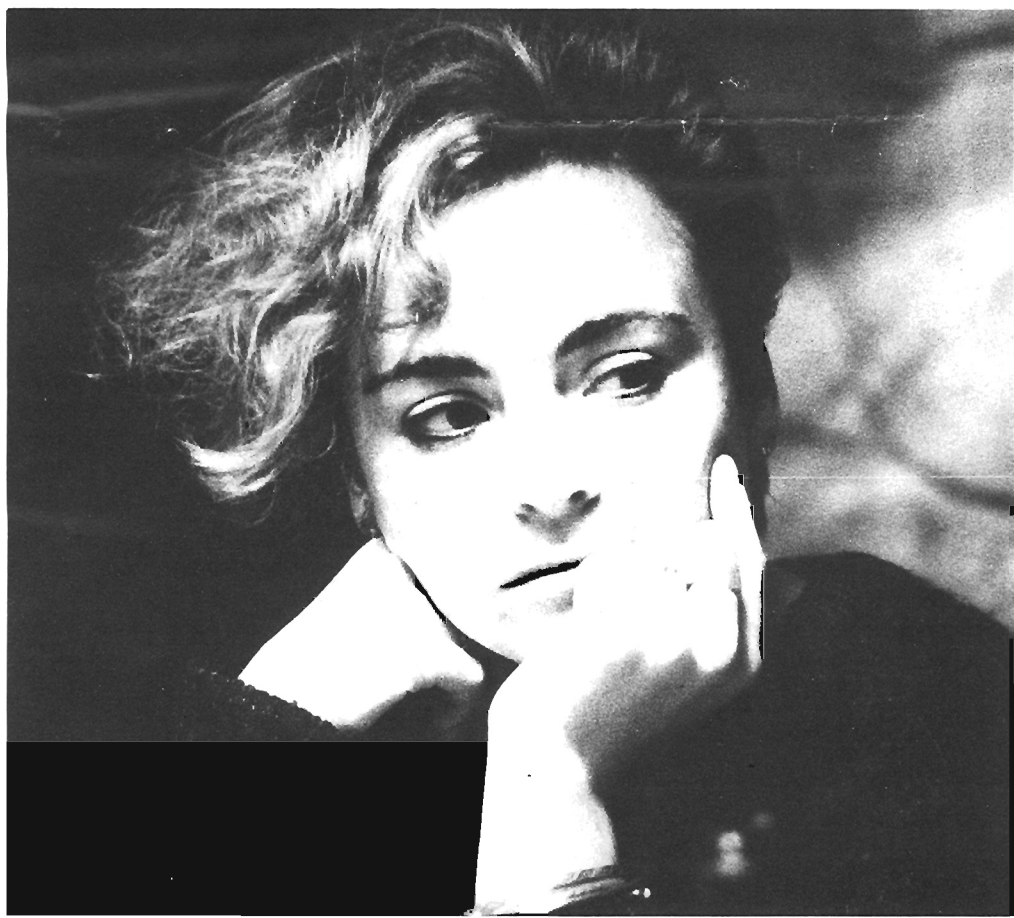
After presenting the cheque to the BWBA Colin Moynihan re-emphasised his support for Sport for the disabled, and said that it was his aim to put coverage of disabled sports on the main sports pages of the national newspapers instead of being tucked away on page three or four.

His own programme for 1988 includes participation in ten different events. Through them he aims to help raise £100,000 to ensure that a full British team competes in the Paralympics in Seoul later this year.

Chairman of the BWBA Brian Faulkner, an international at snooker and rifle shooting as well as bowls, announced that as a result of the match, and support by the BPSS, they had also been able to organise a visit to Kenya in July to promote wheelchair bowls.

The club's secretary, Octogenarian Bob Dewdney, said that he had little thought on that summer's evening in 1959 when he founded the club that The Sputniks would one day be captained by the Minister of Sport and raise over £4,000 for one event.

The game was played in a friendly spirit but with a keen competitive edge. Honours were shared in the first session, The Sputniks finally winning the game by a narrow margin.



