

Going Up

The Newspaper of the OTIS UK Group

CANARY WHARF SPECIAL



A woman's touch for Manor Lifts

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"TELL US IF WE'RE GOING WRONG"



George David, President and Chief Executive Officer of Otis, addresses a meeting of field personnel in London. Field employees should be able to tell senior management where they are going wrong, he said.

On Friday 17 June, George David, President and Chief Executive Officer of Otis, visited field mechanics in this country to talk about the company's future.

The three meetings with Otis and Evans mechanics were informal, encouraging two-way dialogue. George David answered questions on wages, equipment delivery problems, spare parts shortages and concern over some employees leaving the industry.

One construction adjuster present, Roy Fisher, summed up the general feeling when he said that it was the first time in his 30 years with the company that an executive of this level had come to talk and listen to the workforce.

Communications

Employee communications is an important subject for George David, as is demonstrated by his commitment to meeting groups of employees whenever possible. The various Otis magazines and the Hello Otis video series are further examples.

During his talk, he stressed the importance of communication between all levels of staff in the company.

Field employees should be able to tell senior management where they were going wrong, he said.

Of the 42,000 Otis employees worldwide, 30,000 of them were in the field, with the other 10,000 providing support.

"That is why it is important to listen to the field operatives and continue to support them."

The reason for Otis' success over its competitors was, he said, its ability to deliver and install superior elevators and escalators on time, but the company could not take future success for granted.

Worldwide

He outlined projects that other Otis companies worldwide had introduced to improve their businesses. The UK could benefit from their experiences.

One aim for the future is zero



John Circuit, senior engineer London South, listens to George David outlining the future of Otis in the UK.

call-backs. Nippon Otis has achieved a rate of 1.5 call-backs per unit per year, compared to the global rate of five.

Otis is the only elevator company in the western world to operate its own company in Japan. Nippon Otis has doubled its market share over recent years, now holding 13 per cent, and the upward trend is continuing.

With the threat from other Japanese companies such as Mitsubishi, Hitachi and Toshiba, Otis' own Japanese company can pass on important tips for retaining Otis' lead in the market.

As part of the plan to learn from the experience of other Otis companies, engineers at the engineering centre in Farmington, Connecticut, are working on maintenance manuals for many existing and new components. These are already being distributed to branches in the UK.

Another process introduced to enhance quality improvement is interference removal, which identifies problems and ensures they are fixed at source.

Teams in other countries find that up to 80 per cent of problems

still occur at local level, usually because of lack of distributed information when the problems have already been identified and solved.

Investing in engineering is another means of guaranteeing this secure future. "Good engineering at the beginning has to be the priority. That is why the investment in the Bristol Tower was made. Our current investment in engineering now stands at \$60 million a year," he said.

George David ended by confirming that the UK operation was important to Otis, and, in recognition of this pledged his ongoing support for Otis UK.

World Leader

George David concluded with his vision statement.

"Otis satisfies customers and employees by providing elevators and escalators that are superior to competitors', and are turned over on time and are maintained by Otis with zero callbacks for the life of the building.

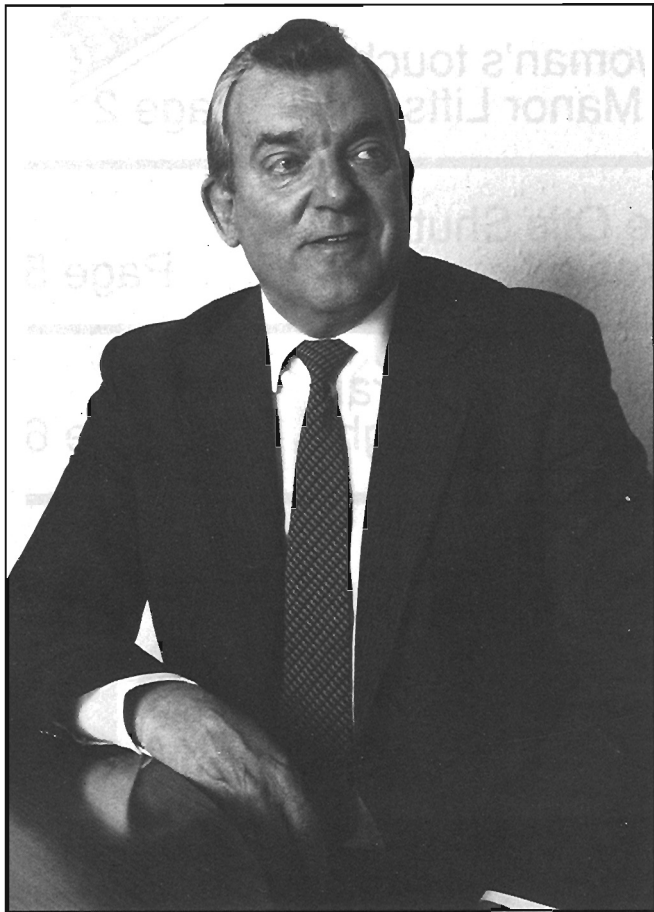
We all know we're not there yet, but that's what a vision is all about — setting a goal and working toward it"



TEST OF NERVE It's a nerve-racking business trying to position a 45ft long lift car 72ft in the air — especially when the total tolerance amounts to a mere 1.7mm.

But that's what Wadsworth personnel accomplished when they put the finishing touches to a giant £500,000 lift installed at a salt mine in Cheshire. Pictured from left to right are Frank Partington, site erection supervisor, with Steve Haslam and Bob Flitcroft.

For the full story, turn to page 8.



Henri Waclaw, new group director of engineering and manufacturing for Otis UK.

Henri's here

Henri Waclaw has been appointed group director of manufacturing and engineering for Otis UK. Based in Liverpool, he reports to Jack Leingang, managing director of Otis UK.

Since joining Otis in 1955, Henri has held various posts in Otis in the US and Canada. At one time he assumed complete operating responsibility for

the Yonkers, New York plant.

In 1983 he was named plant manager of Hamilton works, Canada, and returned to the US in 1987 as director of product support, corporate engineering, Farmington.

Henri holds a B.S degree in Mechanical Engineering and is a graduate of the Military Artillery Cadet School.



Peter Barratt, charge hand for London construction department, is shown receiving the safety award from his supervisor Chris Thacker.

BUILDING TOWARDS SAFETY

Otis technical staff on site at the A M A building, part of the Broadgate development project, were given an award by Bovis Construction in recognition of their excellent safety record.

Bovis made a log recording the safety pro-

grammes of all contractors on the site, giving points on a weekly basis.

Workers were marked down if they were not wearing a safety helmet or if their work area was dangerously untidy.

"Otis workers are fairly safety-conscious anyway — you have to be in lifts," said Chris Thacker, supervisor in London construction department. "But the team did make a greater effort than usual," he added.

A woman's touch pays off in sales

Deborah Derrane, who works for Manor Lifts in Liverpool, has beaten her male colleagues to win the monthly prize for the highest sales three months running.

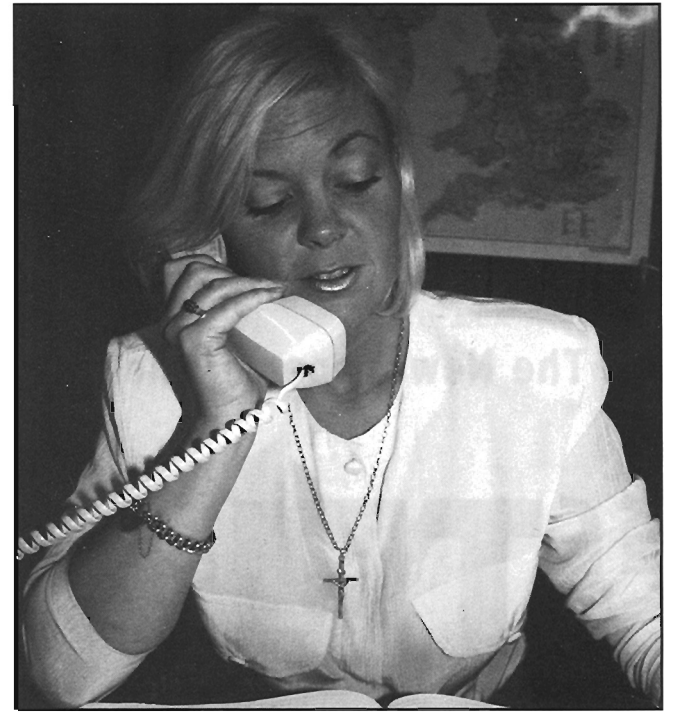
Deborah joined the company ten years ago as a clerk/typist on a YTS scheme. "I was channelled into sales when the company was taken over by Otis about three years ago," she said. She is the only woman in the sales team.

She puts her success down to the fact that she listens to what the customer wants. "I don't think I get

any real advantages because I'm a woman. Sometimes I run up against real smart alics."

Her colleagues were delighted at her success — "My boss, Stuart Atkinson, was over the moon, and I didn't get any snide comments from the other salesmen."

Deborah probably could have carried on her unbeaten sales record for yet another month except for one reason — she is going away on a well-earned fortnight's holiday. Have a nice time, Deborah.



Manor Lift's Deborah Derrane. Won the prize for highest sales three months in a row.



Jimmy Campbell cuts the ribbon with group personnel director Costas Johnson, left and Henri Waclaw, group director of manufacturing and engineering.

Refurbished training centre will support 'Partnership'

The Liverpool field training centre has been completely refurbished.

The work has been carried out as part of the Otis Training Partnership.

When he announced the scheme in April, group personnel director Costas Johnson said that a refurbished training centre would be part of the package.

The official re-opening was performed by Jimmy

Campbell, who has recently retired from his position as training officer for the North and Scotland.

Jimmy was the driving force behind the development of the field training centre in 1980, when Don Oliver was the first trainer, so it was fitting for him to re-open it.

