

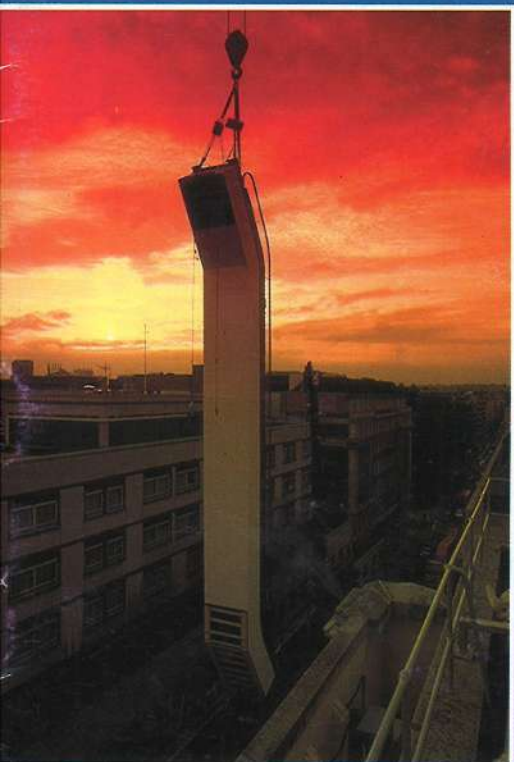
Up going

Summer 1994

OTIS

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Selfridges success

The great Selfridges escalator lift:
Full story ... see back page.



Jack Leingang introduces our special SAFETY feature ► see page 6 ...



Emerging world markets, particularly those in the Asia-Pacific region, present significant growth opportunities for Otis believes George David, who became Chief Executive Officer of parent company UTC in April. Otis, UTC's most global company, is committed to investing heavily in economies such as China, he said in the inaugural issue of UTC World, a new quarterly publication issued for the first time in March.

As an example, Otis has recently increased its stake in its longest-established Chinese joint venture, China Tianjin Otis Elevator Company (CTOEC) - now ten years old - to 51 per cent. This new investment in CTOEC demonstrates commitment to Otis' continued industrial partnership with China, comments David.

中国学生

新华社伦敦5月27日电
(记者谷利源) 第五届国际大学生建筑设计竞赛今天在这里揭晓, 中国天津大学建筑系的一个学生小组夺得这次竞赛的大奖。他们是在击

How Xinhua, the Official Chinese News Agency, told the world about Otis.

"It also marks the next step in our long-term plan to integrate our elevator and escalator joint ventures throughout China", he adds.

Otis has other operations in Guangzhou, Beijing and Shanghai.

The capital injection in CTOEC, which employs 3,000 people, will permit the upgrading of the factory to a world-class manufacturing facility with increased capacity and will fund an expansion in the venture's field service network. Otis' orders in China have more than doubled over the past three years, exceeding US\$300 million, and four of the Group's top ten contract awards worldwide in 1993 were in China.

Otis has also resumed business operations in Vietnam after a 19-year absence, with the 26 May signing of a joint venture with LILAMA (the Union of Erection Companies) to sell, install and maintain lifts and escalators in the northern part of Vietnam. The return has been made possible by the US government's lifting of its long-standing trade embargo.

"We are very pleased to be back in Vietnam and proud to be partners with LILAMA", commented World President J P van Rooy. "Vietnam is our focal point for growth in Indochina".

"WHAT THE PAPERS SAY"

Many products are getting smarter. Otis elevators and Xerox copiers use arrays of microprocessors.

Tom Peters on Excellence, Independent on Sunday

Otis has adapted quickly to the recent changes in architecture, both in new building technology and changed economic and political structures.

Clive Branson, interviewing World President Jean-Pierre van Rooy for The European.

Otis Elevator Company is the world's largest manufacturer and servicer of elevators and escalators. It has heavy investments in China.

Xinhua Official Chinese News Agency, reporting the 1993/4 International Student Design Competition awards in London.

Western companies ... are investing in all kinds of [Russian] industries ... Thus we see foreigners in ... engineering (ABB, Otis).

Richard Layard, Director of the Centre for Economic Performance at the London School of Economics, writing in the Financial Times.

One of the few truly global players in the construction sector, Otis has been in the forefront of western moves into the formerly closed markets of eastern Europe and the Communist east.

Dave Parker, New Builder

This time, they decided they wanted a lift that would somehow express their corporate personality... To achieve this, Otis knew it needed to make more than just cosmetic changes.

Paul Rainford, Design

A novel theme of the Otis 2000 series is the car operating panel, which it describes as an electronic "travelling companion". The award-winning British interior design is intended to create a reassuring presence.

The Engineer

The Otis 2000 series is the most comprehensive passenger lift range ever offered as standard in Europe.

Electrical Times

Otis Elevator gives you the full choice for all your lift, escalator and Trav-O-Lator requirements.

Specify, March 1994

Otis takes a step in the right direction

Building, commenting on the 506 NCE escalator

The world's largest student design competition, sponsored by Otis, has attracted entries from 186 architectural schools in 49 countries.