SIOBHAN IS A FUTURE STAR OF FASHION

SIOBHAN MITCHELL, daughter of Peter Mitchell, who works in the London regional Transport Department, could well become one of Britain's leading fashion designers. She is a student at the Harrow College of Fashion and Design and was a recent semi-finalist in the annual Smirnoff Fashion Competition, which had 2,500 entries.

Going Up

PHOTOGRAPHIC COMPETITION

GOING UP CONTACTS
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Editor: John Pratt, Brian Cummings & Partners Ltd, 27a Bond Street, Ealing, London W5 5AS, tel 01-840 0790. Fax: 01-567 2746. Telecom Gold: 87: WQQ414.

Going-Up is offering £100, £75 and £50 prizes for the three best holiday or recreational pictures taken this summer.

Transparencies or prints in black and white or colour are eligible. For more details see the May edition. Entries to Helen Ravenscroft, The Otis Building, 43/59 Clapham Road, London SW9 0JZ by Wednesday August 25th.

FITTER TERRY SALMON IS FITTER THAN MOST OF US

Congratulations to Southampton Construction fitter Terry Salmon, who completed the London Marathon run in 4 hours 37 minutes.

This superb athletic effort raised over £400.

Half of this being donated to the Portsmouth Scanner Appeal Fund and the other half is going to the Portsmouth Queen Alexandra Hospital childrens' ward.

Terry said that at the end of the marathon he felt "as fresh as a daisy", proving that he's a fitter person in every sense of the word.

Terry has worked for the Southampton construction department for about 18 years. He trains with the Portsmouth Joggers and has run quite a few marathons at Portsmouth, Chichester, Wokingham, Reading and Guernsey.

And while his feet are pounding the hard asphalt of cities up and down the country Terry's sponsors are responding with hard cash for many deserving causes.

TANKARDS AWAY



John Griffin with his tankard and, from left to right: Alan McNamee (personnel), Don Kinch (I and S), Brian Jones (Field Workshop), Syd Davies (manufacturing Engineering).

John Griffin of the Liverpool factory is the latest person to receive an engraved tankard presented specially to industrial engineers in the machine shop when they leave the company.

The scheme started in 1968 when there were sixteen people in the group.

John, who has taken early retirement, was one of the last five remaining from the original group.

Don Kinch presented John with his tankard. Previous recipients include Jim Palmer, Wally Williams, Tim Thew, Fred Wigmore, John

Smith, Geoff Roche, John Fitzjohn, Ian Forsythe, Vin Feury, George Pearson and Alf Sherry.

The ultimate problem is that the last person to leave will have to buy two tankards — one for the next to last, and one for himself!



Jack kisses it all goodbye

Jack Roy, northern division service manager, was given something more unusual than a clock when he retired recently.

A scantily-dressed Kissagram girl, seen here on Jack's knee, was hired by his colleagues to make his leaving memorable.



George goes early...so does George

A surprise party at the Liverpool works was arranged to mark George Simpson's

early retirement. Mike Hirst presented George with his gift, a wine decanter.



Harry draws a pension...so does Harry

Harry Clitherow, a senior draughtsman in technical support group, Liverpool works, has retired after 23 years

with the company. Pictured is Harry receiving a presentation gift from Peter Goodin on behalf of Harry's colleagues.

There's a change of programme for Ken



When Ken Rose of the Plymouth branch retired, his colleagues presented him with a TV set. A dinner disco atten-

ded by many of Ken's colleagues also gave him 'a night to remember'.



After 19 years at the controller workshop at Liverpool, George Mitchell has taken early

retirement. John Kemp presented George with gifts from his colleagues.



Alf chases retirement

Alf Lloyd, a well-known progress chaser in the A.P.W. workshop team has taken early retirement after 23 years' service with the com-

pany. Alf was presented with a retirement gift from his workshop colleagues by Alistair Ventris, A.P.W. manager.



Three well-respected members of the controller workshop, Liverpool works, have recently retired, after notching up 58 years' total service between

them. Pictured here with the retirement gifts presented by their colleagues are George Formby, Harry Whetnall, and Jim Smith.