He was supported by Henri Waclaw, the new group director of manufacturing

and engineering, and by Costas Johnson. In their speeches both gave the centre their full backing.

The facility is the second step in the development of the Otis Training Partnership, following the introduction of the Intek distance learning packages.

It underlines the commitment of management to fully support the training needs of staff.

Engineers are working together

Otis Engineering has set up the Otis Technical Council to help engineers work towards common goals and improve working relationships within the world-wide organization.

The inaugural meeting was held in March in Con-

necticut, USA. Members, who are senior Otis engineers from around the world, discussed issues such as how to achieve better programme co-ordination, communication, technical data management and planning.

Chairman Sid Sattar emphasised the need to maximise the payback from Otis' world-wide resources build-up to achieve the goal of product excellence in all markets.

OTIS - THE FACTS

❖ Sixty per cent of the world's one hundred tallest buildings have Otis lifts according to a survey carried out by *Elevator World*. Our closest rival scores only 17.

❖ The tallest building with an Otis unit is the World Trade Centre, North, in New York. It has 110 storeys and is 1368 feet high. The tallest building housing an Otis unit outside the USA is the Rialto Centre in Melbourne, Australia, which has 70 storeys and is 794 feet high.

❖ Once every nine days, Otis moves the equivalent of the population of the world.

❖ Otis is the world's largest manufacturer of elevators, escalators and travelators, producing 25,000 units annually.

❖ The Otis share of the market worldwide is 25 per cent, more than twice the share of our closest competitor. (Prior to acquisition of Westinghouse by Schindler.)

❖ Worldwide the company's sales top £5 billion.

❖ Founded in 1853, Otis employs 42,000 people in 28 manufacturing centres in 16 countries, 569 districts and branch offices and 1700 service locations worldwide.

❖ Nearly 600,000 elevators and escalators worldwide are under Otis service contracts.

❖ Otis has operations in 143 countries on all continents.

Going Up

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TAJ AND ROSE GET STUCK IN

When Taj Kassam of the finance department, Clapham Road, turned up for a visit at the City Harbour site, Isle of Dogs, the last thing he expected to do was help unload a lorry.

Taj and another colleague, Rose Manning, who normally deal with the site contracts went along to see how the other half worked.

"Then a lorry turned up and we couldn't really stand by and not help them," said Taj. "Rose lent a hand too, but the work wasn't too hard —

most of it was done by a crane.

"I still haven't sent them my dry cleaning bill," he laughed.

Steve Layzell, assistant controller of the finance department, said: "We are striving to build a closer working relationship with the field, but hadn't expected Taj to take things to such an extreme!"

Taj Kassam of the finance department at Clapham Road putting some time in on site



AMERICA HAS DESIGNS ON TONY



Otis USA's latest recruit Tony Cooney.

Tony Cooney, senior design engineer at T.S.G. (Technical Support Group) Liverpool works, has been transferred to Otis USA and is now living in America with his family.

The American company heard of Tony's reputation as an excellent engineer and asked him to go and work at their headquarters in Farmington, Connecticut.

Tony joined Otis as an apprentice in 1960, and was sponsored by the company for his BSc Honours degree in Mechanical Engineering

at Liverpool Polytechnic. In 1973 he was appointed design engineer, rotational machinery.

Throughout his years with Otis, he made significant contributions to the development of company products.

Tony's wife, Ann, and two children, Anthony and Helen, went with him to Connecticut.

Peter Goodin, T.S.G. manager presented Tony with crystal ware bought by his friends and colleagues.

Training for Success



Training success. Members of London branch 24 who have recently gained training certificates with field manager John Saunderson, who made the presentations.

Staff at London branch 24 have taken the company's commitment to training to heart. Several members were recently presented with certificates for passing various training schemes.

Ian Wilbrahan, a fitter, has received a certificate for successfully passing the two basic electrical skills modules in the Otis Training

Partnership. Ian was selected to be one of the original 18 trainees in the pilot group evaluating the electrical and electronic modules.

He was recently promoted to trained fitter through the adult module training scheme and is now waiting to go on further modules in the Intek series.

Other people from the

branch have successfully followed in Ian's footsteps. Paul Black, Dave Door, Terry Jamieson, and John Day have all passed some of the modules.

Peter Felton recently passed the NALM distance learning scheme's unit 4 on hydraulics.

Field manager John Saunderson presented the

trainees with their certificates and congratulated them on their progress and keenness to learn more about their jobs.

Since Alan Brown and John James of the training department made presentations to the branch, almost three-quarters of the staff have asked to join the Otis Training Partnership.

UK staff helped plan Internet

All departments in Otis UK will benefit from a worldwide computer data network that data processing staff have played a leading role in setting up.

Called Internet, the system from United Technologies is being installed throughout Europe, USA and Asia to serve the entire United Technologies family of companies. Over 25 Otis UK sites have been linked into the network.

"It is cost effective and our competitiveness is greatly improved here in the UK by tying into Otis and UTC computers around the world. Engineering, manufacturing, marketing and service all benefit equally," said Alf Halliburton, data processing manager, Otis UK.

Data processing staff from Otis UK planned, engineered and installed the first system for United Technologies, and earned this praise from James Bailie, manager, United Technologies: "A lot of hard work was put in by Bill Kelly, Alan Morgan, and the whole DP staff to successfully implement this project."



Left to right: Phil Kearney, David Stevenson and Ray Large show off their gentlemanly attire.

PHIL, DAVID & RAY BLAZERED A TRAIL

Otis staff dressed up to the nines to attend a gala party for consulting engineers at Stoneleigh Abbey, Warwickshire. Phil Kearney, Birmingham branch manager, and David Stevenson and Ray Large of new sales, Birmingham, dug out blazers and boaters suitable for the genteel occasion.

Otis was the only lift company represented at the party to celebrate the 75th anniversary of the As-

sociation of Consulting Engineers (ACE).

About 600 guests turned up, most of them resplendent in outfits suitable for Henley. "It was a most colourful and genteel occasion — something we in the Midlands are well used to. It's not all flat caps and slag heaps," said Ray.

Suitable entertainments included croquet on the lawns and afternoon tea with strawberries and cream.

MEET THE FAMILY: 4

Evans Northern Region



Left: Rolls Royce may have the Spirit of Ecstasy on their car bonnets, but Evans Northern region has Lindsay Hamilton adorning one of its service vans. Below: Three recently promoted service engineers in the Manchester area: (left to right) Graham Potts, Alan Taylor, Mike Meaney.



MORE THAN 30 years since the installation of a lift in the first nuclear power station in this country, Calder Hall, British Nuclear Fuels is still relying on Evans equipment. Evans Northern region construction team will be installing seven goods lifts ranging down in size from 15 tons at the Thorp plant at Sellafield. Construction of the plant starts this year and carries on until 1991. One of the fitters responsible for the first installation at Calder Hall in 1955



The Liverpool service squad: (left to right) Norman Kerr, Steve Allen, Roy Pownall, Peter Costello, Tony Griffiths.

is still working for Evans. Although he will be involved in the latest contract at Thorp, Tommy Greenhalgh will retire from the company after 37 years' service, before the work is completed. The Northern region construction team received the royal seal of approval for another of its lifts at Sellafield. The scenic lift at the visitors' centre was seen by Prince Philip when he opened the project. Evans is currently installing two passenger and a goods lift on the Maswep site at Sellafield and a further passenger lift in the

vitrification plant. The construction team has recently embarked on another highly prestigious contract at the Lewis' store in Glasgow. Ten lifts will be installed during the refurbishment of the store. One of the main features of the project will be the atrium in the centre of the building, where Evans will install two scenic lifts which travel the height of the atrium. The remainder of the contract includes a further two small scenic lifts, hydraulic and traction lifts, all of which are to be installed by the end of September.



Bradford office staff: (left to right) Pam Vevers, Nick Lawrence, Mick Fowler, Andy Thistlethwaite (seated), Sue Greaves, Geoff Hollingsworth.



Back row: (left to right) Geoff McCann, Jack Varley, Ken Young, Ian Wilkinson, David Leventhorpe. Front: Marilyn Tomlinson, Lindsay Hamilton, Pat Adams, Beverley Coates.

from Otis' Leeds office to cover Evans' north eastern sector. Working from the Bradford office, Geoff's knowledge and experience is a valuable asset in managing teams in Yorkshire, Cleveland, Durham, Tyne and Wear and Northumberland. The remainder of the region is managed by Ken Young, who is based at Manchester. His area of responsibility covers Greater Manchester, Merseyside, Lancashire, Cumbria, Cheshire, Clywd and occasionally southern Scotland. However hard-working the sales

team are, they rely on the support and co-operation from all other departments in the company, said David Leventhorpe. "In the north we have two giant companies who deal in mega contracts, British Nuclear Fuels and the Central Electricity Generating Board. Other important customers, such as Sheffield City Council, with their exacting specification, and Iceland Frozen Foods who demand almost impossible deliveries, make up a few of the many varied clients we look after," said David.

Nuclear power gets a lift from Evans

The Otis Shuttle takes off all over the world

Automatic, high-speed shuttles used for public transport are no longer confined to the realm of science fiction — Otis has helped make this futuristic form of travel a reality.

Redevelopment of inner cities, extending urbanisation and people's increased need or desire for travel have produced a demand for such new forms of transport. Shuttles, or 'people movers', are a natural progression from Otis Travolators. As Tony Francis, shuttle systems manager, explained, they overcome some of the problems associated with travolators.

"While travolators are technically feasible over long distances, for example a River Thames crossing of 600m, the travelling time becomes unacceptable. For this example the passenger travelling time would be more than 13 minutes," he explains.

"Additionally, travolator costs increase disproportionately to the length. The Otis Shuttle system overcomes both these objections and can become cost-effective against travolators at 250/300m travel."

Technically, the concept has been to take the familiar gearless lift machine and put it to work driving a typical public transport vehicle. But unlike 'typical' transport, the shuttle rides on air cushions which produce a smoother ride. And as it does not have the heavy suspension system of normal rail coaches or tram cars, the shuttle can also carry more passengers.