Public Sector Building

Escalator combines comfort and safety

What's New in Building

On behalf of all its readers, Going Up offers congratulations to Communications Manager Felicity Stonehill, who is on maternity leave, on the birth of Edward. In this issue we focus on safety and report on the highlights of World President Jean-Pierre van Rooy's visit in May.

David Crawford
Acting Editor

DIALOG WORKS...

Employees are not required to sign their name to a Dialog, although experience shows that nearly everyone does. As the Dialog form points out, information as to who is sending the Dialog is used only to assist the administrator and will be kept confidential. Once the reply is sent out to the sender, all names are destroyed as a matter of course.

It is therefore worth pointing out that, if you don't give your name, the administrator cannot send you an answer. Anonymous Dialogs may be considered for publication in Going Up, as general notices or supervisory memos, or in other media depending on the subject matter.

DIALOG 390

Quality Accreditation

May I suggest that all Otis service vans be marked up "BS5750 Accredited"?

Dear Colleague

Thank you for your suggestion. You are quite right in recognising that this is an excellent way to advertise our quality accreditation. In future, all new service vans will carry the BS5750 logo. Thank you for your interest in this area and for submitting a good idea through the Dialog programme.

Regards, Bill Evans
Director of Sales and Marketing



Following the implementation of the suggestion made in Dialog 390 (above), Victoria Branch Principal Engineer Les Cleveland proudly points to the BS5750 accredited quality logo which will be carried by all Otis service vans in future.

LEGAL NOTES

Never turn your back!

by Legal Affairs Director Gary Cust

Atlantic Lifts

When Otis bought the business of Atlantic Lifts earlier this year, we were surprised at the low level of telephone calls received from clients for call-out and repair work. It was subsequently discovered that a competitor - Panda Lifts, trading as SWL Lifts - had contacted British Telecom, claiming to have bought Atlantic Lifts, and asked for Atlantic's telephone calls to be redirected to SWL.

When High Court writs were issued, Panda Lifts and their managing director were forced to give permanent undertakings never to represent themselves as being Atlantic Lifts or Otis. They immediately arranged for the telephone line to be returned to Otis and paid satisfactory compensation for damages and costs.

Evans and Temple Lifts

Evans recently acquired the business of Gough Lifts. Temple Lifts, a London-based lift company, acted as subcontractors for Gough on certain maintenance work which Gough had in the South East.

After the acquisition, Temple Lifts tried to poach this London business from Evans. In High Court proceedings Temple Lifts admitted that what they had done was wrong and were ordered not to approach, or accept any lift work from, Evans' new customers.

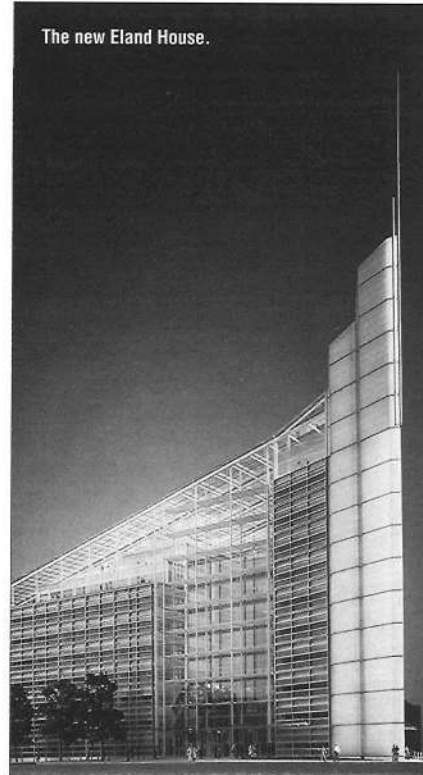
They were also ordered to return all their papers on the matter and treat as confidential all details of their former involvement with these clients. Temple Lifts were ordered to pay Evans damages and Evans' own costs of the action.

M&S spells sales success

Good teamwork and attention to client requirements have secured orders from Marks & Spencer for at least 10 units in key store locations. This success derives from the excellent working relationship built up over the last 10 years between National Accounts Director **Roy Standen** and Bob French, a partner in M&S' lift consultants Dunbar, Boardman & French.

During this period, Otis established the reputation for being able to meet the multiple group's exacting specification - notably on handrail entry design. Good relations were cemented earlier this year when Jack Leingang and London Zone Regional Sales Manager **Joe Kilgallon** hosted M&S Director Len Costelloe and Senior Manager Peter Jenkins, accompanied by Bob French, on a technical visit to Stadthagen.

On their return, M&S confirmed orders for 506 NCE escalators in stores in Preston (three) and Croydon (seven). More are anticipated.



The new Eland House.

Eland House win

More good teamwork, this time by London Zone Regional Sales Manager **Joe Kilgallon**, Area Sales Manager **Adam Butler** and Project Manager **Gordon Stevenson**, has succeeded in selling 12 Otis 2000 lifts for Land Securities' dramatic redevelopment of Eland House, in Victoria. Designers of the environmentally-friendly building, which has been prelet to the Department of the Environment, are epr architects.