...and its a microwave goodbye from Malky



Malky MacDonald, who won the title Standard Housing Expert because of the large number of lifts he installed and tested, has retired from Glasgow branch 71 at the end of 26 years. He started work as erection fitter in the

electrical division, followed by service supervisor and finally service sales. Malky was presented with a microwave oven from the field and office staff in Glasgow by Ron Baker, general manager, Scotland.

★★★ on the move ★★★ on the move ★★★ on the

- E Bell** (Improver, Adler Street) Trained Fitter
- D Berrisford** (Service Supervisor, Stockport) Service Salesman, Stockport
- K Bolton** (Trainee Estimator) Estimator, Grade 1
- R Braxton** (Field Test Engineer, Cavendish Square) Senior Field Test Engineer
- R Brown** (Trainee, Estimator) Estimator, Grade 1
- A Butler** (Estimator, Grade 2) Estimator, Grade 3
- O Cevat** (Estimator, Grade 2) Estimator, Grade 3
- G Clark** (Trained Fitter, London Construction) Advanced Fitter
- Y Collingridge** (UTC, Secretary) Service Marketing Asst.
- A D Crooks** (Trained Fitter, London Construction) Advanced Fitter
- H Eugene** (Trained Fitter, Adler Street) Advanced Fitter
- D Hilton** (Advanced Fitter, Stockport) Senior Fitter
- A Hiorns** (Senior Fitter,

- Birmingham) Adjuster 1
- D Horton** (Trained Fitter, Adler Street) Advanced Fitter
- R Jones** (Estimator, Grade 2) Estimator, Grade 3
- S Layzell** (Assistant Controller, System & Controls) Assistant Controller, Accounting
- C Mackenzie** (Assistant Controller) Treasurer
- P McDonald** (Trainee Estimator) Estimator, Grade 1
- J McGrane** (Trained Fitter, London Construction) Advanced Fitter
- J Nichols** (Branch Manager, Alperton) Assistant Company Safety Manager, Head Office
- S Nicholson** (Estimator, Grade 1) Estimator, Grade 3
- M Orkney** (Mate, Newcastle) Improver I
- K Palmer** (Trainee Estimator) Estimator Grade 1
- G Rains** (Trained Fitter, Cavendish Square) Advanced Fitter
- D Sellors** (Estimator, OGED) New Salesman, Liverpool

- A G Stevens** (Mate, Bristol) Improver I
- K Swanborough** (Trained Fitter, Docklands) Advanced Fitter
- B A Thompson** (Trained Fitter, Brighton) Advanced Fitter
- D Thorogood** (Field Test Engineer, Adler Street) Service Supervisor, Adler Street
- M Townshend** (Estimator, Grade 1) Estimator, Grade 3
- M G Warner** (Trained Fitter, Brighton) Advanced Fitter
- T L Wells** (Mate, Reading) Improver I
- B Wykes** (Draughtsman) Chief Draughtsman

- ### Au Revoir
- from Colleagues retiring at Liverpool Works.
- 24 Years Service Ron Moore, Inspector
 - 19 Years Service Dick Seddon, Armature Winder
 - 29 Years Service Stan Baldwin, Inspector

- 19 Years Service Dick Seddon, Armature Winder
- 29 Years Service Stan Baldwin, Inspector
- 19 Years Service George Mitchell, Wireman
- 17 Years Service Percy Steele, Grinder
- 19 Years Service Pat Jeffers, Welder
- 18 Years Service Norman Hamel, Storekeeper
- 22 Years Service Mick Sloan, Handyman
- 19 Years Service Harry Whetnall, Tester
- 25 Years Service Ken Watling, Fitter
- 27 Years Service Jim Dolan, Metal Polisher
- 22 Years Service Danny Smith, G.S.O.
- 19 Years Service Stan Dumbell, G.S.O.
- 18 Years Service Jim Smith, Tester
- 21 Years Service George Formby, Tester
- 19 Years Service George Stewart, Truck Driver
- 18 Years Service