The philosophy behind the shuttle system is that, just like lifts, it should work completely automatically, without drivers or control by permanent supervisors. Shuttles have their own heating, air conditioning, safety, public address and CCTV systems, together with on-board diagnostics.

Successful systems running from 900 to 1700m in length have already been installed in the USA, Southern Africa and Austria. In 1989, work will start on a \$20 million shuttle system for Tokyo's Narita International Airport.

In this country, there is increasing interest in 'people mover' systems, and tentative enquiries from consultants and transportation specialists are increasing. Schemes are being

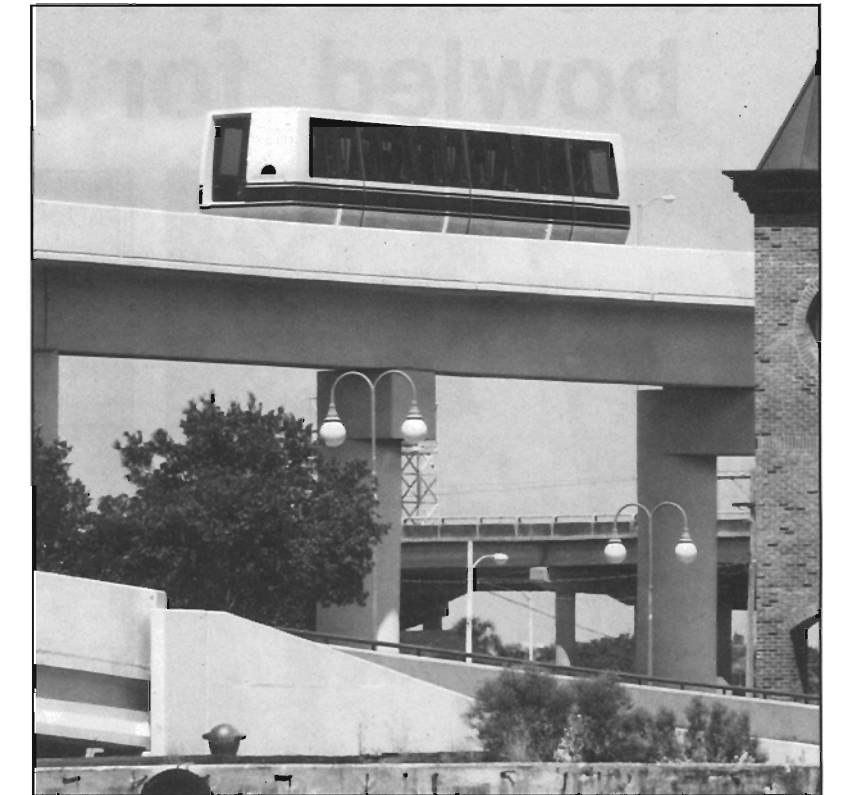
central business districts with residential or entertainment areas, and in hotel and resort complexes," said Tony Francis.

The Florida installation illustrates the convenience offered by this new form of transportation. Half a mile long, the system connects Harbour Island, a hotel, restaurant and shopping complex, with central business district Tampa.

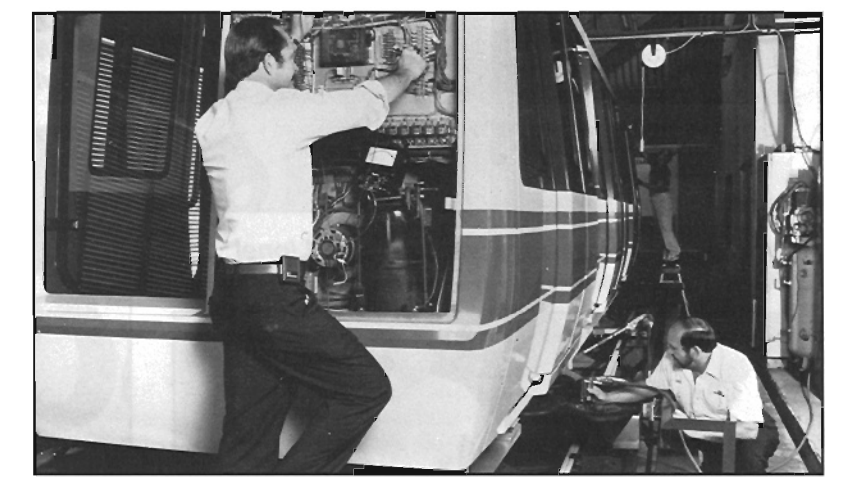
A shuttle maintenance area at one end of the guideway houses the

vehicles, the gearless drive machine and the fully-automated control room. A three-person Otis crew maintains the vehicles, guideways and machines in off-peak hours.

The system designed for Tokyo's Narita International Airport is even more impressive. Four shuttles will carry up to 10,000 passengers an hour between a main terminal gate area and the new auxiliary terminal building. The 280m journey will take just one minute.



The Tampa shuttle transporting people between Harbour Island and Tampa's central business district.



Foreman Jim Lamb (left) and shuttle mechanic Earl Bentley perform standard preventive maintenance on one of the two 100-passenger shuttle vehicles in Tampa.



Shuttle mechanics can monitor vehicle performance from the fully-automated shuttle

proposed for Otis shuttles in the London Docklands, Edinburgh and Glasgow.

"The design is flexible so that the shuttle can be incorporated into projects such as airport terminals, public transport links, connecting

SERVING 50,000 SQUARE MILES



Paul Newton, service supervisor.

Central Scotland. Originally, small units in areas such as Sheffield, Grimsby, Newcastle-Upon-Tyne, Stoke, Glasgow and Edinburgh were controlled from Leicester, but recently they merged with the two northern offices in Manchester and Bradford. The service organisation employs 54 people and controls about 3000 service units. Much of its success comes from work on the simple basic lifts found in High Street stores and small industrial type premises.

Evans Northern service region is also responsible for some administrative work in Eire, N.Ireland, the Isle of Man and the Highlands of Scotland. In those areas the work is sub-contracted to Otis, who have formed a friendly working relationship with the Evans people.

The Bradford office is run by six people who control 20 engineers. They have about 1400 units on service, 22 of them escalators. Their

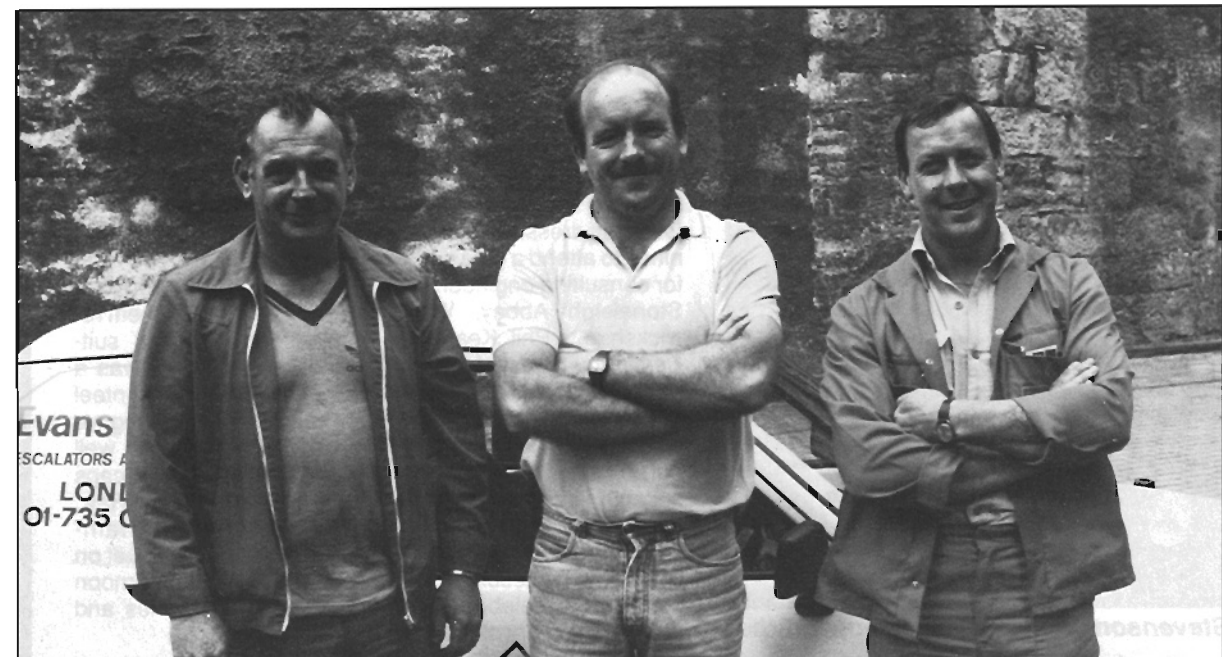
main contract is with Barnsley District General Hospital, where they service 22 Otis units, four of which are gearless machines.

With the introduction of a new computer system and a recent influx of work, the Bradford office will have to take on more staff. The Manchester office controls 21 engineers who look after 1327 units including lifts, escalators, fire shutters, dock levellers and scissor lifts.

Service Efficiency

Since the beginning of the year, a "shared helper" scheme has been in effect to improve service efficiency and response times.

"Each service route is designed so that an engineer can assist other engineers in adjacent areas when required and we also have two shared helpers," said Ian Wilkinson, branch manager.



The Scottish service squad: (left to right) Tommy Hydes, John Kay, John Pender.

YOUTH ON THEIR SIDE

EVANS' NORTHERN area sales team has youth on its side in its drive to increase the order book.

The longest serving area manager has been with the company just over two years, and the next two, a mere 12 and six months respectively.

Regional sales manager David Leventhorpe can beat even that — he only joined Evans two months ago. He believes the sales team's youthful enthusiasm, drive and initiative will prove invaluable on new ventures.