Liverpool hosts VIP customers from home & abroad

Liverpool has recently hosted VIP customers from Paris, Kuwait and the City of Westminster. Visiting in connection with the new Hilton International Hotel at Charles de Gaulle Airport, for which three units have been sold by Otis France, were Hilton International Chief Engineer Brian Braithwaite and Malcolm Noakes from architects John Seifert Ltd, who were very impressed with their finished panoramic cars and complimented Liverpool on the quality of workmanship.

From Otis Kuwait came Managing Director **Mohammed Rasheed** together with architect Gilbert Dabous and two Kuwait government officials, including interior designer Mrs Amal Al Sayegh who has specified many of the high-class finishes which feature in the contract for the Amiri Diwan Palace for the Emir of Kuwait. The specimen cars, one in mahogany and one in lined oak, were commented on as being to an "excellent standard".

Liverpool has also been complimented by the City of Westminster's Development & Technical Services Division after a visit in connection with the modernisation of existing Otis passenger lifts at William Blake House in London W1.



A panoramic lift car on display at Liverpool before being shipped to the new Hilton International at Charles de Gaulle Airport.

Right, the elaborate interior of a lift car made at Liverpool for the Amiri Diwan Palace.

New Museum of Scotland

London-based **Robin Cheeseright** has sold lifts worth £600,000 for the new Museum of Scotland building in Edinburgh's Chambers Street. Due to open to the public in 1998, the new building is designed by architects Benson + Forsyth, winners in a competition which attracted 371 entries from around the world.

Praise for **BhS** contract in Southport

Extracts from a letter from Michael Pollard of architects Braithwaite & Jackman to Provincial Zone Director Lindsay Harvey.

"As I am sure you are aware, the store opened successfully on Tuesday and you were able to hand over lifts nos 1 & 2 as promised".

"I appreciate that conditions on site have been less than ideal and feel that your company and all members of staff dealing with this project should be congratulated for their efforts to date and the positive attitude projected as each obstacle was encountered. Would you be kind enough to thank them all on my behalf and especially **Frank [Partington]** and his team on site".

In addition to **Ken Gilley**, **Eddie Alcock** and all their team, thanks are due to the Liverpool factory for their hard work on the three geared units supplied to the store.

PROJECT news



Otis 2000 lifts arriving from Cernusco at the DoE office in Londonderry. From left the Italian driver, Gerry Allen, Dale Frame and Robert Brown.

1ST for Wales and Ireland

Belfast office have successfully installed two 13-person Otis 2000 hydraulic lifts at the new regional office of the Department of the Environment in Londonderry. This first sale of the new series in Ireland was achieved by **Jim Hamilton**; construction manager was **Norman Casement** with fitters **Dale Frame**, **Gerry Allen** and **Roger Brown**.

Meanwhile, the first four Otis 2000 hydraulic lifts in Wales have been installed in an office development in Charles Street, Cardiff.

Belfast office has also secured a new comprehensive maintenance contract on all lifts at the Europa Hotel in Belfast and is processing a major order to modernise eight units at the Halls of Residence of Queen's University, Belfast. The lifts are Otis units originally installed some 30 years ago and the order was won in fierce competition with other major companies.



The installation team at Charles Street, Cardiff. From left Patrick Kane, Harold Harman-Siddall, John Summerell, Tim Bowen, Hywel Jones and Brian Ward. Not shown is Lee Oaten.

Archway Station

Peter Byrne and **Dave McGraw** have been working closely with London Underground on a design-and-manufacture contract for escalator no 2 at Archway Station in North London. The design and manufacture contract is valued at around £100,000, the installation at around £170,000.

The work, with that at Waterloo, is part of London Underground's Key Asset Plan, now in year three. Otis is the largest contractor to the system and maintains 20 per cent of its escalators.



World President goes live from London



J P van Rooy introduces the Otis/BBC debate.

May was a high-profile month for Otis in Britain. World President Jean-Pierre van Rooy came to London to meet Otis personnel and clients and to inaugurate the company's World Environment and Safety Conference (see our special report on pages 6 and 7), which opened on 24 May.

He made the most of his visit to carry out a whole series of engagements designed to put Otis centre-stage in the minds of customers, specifiers, the business community and the general public. Events included a packed programme of TV and press interviews which resulted in favourable coverage worldwide as well as in Britain.



The Otis/BBC debate in progress at the RIBA. From left: Stuart Lipton, Rod Hackney, Alan Clark, chairman Alastair Stewart, Michael Cassidy, Ken Yeang and Martin Pawley.

On Wednesday, 25 May, for example, Mr van Rooy appeared live on global TV network CNN to discuss the company's expansion into new markets, including China and Eastern Europe, and most topically its re-entry into Vietnam (see "News from Abroad" on page 2). This followed the formal announcement of a new joint venture in Hanoi earlier that day.

The following day, after a Central London media breakfast which was attended by representatives of over a dozen industry and business publications, he was interviewed live by both Financial Times TV and the BBC World Service. The BBC filmed him welcoming President Clinton's

announcement of renewed Most Favoured Nation trading status for China immediately after footage of the President speaking from Washington - making Otis the first worldwide group with interests in China to comment globally on the US move.