"It was immediately evident that the company is progressive, innovative and well-managed. A sure formula for success," he says.

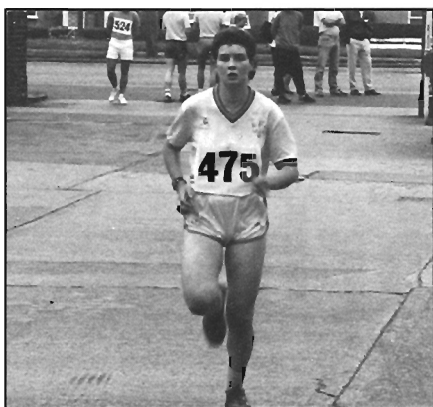
Since joining the company, David has stressed the message of customer satisfaction. "The salesman is the initial contact with the customer and must maintain this contact up to the point of handover of the lift and even

beyond." Throughout the various stages of construction and delivery, the customer is kept informed of progress, particularly any changes in the schedule.

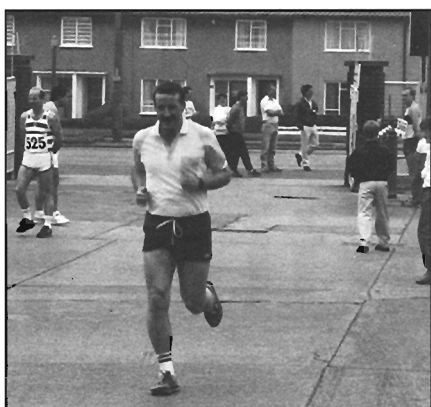
"With today's pressures, overwork, internal and external constraints, we tend to forget that there may be a customer wondering what is happening to the enquiry or order he placed with Evans. A satisfied customer is one who is kept informed," said David.

The southern sector of the region is managed by Graham Plumb from the Birmingham office. He joined the company from Oakland elevators and covers the heavily populated, highly industrialised area of the West Midlands, as well as Shropshire, Staffordshire, Hereford and Worcester, Warwickshire and Oxfordshire. Geoff Hollingsworth transferred

THEY RAN FOR PAT



Kathy Kipps was the first woman over the line in the 5 Km run.



Alan McClelland romped home first in the 5Km run.

Following the recent death of Pat Kavanagh, a well known and respected member of the shipping department at Liverpool Works, his fellow joggers organised a memorial event for which the company provided trophies.

The two runs were held on a warm dry Sunday, and over 150 people turned up to take part or just cheer on the runners.

The 5km run, which looked like being very short of numbers, sprang into life at noon with about 45 run-



Getting ready to tackle the 10Km run.

ners. Alan McClelland, one of the oldest in the event, won, and Kathy Kipps was the first woman over the line.

About 50 people attempted the 10km course. The first Otis person over the line was Bill Sutherland,

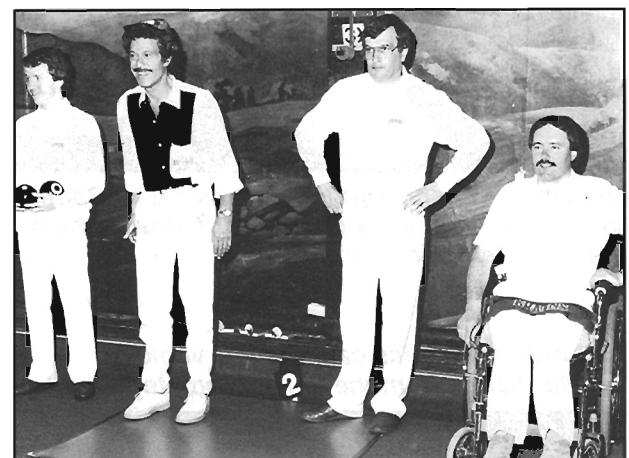
with Kevin Carroll and Chris Duffey not far behind.

Mrs Pat Kavanagh presented the trophy in the clubhouse later. A cheque for the £148 raised was presented to the South Sefton branch of the British Heart Foundation.

Stars and sports minister bowled for disabled



Wheelchair ace David Peacock gives Lionel Blair a few tips.



Colin Moynihn, Lionel Blair, Tony Allen and Chris Gibson are caught up in the excitement.



Brian Faulkner, chairman of the British Wheelchair Bowls Association with (back row) Paddington Sports Club captain Bob Middleton and Tony Allen, executive director, Otis. Front row: Colin Moynihn, Minister for Sport, with John Warley, president Paddington Sports Club, who kindly provided the facilities.



Colin Moynihn watches Frank Bruno's wood go straight to the jack.

A host of showbiz and sports personalities including world heavyweight boxing contender Frank Bruno joined with Otis employees in an indoors bowls match.

Their aim: to help raise money to send a British team to the Paralympics, the Olympic Games for disabled people, to be held in Seoul.

Minister of Sport Colin Moynihn, who is organising the drive to raise £100,000, was present at the event. He bowled 100 ends of bowls against a number of personalities

and the British Wheelchair Bowls Association Olympic Squad.

During the day, visits were made by Miss UK, Karen Mellor, Terry Marsh, Frank Bruno, Garth Crooks, Lionel Blair, and, from the world of pop music, Bananarama and Dave Stewart.

At the end of the day, Tony Allen presented Colin Moynihn with a substantial cheque from Otis for the Paralympic Initiative.

SAME NAME — DIFFERENT GAME

The name may be the same, but indoor cricket is quite different to the game played by Ian Botham.

An Otis team from Liverpool works have taken up this new form of cricket and in their first season beat strong opposition to win the Indoor Cricket Pavilions Winter League trophy.

In the final, Otis faced

Shearmark, a strong and aggressive team. Playing some of their best cricket, Otis fielded superbly, keeping their opponents' score to 39.

When it was Otis' turn to bat, they performed as well as they had when fielding, beating Shearmark by 14 runs. The final score was 53-39.



Pictured with their trophies are: Back row, left to right, Ian Norfolk, Terry Goulbourn, Steve Jones, Chris Siggers, Joe Wainwright, Eddie Walker (manager). Front row, Lee McAdam, Ian Hennessey, John McCann, Roger Asplin (captain), Steve Hale.

Bowled over by Marks & Spencer

The annual cricket match between Otis and Marks & Spencer was played this year on what team manager Ted Meatyard described as "an interesting wicket".

The match at Little Warley in Essex, was held on Sunday 5 June. Although it was arranged as a 40-over match, Otis were all out for 56 in 34 overs. Tristian Scott-Evans was

the hero of the Otis side, managing to score 16.

"This can be described as the only highlight of our innings," said Ted Meatyard.

Marks & Spencer batted second and despite being 15 for 3 at one stage, eventually scored the 57 runs required for victory with the loss of three wickets but taking 30.2 overs to reach this score.

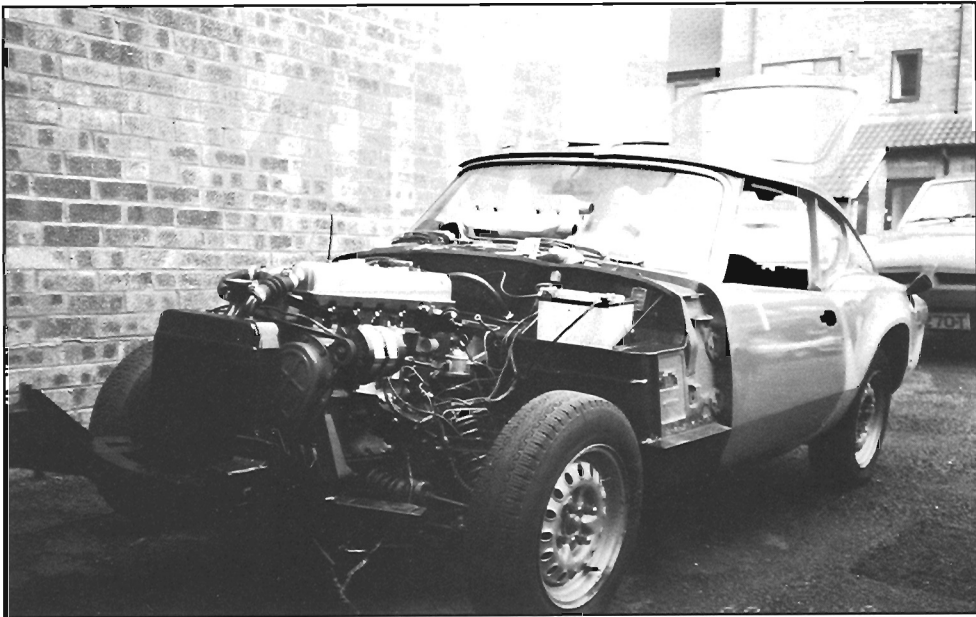


The Otis team: Back row, left to right: Nolan Innes, Gary Pike, Peter Roberts, Ted Meatyard (Manager), Peter Rollings, Brian Monk, Warick Armstrong, Terry King. Front row: Bill Evans, Alan Spencer (captain), Steve Ellis, Tristian Scott-Evans (wicket keeper).

Competition Tees Off. Keen golfers should make a note of the date for this year's Otis National Golf Competition.

The 27-hole event will take place on 4 October at Moor Hall, Sutton Coldfield. For more details, contact Alan McNamee at the Liverpool works or Bob Rayfield at the Bristol office.

CAR FANATICS: 2



During the working week, Craig Russell can be seen around Otis head office at Clapham Road, impeccably dressed in a business suit and carrying on his job as co-ordinator of the Otis Extra project, which offers

customers a package of service products based on their individual needs.

Come the weekend he's a different man, dressed this time in blue overalls and up to his elbows in car engines. Craig is a gifted

mechanic who rebuilds cars for fun and to earn some extra income.

He started off doing up cars for himself and then became involved with modifying them for other people. He says: "The

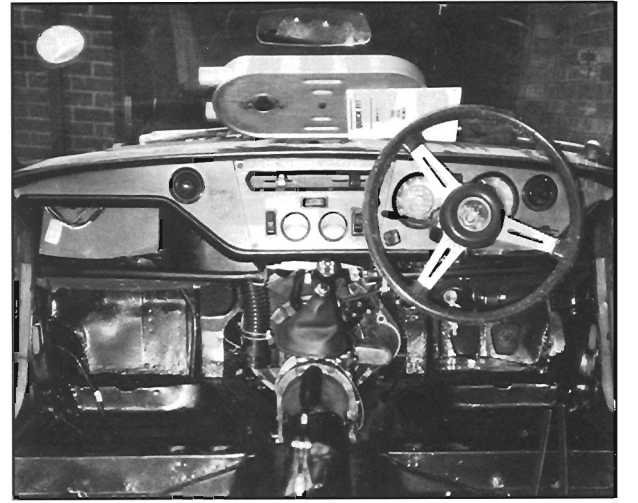
interest started in 1978 when I was working predominantly on Lancia Fulvias.

"This was effectively Lancia's successful world championship rally model and predecessor to the Lancia Stratos, which used the same power plant.

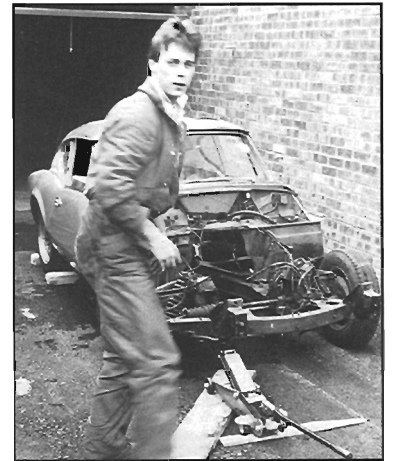
"However as the years progressed Lancia's policy of eliminating existing old models in the UK due to their image problem meant that parts, and especially panels, soon disappeared from commercial sourcing in the UK. That's the reason I now concentrate on UK vehicles."

The car pictured is a Triumph GT6. "That one was knackered when I got it," says Craig. "I had to re-build it from scratch."

So far it has taken him the best part of a year, working every night and at weekends. "My girlfriend doesn't like it at all!"



Above left and right, another lucky vehicle gets a Craig Russel face lift. Right, Craig in his role as Car fanatic.



Good Company

PRESENTING LEEDS

The Leeds branch recently had a busy time making presentations to five members of its staff.

The first presentation was to Phil Brown who received his indentures after completing his apprenticeship with exemplary marks.

Next, Bill Dunderdale and Jack Roy were given various gifts to mark their retirement. Bill, known as Sir William within the branch, received a whisky decanter and glasses on a mahogany stand from the Leeds staff.

The Newcastle staff gave him two books on fishing and painting, and his wife, Joyce, was also given a watercolour painting.

Jack Roy, who was once branch manager of Leeds, was presented with a pewter tankard.

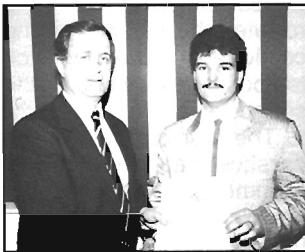
Brian McFetridge, service



Back, left to right, Jack Roy, Bill Dunderdale, Geof Hollingworth, Phil Brown. Front, Joyce Dunderdale.

supervisor in Leeds, was commended for completing 25 years with Otis. He had earlier received a set of crystal whisky glasses for his long service from Ken Gilley, branch manager.

The last presentation was to Geoff Hollingsworth, who left his position as service sales representative to work for Evans Lifts in Bradford as Sales Manager.



Ken Gilley presents Phil Brown with his indentures.

RON'S GENEROUS GESTURE

Ron Hood, branch manager in Edinburgh, helped raise money for sick children by asking Otis to make a donation to a local hospital instead of giving him a gold watch to commemorate his 25 years service.

The Royal Hospital for Sick Children in Edinburgh is Ron's favourite charity and he has raised money for it before.

"I don't want to blow my own trumpet, it was a purely personal decision. I don't want people to think they have to do something like this instead of accepting a gold watch," he said.

Ron's career with Otis began as an apprentice in 1961. He worked his way up



Ron Hood and his wife Margaret.

to staff adjuster and service supervisor before being promoted to branch manager in Edinburgh in 1981.

He is pictured with his wife

Margaret, holding a mounted enlargement of the cheque donated to the hospital.

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

Starters

Evans

G E Baker, Birmingham, Fitters Mate; **J H Boston**, Leicester, Semi-skilled Fitter; **D Bott**, Leicester, Semi-skilled Fitter; **N W Brydon**, Manchester, Trained Fitter; **K J Chidgey**, Manchester, Fitter's Mate; **N J D'Arly**, Leicester, Temporary Storekeeper; **K Deacon** (Otis Handling), Leicester, Fabricator-Welder; **D T Fisher**, Manchester, Fitter's Mate; **A Flower**, Leicester, Draughtsperson; **A Graham**, Manchester, Fitter's

Mate; **N Harrigan**, Leicester, Temporary Student; **G M Hinton**, Leicester, Semi-skilled Fitter; **P D Hixon**, Manchester, Fitter's Mate; **S Keenan**, Manchester, Fitter's Mate; **W J Kelly**, Manchester, Fitter's Mate; **T Kenny**, Manchester, Trained Fitter; **A MacNamara**, Manchester, Fitter's Mate; **R Morley**, Leicester, Draughtsperson; **M A Rhodes**, Manchester, Fitter's Mate; **A T Robinson**, Manchester, Fitter's Mate; **L Rollinson**, Manchester, Fitter's Mate; **J Sanderson**, Manchester, Fitter's Mate; **J M Window**, Leicester, Cost Clerk.

On the Move

Evans

D A Davies, London, (Advanced Fitter), Senior Fitter; **D Prodger**, London (Mate), Improver 1; **J Warburton**, Northern region (Trained Fitter), Advanced Fitter.

Otis

R Allison (Improver 2, Clapham Road), Trained Fitter; **C Bennett** (Apprentice, Brighton), Trained Fitter; **G Burke** (Credit Controller, Stockport), Administration Supervisor; **A Canavan** (Advanced Fitter, Docklands), Senior Fitter; **P Chal-**

len (Secretary), Office Services Assistant; **R Chapman** (Trained Fitter, Brighton), Advanced Fitter; **E C Clark** (Trained Fitter, Reading), Advanced Fitter; **Tony Cooney** (Senior Engineer, Liverpool), Otis Engineering, USA; **S Corcoran** (Mate, Modernisation), Improver 1; **D Crook** (Mate, Cavendish Square), Improver 1; **M El-lard** (Improver 2, Adler Street), Trained Fitter; **J Hancock** (Improver 1, London Construction), Trained Fitter; **P Hounslow** (Mate, Docklands), Improver 1; **J Hurkett** (Trained Fitter, Brighton), Advanced Fitter; **D Johnston** (Trained Fitter,

Glasgow), Advanced Fitter; **S Lacca** (Advanced Fitter, Adler Street), Senior Fitter; **K Lockwood** (Apprentice, Brighton), Trained Fitter; **M Lyons** (Field Engineering Manager), Engineering Manager; **P Matthews** (Advanced Fitter, Brighton), Senior Fitter; **D McKay** (Trained Fitter, Glasgow), Advanced Fitter; **B Miller** (Improver 2, Cavendish Square), Trained Fitter; **P Moran** (Advanced Fitter, Nottingham), Senior Fitter; **P Morton** (Trained Fitter, Leeds), Advanced Fitter; **D Nutt** (Advanced Fitter, Bristol), Senior Fitter; **D O-iver** (Field Engineer, Construction Support), Field En-

gineering Manager; **G Snowling** (Senior Fitter, Cavendish Square), Trainee Adjuster, Clapham Road.

Au Revoir

Otis

George Ely, Press Setter/Operator, A.P.W. Liverpool Works, 14 years service; **Stan Hughes**, Machines Workshop, Liverpool, 23 years service; **Jean Lester**, Office Cleaner, Liverpool Works, 8 years service; **Geoff Wells**, Senior Design Engineer, T.S.G. Liverpool Works, 43 years service.

SMOOTH LIFT-OFF AT THE SALT MINE



Loading the car ready for departure to the site.



Reversing on to the site. The low loader has steerable rear wheels.



Transfer from horizontal to vertical.

After months of negotiations and planning, and even special legislation from Parliament, it took just 13 minutes to manoeuvre a record-breaking Wadsworth lift car into place.

The scene of the operation was the ICI salt mine in Winsford, Cheshire. As reported in the last edition of *Going Up*, Wadsworth won a £500,000 contract to install a unique type of lift 600 feet down the mine.

When the big day arrived, the 21-tonne and 45 ft-long lift car was taken under police escort along the motorway to Winsford.

On the site, cranes carefully lifted the car from a horizontal to a vertical position in the air above the 72 feet high lift tower. The 'lift-off' went without a hitch and in 13 minutes the car was sitting comfortably in the lift well on temporary steelwork at the surface level.

The four car guides and car shoes had to be in perfect alignment, as the total tolerance even after slackening off the shoe securing bolts amounted to only 1.7mm.

A repeat performance was carried out afterwards for the balance weight.

Delicate Operation

Fortunately, there was practically no wind to hamper the delicate operation, although a steady downpour of rain did make working conditions uncomfortable.

Present on site to oversee the installation were Dave Monks and Harry Smith (drawing office), Dave Nuttall and Norman Elston (project engineers and co-ordinators), Gordon Carefull and Eddie Allcock (construction), together with a considerable number of ICI and Winsford mine engineers.

Three Wadsworth lift erectors, Frank Partington, Steve Haslam and Bob Flitcroft now face the task of roping the car and the balance weight, fitting the winding gear, and wiring the electrical equipment ready for the lift to go into operation in August.



Moving into position.



Feeding the car down on to the guides.