Earlier that evening, Mr van Rooy had introduced a televised debate, at the Royal Institute of British Architects, on the motion that "This house believes that architects fail the public by acting more like prima donnas than public servants". Speaking for the motion were controversial architectural writer and broadcaster Martin Pawley; award-winning Malaysian architect Ken

Yeang; and Michael Cassidy, Chairman of the Policy and Resources Committee of the Corporation of London.

Against were Stuart Lipton, Chief Executive of Broadgate and Stockley Park developers Stanhope Properties plc; community architect and former RIBA President Rod Hackney (the winner, earlier in his career, of the first Otis/AJ architectural award); and politician and author Alan Clark, formerly MP for Plymouth (Sutton). The debate was attended by 250 guests, including clients and academics, and was broadcast later that night on BBC. It was chaired by TV presenter Alastair Stewart.

Otis honours architecture students from 4 countries

On Friday 27 May, Mr van Rooy was back at the RIBA to present prizes to winners in the Otis-sponsored International Student Design Competition, run by the Joint Research Council of the American Institute of Architects (AIA) and the Washington, DC-based Association of Collegiate Schools of Architecture (ACSA). The presentation marked the highlight of ACSA's 1994 European Conference, which Otis also sponsored.

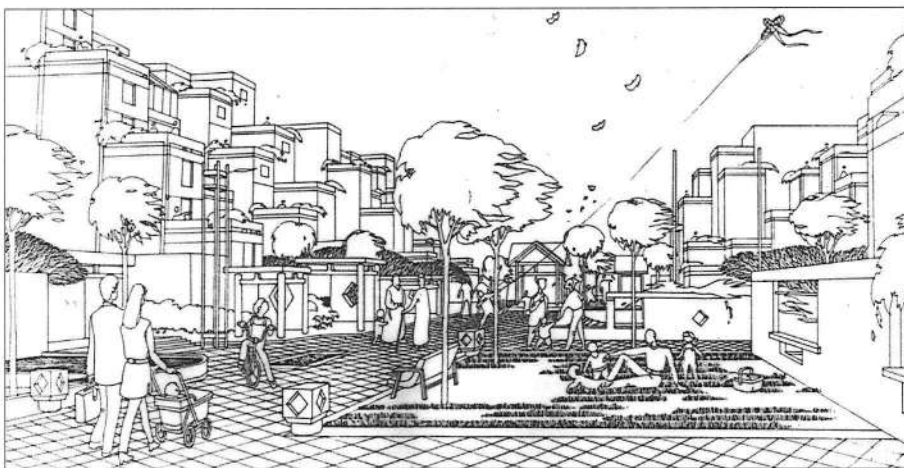
The competition attracted a record entry from over 1,700 architectural students from 168 schools in 49 countries. They were challenged to design a medium-rise social housing project for up to 1,000 mixed-income residents, incorporating the imaginative use of vertical transportation, on a real historic site within their own world geographical region.

The jury consisted of architects Charles Correa (India), John Miller (UK) and Joan Goody (USA), with Otis Vice President of Product Strategy Joe Bittar as technical adviser. The US\$5,000 Grand Prize went to a team from Tianjin University, in China, with US\$2,500 regional prizewinners coming from the Republic of Georgia, Chile and Hong Kong (see illustrations).

There was a US\$500-winning special mention for a team from Harvard University, USA, and US\$100-winning honourable mentions for entries from China, Colombia, India, Malaysia, Peru, Thailand, the UK, USA and Former Yugoslavia. The UK submission came from Paul Crawley, Matthew Holmes, Katerina Kasparova and Max Seegmüller at Brighton University.



J P van Rooy with architectural student Xu Feng (left) and faculty sponsor Guo Xiao Dong (right) from Tianjin University, People's Republic of China. Xu Feng came to London to represent the Grand Prizewinners in the Otis-sponsored International Student Design Competition, the other team members being Liu Hong Wei, Yin Yi Mu and Xiao Feng.



Winners named in INTERNATIONAL DESIGN COMPETITION

European Prize:
Rati Chomakhidze & David Vashakidze

Tbilisi State Academy of Arts
(Republic of Georgia)

Faculty Sponsor:
Lado Kmaladze



Attending lunch at the RIBA after the presentation of the student design awards are (third from left) Liyuan Gu and (on his right) Zhao Ying Xin, from the Xinhua Official Chinese News Agency, flanked by Anne McEvoy (far left) and Helen Kowaluk (far right) from the Marketing Department at Clapham Road.

SPOTLIGHT ON OTIS ...

Otis hosts customers and professionals at a post-debate supper



Paul Kent, London New Sales, talks with Paddy Brown, Partner in Fitzroy Robinson & Partners.



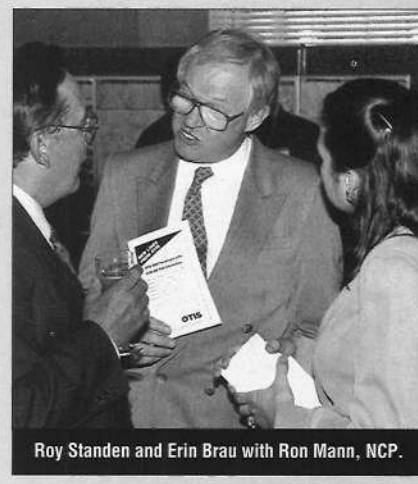
Steve Sands, London New Sales, with Alex Carmichael and Deni Scrafton of Plant Safety.