Lifts for Europe's first skyscraper

OTIS UK WINS LARGEST ORDER

Britain's booming economy has put the country at the top of the European league in terms of growth and enterprise — and Otis UK is playing a major role in it.

The company is to supply and install the lifts for Europe's first skyscraper, at Canary Wharf in London's Docklands, the potent symbol of the new Britain.

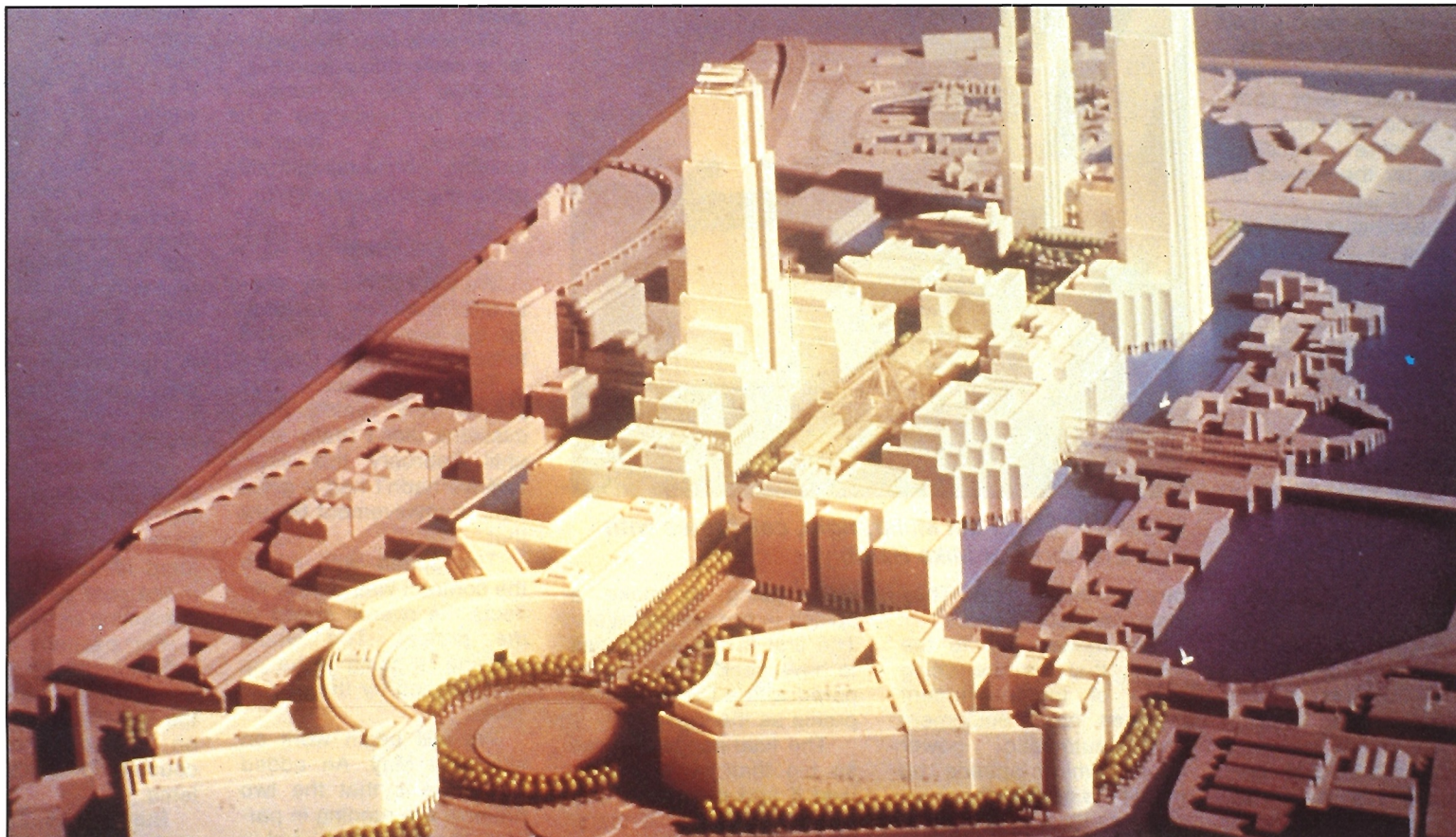
The mammoth development is being undertaken in the once derelict area by Olympia & York, one of the world's biggest development companies.

Within the Canary Wharf project is Building DS-7, described by its architect, Cesar Peli, as Europe's first 800 feet high skyscraper.

Towering more than 800ft above London's skyline and serving over 50 floors of offices, DS-7 represents the confidence of the international business community in Britain's future.

Otis UK has been involved in the project planning for many months, and as a result of hard work and professionalism has been awarded the lift contract for the tower and for the second building, known as FC-2.

This comprises 36 high-



A model of the massive Canary Wharf development now under construction on the Isle of Dogs, East London

speed gearless lifts, five of which will be installed and used as jump lifts during the building's construction.

The total number of lifts is 56, of which 50 are gearless, making it the largest contract ever secured by Otis in Europe.

Securing the job was a team effort by people throughout the company, and is a true reflection of the quality of the

personnel it employs. In the words of the client's representative, "There was only one company could do it."

SITE TEAM ONE HUNDRED STRONG

The installation of lifts on the Canary Wharf site will call for a high level of project management.

A project manager with New York experience of high rise buildings will be involved with us.

Field project managers will then be appointed for the individual buildings, since although there is a single client a number of contractors will be involved.

A 100-strong construction team will be on site. The tower will peak at about 60 men, and the smaller building at 40 men.

However the teams will be flexible and able to schedule a particular building with labour to meet actual site priorities.

"A SIGNIFICANT ACHIEVEMENT"

Says Jack Leingang, Managing Director, Otis UK

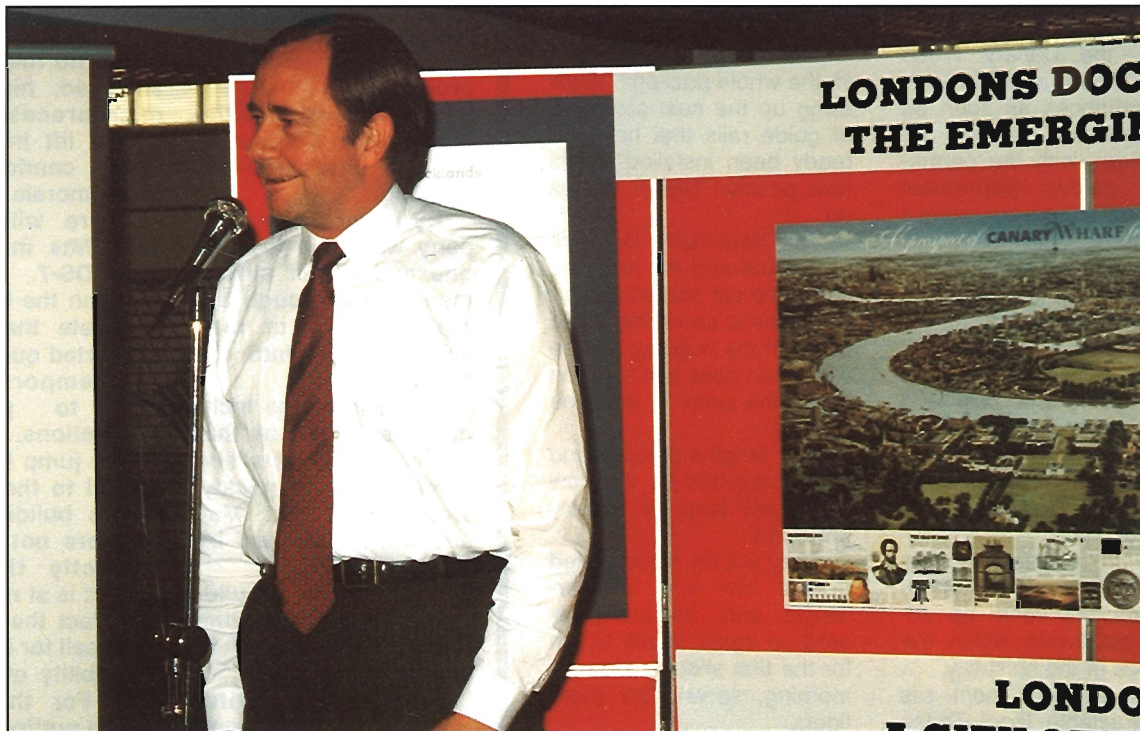
I am delighted to announce our success in securing the order for the Canary Wharf Tower in London Docklands. This is a significant achievement by Otis and emphasises the breadth of the company's capability in the new equipment market.

In this special supplement to *Going-Up* you will be able to read the background of this contract, which we have been awarded not because of one individual but through the team effort of several departments.

Therefore we have been able to successfully demonstrate to our customer our ability to harness the considerable skills and expertise of our people.

This is a year when we are seeing our order book growing at a pace which is unprecedented in the history of our company. Because of our resources and your efforts, we are able to take on major projects like Canary Wharf and still be capable of responding to many other challenges in the UK market.

Obviously, these increases in activity present us with entirely new challenges, but they are



Jack Leingang congratulates staff at the headquarters of Otis UK in London.

challenges that I know we are all anxious to accept.

This is a great day for us to be proud of Otis and to know

that we are working for a great company. I would like to thank everyone who has contributed in securing the Canary Wharf or-

der and wish all those who will become involved in due course every success in the part they will play.

RISING TO THE CHALLENGE

BY IAN MILLAR
New Sales
Director for London

The contract for the tallest building in Europe is one any lift company would want, not just because of its value, but because of its prestige and the technical challenge it offers.

The ability to handle the jump lift technique was essential to whoever won the Canary Wharf tower contract, since Olympia & York's entire building schedule for the project is based on its use.

The technique has not been used in the UK before, and so contractors Elisdon & McAlpine — a British Canadian consortium — had to ascertain which British companies were capable of adopting it.