John Baker, Greater London Operations Director, with Mike Crisell, Partner in Watkins Payne Consultants.



Joe Kilgallon, London New Sales Manager, and Jack Leingang with Chris Strickland, Managing Director of Greycoat Properties.



Roy Standen and Erin Brau with Ron Mann, NCP.



Mario Abajo, ETO Vice President, and Jack Leingang with Bob Kerswell of BHS.

Quality Corner

Recently, we have been asked a lot of questions about the quality programme within Otis, the benefits of BS5750 (ISO9000) and so on. In this section, which we hope will be a regular feature of Going Up, we will try to answer some of those questions. If you have any good "Quality" stories, opinions or suggestions, please call or write to the Quality Department at Clapham Road.

Q & A

Questions and answers on quality

Q. In the current economic recession, people are putting price first and quality second. Can we as a company continue to afford BS5750?

A. High quality does not mean high cost, in fact the reverse. Our current procedures were written around standard Otis practice at the time. By getting the job right the first time to the customer requirements, we eliminate waste. If the procedures that we have do not do this, then we need to change them.

Q. Other companies with BS5750 do not seem to have such thick procedures as we do. Why is this?

A. Yes we do have a lot of procedures and, yes, we do need to simplify and improve a number of them. However, in our procedures we define the level of service which we provide. It is by this high level of service that we differentiate ourselves from the competition - ie provide the superior level of customer service for which Otis is renowned.

Q. BS5750 has received a lot of adverse publicity and bad press recently. Is BS5750 losing its reputation in the marketplace?

A. BS5750 is only one tool in a company's tool kit. It is said that a bad worker always blames the tools; and, for all the people who have negative things to say, there are those who have only good to say about it. It will not solve problems overnight, that much is certain; but, used with common sense it ultimately makes things easier.

Q. What has BS5750 done for Otis?

A. It has done several things:

- it has forced us to write down what we do as an organisation, clearing up misunderstandings and opportunities for error.
- it has identified areas in which we need to improve in order to satisfy our customers.
- it has helped to identify areas in which we need to reduce our costs in order to be competitive in the marketplace.
- it has allowed us onto tender lists for both new equipment and service tenders, where being accredited is a mandatory requirement just to be allowed to compete.
- it has disciplined us to be fully prepared before bringing to market a new product, eg Otis 2000, thereby ensuring that we can deliver what we promise.

Q. Where do we go from here?

A. In order to secure the long term future of the company and its employees, we need to be able to satisfy customers at a competitive price. Whatever we do, therefore, must be with these twin aims in mind. Quality will help to make this change, and our procedures will be simplified and aligned with the requirements of our customers.

We love problems!

Yes, we really do. By telling us the problems you experience, whether it was the G026XM wiring supplied incorrectly, or the brochures that were delivered to the wrong branch, we can begin to improve the way we do things so that we eliminate wasted time, materials, rework and so on.

Everything that has to be done twice, corrected, re-ordered and so on is known as a "non-conformance" and carries an associated price, known as the price of non-conformance (PONC). Since it is a quality philosophy (and good common sense) that prevention is better than cure, you should not be surprised to learn, if you were not already aware, that Otis has a formal system for raising these issues to try and eliminate the root cause of the problem.

The system is known as the **CORRECTIVE ACTION SYSTEM** and using it is very simple. All you do is fill out a **REQUEST FOR CORRECTIVE ACTION (RCA)** form, which you should find readily available in your work location (we will be ensuring that all offices have these forms, but if you need some please give us a ring).

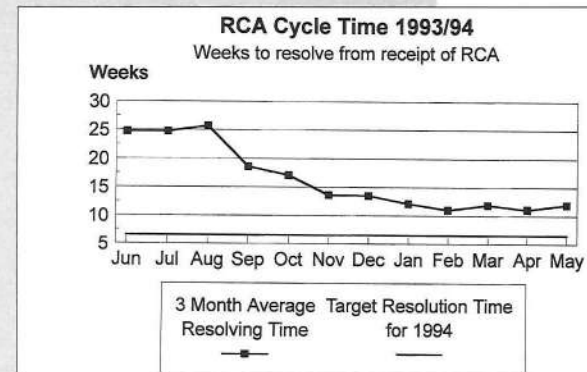
Send the form to the Quality Department at Clapham Road and we will route it to the correct person to analyse the problem and take the necessary action to ensure it does not recur.

We can all help with this process by flagging up any problem with any of the BS5750 procedures we use in our everyday activities.

Where we are confronted by a recurring problem which cannot be resolved locally, we can use the RCA or Dialog System to help remove it.

We'll even send you a free pen for your participation in the quality improvement process!

One of the elements of the Otis Business Strategy for the future requires us continually to improve cycle times (ie the time it takes from the beginning to end of a particular activity, task or process).



The RCA system is no exception, and we are required to reduce corrective action cycle time by 50 per cent each year. For 1994 this means closing all corrective actions in six weeks!

The graph above shows our performance on this measure over the last year - and although we are heading in the right direction, we still have a long way to go. So, if you experience problems, let us know. If you are responsible for resolving corrective actions, please help us reach our targets.

Philip Catterall
Quality Director

View from the M.D.



Jack Leingang leads the Executive Team on its first site safety tour at Glaxo.

I set out to write this article with the knowledge that our incident rate of accidents was running at nearly double the rate of last year. Little did I realise that, in the course of sitting down to complete it, I would be informed that we had suffered a very serious incident the previous week, and that one of our engineers had come all too close to being fatally injured.

While working on an installation, he had come in contact with a high voltage point and suffered severe burns to his fingers. Happily, I can report that he was soon recovering at home.

Thankfully, most of the incidents which we have had this year are of a minor nature. Most involve back strain, slips and falls. What they have in common is their highly preventable nature.

Preventable by us by taking that little extra bit of care, and doing that little extra preplanning about the best way to tackle the job. But it won't happen unless we all do something about it. I would therefore like to ask for your help.

Equipment

Easy to say that. But "what do I do?", you might ask. Start with your equipment. Is it complete, and do you use it? If it's not complete, see your supervisor.

If for some reason he can't help, give John Nichols a call. If for any reason he is unavailable, call Tutch Shirane or myself. We'll get you the equipment.

Only you can make the commitment to use it, however. I can't help on that score.

Jobsite

Next is the jobsite. There should be a site survey for each of your jobs. Review the survey with your supervisor and your customer. Discuss the more pressing needs on the site, and agree an action plan to rectify any potentially dangerous situations.

In this regard, I'm reminded of a recent incident in Liverpool where an inspection had detected that floor repairs needed to be done. They were planned for the weekend. Unfortunately, one of our people upset his material conveyor the day before the repairs were carried out and suffered an injury.

The lesson is clear. When we see dangerous situations, we need to do something about them now, not tomorrow.

Attitudes

The last action idea is the most difficult to implement because it involves our attitudes towards safety. We ourselves are the root cause of most of the accidents which we sustain.

Accidents are rarely inflicted on us. Most of those that do occur are caused either by our taking a chance - for example, in trying to lift a load that we know is a little too heavy - or by a mental lapse on our part - as when I take my footing for granted and forget to concentrate on where I'm stepping.

We somehow have to paint ourselves a mental picture that continually flashes "Think Safety". I'm sure we have all gone through this experience with our children as we try to encourage them to focus their attention in potentially dangerous circumstances.

We have an advantage with children in that they have some innate sense of fear. We tend to lose this fear with experience, as we find that we escape from dangerous situations most of the time.

Unfortunately it only takes one time when we don't escape to end it all. Please Think Safety.

Jack Leingang

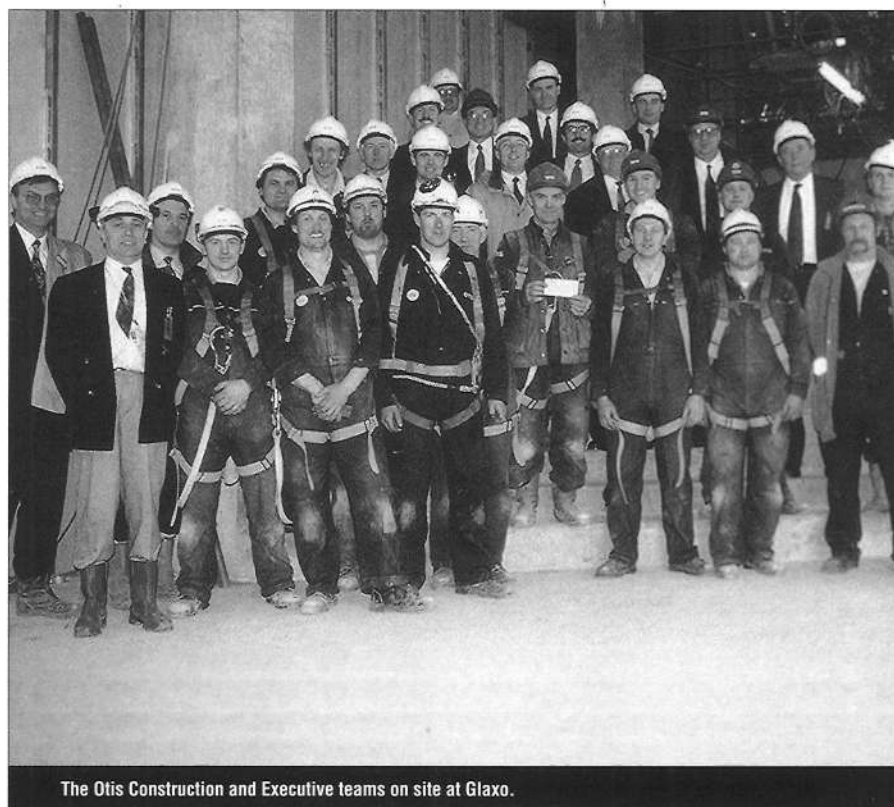
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Glaxo site launches safety tour programme

Glaxo's new Medicine Research Centre development at Stevenage, Hertfordshire, is the largest building project currently under way in the UK. When complete in March 1995, it will have created 1,300 new jobs.