Experience

Although Otis UK had no hands-on experience we had the advantage of contacts with other parts of the Otis Group world-wide that have.

Experience was available from both North America and Australia, where the technique was used in the 700ft Rialto tower in Melbourne. We took the Australian and American methods and refined them.

In both countries they use completely temporary equipment in the tempo-



CANARY CAKE: Ian Millar, right, celebrates with financial director Mike Hambly.

rary machine room. They also use manual doors.

We refined this to the extent that we are using some of the permanent machine room equipment and automatic power doors, which speeds up the whole operation.

When it came to submitting the tender we decided that, as this was the biggest building in Europe, we

were going to make a splash in our presentation. The first thing we did was to have special paper prepared with a Canary Wharf profile as the logo.

The final document was so big that we sectionalised it and presented it in specially-made binders.

The complete set of tender documents was then submitted in smart leather

cases. We and the other companies selected went through a series of tender interviews. These involved extensive scrutiny by O & Y's experts from Canada.

The competition was severe. I believe we came out on top because we were able to offer our client a lot more comfort in the technical sense than our competitors and were able to respond in depth very quickly as a company.

We were also able to offer a competitive commercial deal. After we submitted for the tower we also submitted for another building, not so tall but still using gearless equipment.

Refined

We were ultimately able to offer a refined package for the two, which proved to be interesting to O & Y.

This contract was placed very rapidly. Discussions didn't really start until February this year, and we hadn't had a great deal of involvement before that.

The speed with which the contract was placed reflects the overall speed of the project. The whole building is going to be up and finished by the end of 1990.

We will begin work on site next May. An added challenge is that the two projects are running in parallel, they're not phased in any way.

Our competitors put a

lot of effort into their bids and brought in people from their international networks.

One of our strengths is our manufacturing capability in the UK.

I think it went in our favour that we had a local plant that makes this type of high-speed equipment, whereas some of our competitors would have to bring it in from Europe.

Because we are here it is so much easier to call in materials and to control and inspect the output. At the same time we could bring in material from all over the world, if we needed to. I think that facility gave added comfort to the client.

But our approach to the jump lift concept was crucial. In fact, although we knew very little about the jump lift technique earlier in the year people are now consulting us!

For example, our Australian colleagues warned us that water coming down the hoistway and getting on to the controller accounted for a lot of problems.

But our jump lift machine room had been planned to be totally enclosed and air conditioned

so that we maintain the best temperatures for the microprocessors.

I thought maybe we'd gone over the top with this. But when I wrote to them later asking them to give me a price for the con-



jump lift for them.

There are also other benefits for Otis beside the immediate commercial ones.

Ambitious projects like the Canary Wharf tower are terrific learning windows for any company which has the confidence to accept the challenge.

Confidence

To gain this contract we had to communicate that sense of confidence in our facilities and our expertise to O & Y.

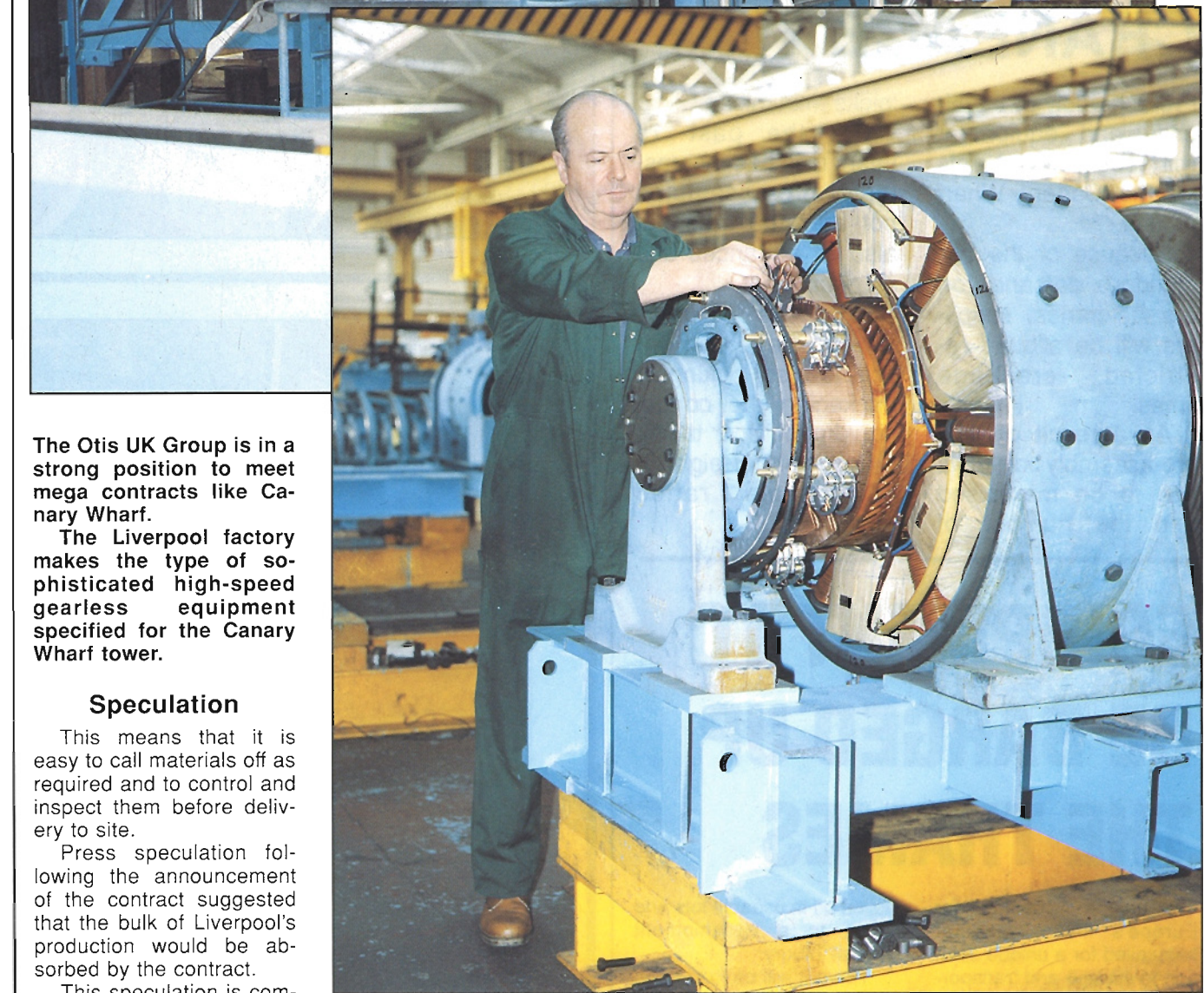
The Hong Kong Bank was another such contract. We accepted it even though it was the most complex contract we had taken on until then, and went on to do a marvellous job.

We benefited worldwide from the Hong Kong Bank, and we are still reaping the benefits. The same will apply to the Canary Wharf project, which will also make an impact all over the world.

We are very proud indeed to have this contract.

Estimators Alan Dormer, left, and Graham Bennett. Inset: the completed tender.

MEGA CONTRACT? WE CAN HANDLE IT!



The Otis UK Group is in a strong position to meet mega contracts like Canary Wharf.

The Liverpool factory makes the type of sophisticated high-speed gearless equipment specified for the Canary Wharf tower.

Speculation

This means that it is easy to call materials off as required and to control and inspect them before delivery to site.

Press speculation following the announcement of the contract suggested that the bulk of Liverpool's production would be absorbed by the contract.

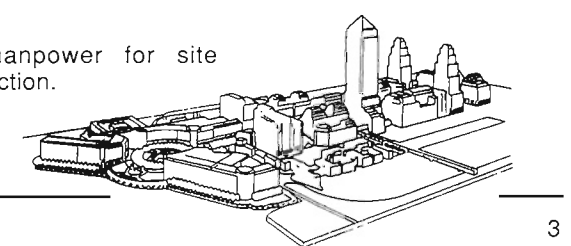
This speculation is completely unfounded.

Liverpool is the main supplier of gearless equipment not only to the UK and Europe but to the Pacific area. Its productive capacity is therefore not based on UK needs but in-

Plenty of capacity at Liverpool factory. Top: building a lift car. Above: working on a gearless machine.

ternational ones, and it has plenty spare to absorb the Canary Wharf contract.

And it's a similar story with manpower for site construction.



THE NEW JUMP LIFT CONCEPT

The jump lift concept makes use of the permanent lift shafts and cars during construction rather than the externally mounted conventional hoist.

At the Canary Wharf tower Otis will install five lifts and entrances as soon as the steelwork reaches the sixth floor, with the permanent guides, permanent cars and temporary moving machinery.

The lifts will be used immediately by the workforce and for transporting materials.

Otis will continue work on installing the rails and entrances for the next six floors.

When these have been completed the first 'jump' will take place.

During a weekend Otis fitters will move the temporary machine room up another six levels within the confines of the hoistway.

The machine room sits on retractable legs. These will be drawn in and the ropes and cables disconnected. The lift car will be hitched to the underside creating a unit weighing up to 32 tons.

The site crane will then lift the whole package, travelling up the next six floors of guide rails that have already been installed, to its new position twelve stories up.

The retractable legs will be put out and the machine room and car seated again.

Ropes to serve the whole depth of the building will be carried on coils and reels on top of the jump lift machine room.

The lengths of ropes and cables required by the new height will then be simply unwound.

They will be reconnected to the car and counterweight, and the unit powered up again ready to run for the first shift on Monday morning, serving six more floors.

During the same weekend new software will be burned onto the control system to cope with those extra six stops.

TECHNIQUE DEVELOPED IN CANADA

The jump lift concept is central to the whole Canary Wharf building project.

O & Y developed the technique in Canada for its very first high-rise building.

By using it the company was able to save one and a half million man hours through the rapid transfer of men and materials into the building.