It is also the country's safest building project, despite the fact that up to 3,000 operatives have been at work on the site at any one time. In an industry which typically experiences 110 injuries a day, it is a significant achievement for contractors LMK and their subcontractors to have recorded nearly five million person-hours with only a single lost-time accident - and that a minor one.

This achievement is the result of a joint safety policy drawn up by Glaxo and LMK and embodied in a 24-page booklet which is issued to every operative during his or her induction. Entitled "Be Safe - It Pays", this spells out detailed safety and emergency



The Otis Construction and Executive teams on site at Glaxo.

procedures and incentives for operatives with a range of safety awards - including cheques for safety officers in a "Subcontractor of the Month" competition and the chance to win a new car.

Crucial

Safety considerations were built from the outset into Otis' tender bid for the lifts in the Glaxo contract, which was based on three key elements: the company - its record, capability and product range; safety; and quality.

Safety Manager John Nichols contributed the safety sector of the bid presentation, which made a crucial contribution to the company's success and formed the basis of the safety plan which has operated since the inception of the contract on site.

John also devised the executive safety booklet which formed the basis of the first Otis Executive Team safety tour. Staged earlier in the year at Glaxo, this was the first of a planned series of four such tours a year, designed to put senior management in the forefront of the campaign to achieve higher safety standards.

Dos and Don'ts on safety

- 1 Always wear protective equipment in designated areas.
 - 2 Always use the correct tools and equipment.
 - 3 Lift with your legs, not your back.
 - 4 Before starting work on mechanicals, switch off the electricity supply.
 - 5 Use safety harness whenever there is a risk of falling.
 - 6 Do not work on live electrical equipment unless it is essential to do so.
 - 7 Do not abuse protective equipment.
 - 8 Do not use a hoisting mechanism for loads in excess of its rated capacity.
 - 9 Do not enter a hoistway without setting the appropriate safety device.
 - 10 Always take a positive attitude to safety and preventing accidents.
- Safety is a way of life!**
- Work to keep your safety attitudes, knowledge, judgement and marks at 100 per cent.**
- Nothing is more important!**



Lead Engineer Louis Szabo receives his safety cheque from Jack Leingang at Glaxo.



for you, your colleagues and the company

Legal Affairs Director Gary Cust introduces our special feature:

Good employers care for the safety and wellbeing of their employees. That is why Otis Worldwide holds regular international conferences on safety and the environment - the most recent of which took place in London in May and is described below.

That, again, is why Otis UK is introducing new incentives, such as regular safety draws, which have won us the RoSPA medal collected by Safety Manager John Nichols in June. It also explains why we welcomed the offer of Graham Atkins, who recently suffered a near-fatal accident, to tell us his story in these pages as a warning to others.

What may not be as obvious, however, is that each individual's concern for safety has a direct bearing on the job security and future prospects of everyone in the company - including those who do not go on job sites or drive company vehicles. This is because, in an environment as competitive as today's, the

cost of accidents is an overhead which, like any other, needs to be kept down.

Relationship

One third of our company's spending on insurance is to cover the cost of accidents to employees. The level of claims we pay has a direct relationship to the insurance premiums we are asked to pay.

The concern and suffering of employees and their families are both costly and painful. But the cost of employee compensation is only a small part of the total loss experienced by the company.

Not only do increased levels of accidents lead to increased insurance premiums, but they produce unscheduled interruptions to the business and consume management and employee time in investigating and reporting. Accidents also give rise to the real risk of lost orders and missed service visits.

Risk

It is encouraging to be able to record that, over the last two years, our claims performance has improved - but there is still room for further progress. We want every employee to realise that unsafe practices put at risk, not only his or her physical safety, but also the security of all those who depend on the company's ability to satisfy its customers.

It is, for example, an integral part of our policy of increasing safety awareness that we have introduced the principle of self insurance for damage to the company's motor vehicle fleet. Never again will the driver of an Otis vehicle which suffers damage be able to pass the incident off lightly by saying: "it doesn't matter - it's only a company car".

Our aim is to focus everyone's minds on the risks and suffering that accidents imply, not just to the immediate victim and his or her family but to the company.

World safety meeting emphasises adding value

From 24 to 27 May, London welcomed 75 Otis senior managers (among them 17 managing directors) from 20 countries around the world for the second Worldwide Safety and Environment Conference. The event was designed to improve the technical and managerial skills of the company's safety professionals.

Hands-on skillbuilding was emphasised throughout, with teams of employees learning and testing new techniques in areas ranging from identifying job/site hazards to analysing data for presentation to management and customers. The safety managers were joined by 20 line managers from all four of Otis' worldwide operations, who either led or took part in the week's workshops.

Otis UK was represented by Roy Markham, Director of Commercial Operations, Lindsay Harvey, John Baker, Tutch Shirane, Ian Moore, Gren Cropper, Kevan Jones and John Nichols. They and their international colleagues were welcomed by Jack Leingang as host country Managing Director.

Everyone's responsibility

"Concern for safety and the environment is everyone's responsibility", World President J P van Rooy said in his opening speech. "What you're here to do is to make certain that everyone - from general management teams to factory teams, including supervisors and managers - realises this". "Learning to help people modify their behaviour and break old habits is so important", said Lisa Szewczul, Vice President, Safety and Environmental Protection. "We know that 90 per cent of all accidents are behavioural".