The use of the technique is the reason that the main building will be completed so quickly. Work begins next May and will be finished by the end of 1990.

Traditionally a building of this size has taken much longer to complete in the UK. Some of the lifts going in at the jump stage will travel at 700 feet a minute, compared to the 35 feet a minute of the conventional hoist.

And a hoist crawling

up and down the side of a building in all weathers is no match for an enclosed, high speed, microprocessor controlled lift in terms of safety, comfort, capacity or morale.

There will be five jump lifts in the main tower DS-7.

When the building is complete they will be converted quickly from the temporary jump mode to permanent installations.

The jump lifts are so crucial to the progress of the building that if they are not operating correctly the whole project is at risk.

In fact the specifications call for 90 per cent availability of the jump lifts. For this reason Otis is putting a permanent service team into the building.

If there is a shut down, fitters will be on the spot to ensure immediate re-installment.

THOUGHTFUL ENGINEERING MADE TENDER ATTRACTIVE

The staff instrumental in establishing Otis as the company for the Canary Wharf contract were grouped together in a small team created by sales director Ian Millar well in advance of submitting the tender.

They were Peter Goodin and Arthur Abbott of the technical support group in Liverpool, and Doug Richards from field operations in London.

Their task was to look at the jump lift concept in depth and to come up with ideas that would benefit the clients in terms of both the cost of the hardware and saving time on the building schedule.

The main brief was to look at ways of putting as much permanent equipment as possible into the jump stage.

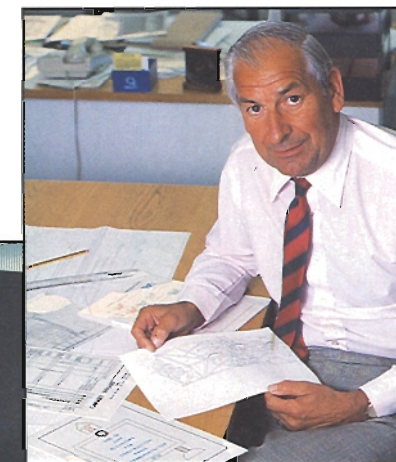
This was to avoid the need to spend days and perhaps weeks at a late stage of construction taking temporary equipment out to put permanent equipment in.

They arrived at a combination of permanent lift and

entrance steelwork but, for example, making use in the jump stage of temporary shutter gates on the jumbo lift.

When the construction is complete the manual gate

Right: Doug Richards. Below: Peter Goodin and Arthur Abbott



part is simply taken out, new panels and frames are put in and the unit is ready for permanent use.

Once these engineering items had been formulated the job was priced, a process in which Liverpool's contract engineering department was deeply involved.

These ideas, incorporated in the presentation package, did a lot to convince O & Y that Otis had thought through every possible aspect of the job to its future client's advantage.

DRAWING OFFICE ONE STEP AHEAD

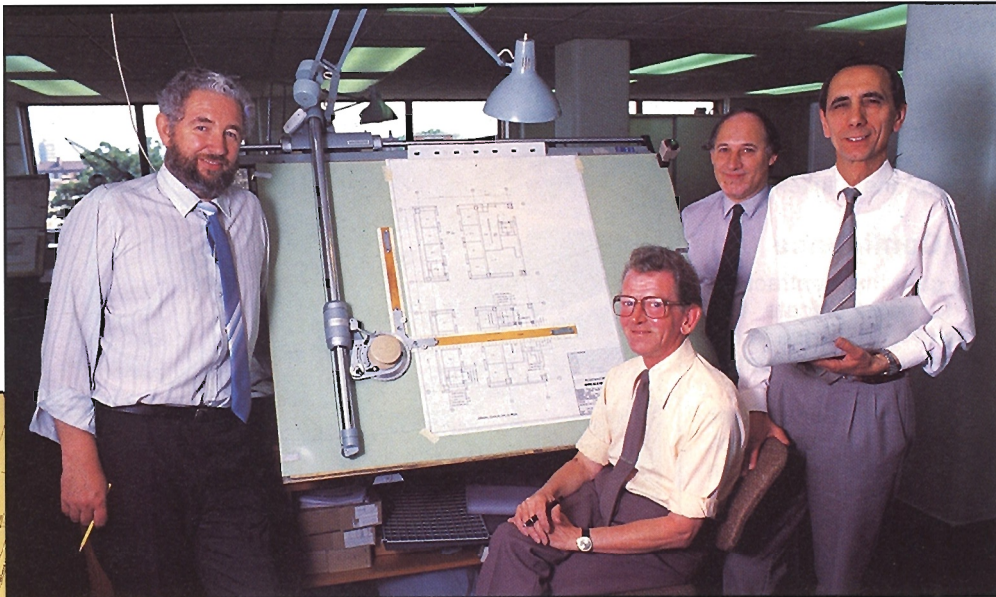
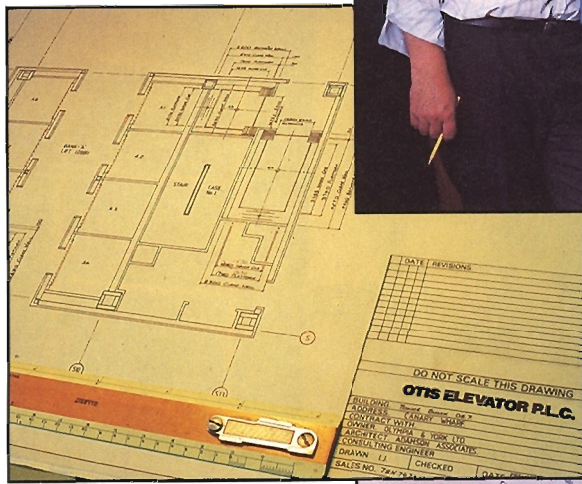
TEAMS WILL LEARN JUMP LIFT METHOD

The drawing office team prepared a full set of layouts at the tender stage — which is not normal practise — so that if the contract was awarded the drawing stage would already be one step ahead.

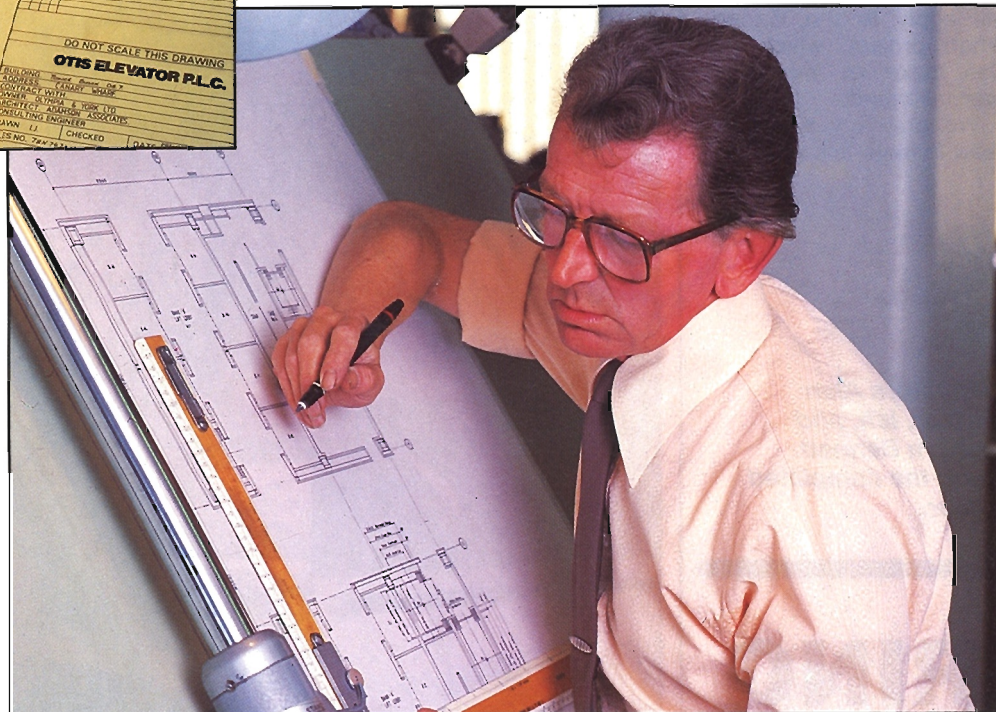
Because of the unusual construction stresses produced by the jump lift technique the design is being stressed out by independent structural engineers, with Otis' own engineers addressing the fabric of the jump lift machine room.

Some of them, seen, far right, are, left to right, chief

draughtsman Brian Wykes, senior draughtsman Frank Ludditt (sitting); senior draughtsman John Grant (at the back), and senior draughtsman Doug Mora.



Left: layouts from the drawing office. Below: Frank Ludditt, senior draughtsman, at work.



PRE-ASSEMBLED UNITS SAVE ON CRANEAGE TIME

Pre-assembly of the lift units and equipment will reach new levels for the Canary Wharf project.

Because of the tremendous demands on the site cranes, suppliers will be allotted restricted craneage times.

As a result of this, pre-assembly of units has to be maximised and the number of

'picks' minimised.

For the past 15 years Otis has increasingly pre-assembled not only the cars but also lift entrances and pit equipment.

For the Canary Wharf development Otis is also looking at packaging the control equipment and taking it up in lots of eight or 12 panels rafted together.

EQUIPMENT TO BE BARGED UP THE THAMES

This unique lift contract for Europe's first skyscraper has called for a unique solution to storage and transportation needs.

Because the on-site storage area is small the lift equipment will be kept at a buffer warehouse in Erith.

As it is needed it will be

pulled off in useable lots and taken to a transhipment area at Tilbury.

There it will be loaded on to barges and will continue its trip up the Thames to the Canary Wharf site, where it will be directly unloaded into the building.



WORD POWER: Hard working Margaret Fairman, secretary to London new sales director Ian Millar, played a vital role in securing the Canary Wharf contract for

Otis. She gave up several of her weekends to come in to the office and type the extensive tender documents. How's that for dedication?