Skills

Interactive workshops emphasised skills that safety managers can use immediately to improve the safety, environmental and financial performances of their companies.

Participants also joined in a lively panel discussion with senior managers.

These included Mario Abajo, Senior Vice President, ETO; Pier Luigi Foschi, Senior Vice President, North Asia Region; Ricardo Piamonte, Managing Director, Otis Argentina; Laurie Murray, Managing Director, Otis Australia; Roy Markham, Director, Commercial Operations, Otis UK; and Tullio Gatti, Regional General Manager, Chicago Metropolitan Region.

The panel discussed the potential business issues which participants could encounter while managing safety in their local companies and fielded a variety of questions. "We emphasised adding value to the business, both from the safety and environment perspectives and in supporting line management's business objectives", says Lisa Szewczul.

For UK Safety Manager John Nichols, the most important outcome was the consensus of opinion on the importance of implementing Otis worldwide job site safety standards. There will, he says, be a major effort over the coming years to achieve Otis' stated goal of a "workplace free from recognised occupational hazards".

PEOPLE + SAFETY MATTERS

DANGER: never take safety for granted

Graham Atkins is a Principal Service Engineer based in London. His recent experience of near-electrocution powerfully reinforces the points made in the Worldwide Safety and Environmental Conference, reported here, and in Jack Leingang's message as Managing Director on page 6.

One day in April, Graham was in a lift machine room with engineer colleague Mark Essex, working on a goods lift which he had just put back into service after a gear check. Standing in front of the lift controller, he touched the live drive board with one hand while earthing himself with the other, which was resting on in the metal controller casing.

"I don't know why I touched the drive board when I had no need to", he says. "I can only think that I had become so used to standing in front of controllers that I had become complacent and forgotten the risk of high voltages".

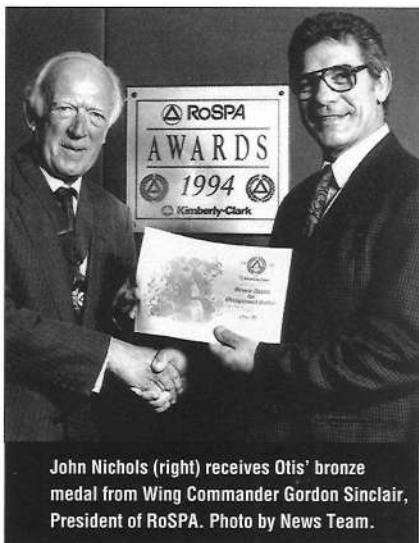
Seconds

Unable to detach himself from the board he called out to Mark, who was standing above him working on the lift brake. Two hefty kicks from Mark freed Graham seconds before he would have become a fatality.

Graham suffered severe burns on the skin of his hands and was off work for five weeks, during which he received skin grafts and physiotherapy. Now back on site, his message is: "Never take it for granted that you are safe, and never underestimate the potentially high voltage of live equipment".

OTIS wins RoSPA Medal

Otis has won a safety award from the Royal Society for the Prevention of Accidents (RoSPA) - the largest safety organisation in Europe. The bronze medal, which recognises safety initiatives taken by the company and its efforts to improve safety standards on site, was received by Safety Manager John Nichols on 9 June, during RoSPA's 1994 Safety and Health Exhibition and Congress which was held at the National Exhibition Centre in Birmingham.



John Nichols (right) receives Otis' bronze medal from Wing Commander Gordon Sinclair, President of RoSPA. Photo by News Team.

This was the first time the company had entered. The scheme recognises and celebrates the achievement of very high standards of safety and health at work over stipulated periods of time - one year in the case of the bronze award.

Safety Draw Launched ...



Jack Leingang pulls out the names of the first quarterly safety draw winners, watched by Greater London Operations Director John Baker (right) and Safety Manager John Nichols (left).

On 11 May, Jack Leingang officiated at the first of a planned series of safety initiative draws. From the number of all field personnel who had succeeded in avoiding a single lost-time accident during the previous 12 months he drew three names - one each from the categories of construction, service and factory.

The draw will be repeated each quarter until the end of the year, which will be marked by a grand draw open to all employees with a prize of £1,000 for the lucky entrant.

IN TRUST FOR THE NATION

My connections with Waddesdon Manor

Hilary Morris, Secretary to Derek Smith remembers:



Waddesdon Manor.

While the Service Centre was still based at Alperton, before the 1991 move to Twyford Abbey, Otis was approached by the National Trust to see if we were interested in giving a home to the historic lift at Waddesdon Manor, which had been installed specifically for a visit by Queen Victoria in 1890 and was now being replaced. Nobody seemed to know exactly where Waddesdon was, apart from a vague idea that it was near Aylesbury.

But Waddesdon is where I went most weeks as a child to visit my maternal grandmother. My mother was born in the town, above the village Post Office (which still stands and looks out over the entrance to the Manor), so I have strong links with the village.

Having come up the hill you pass by the Bell Pub, with the entrance to the Church by its side. Most of my maternal relatives are buried in the church grounds and my grandfather was a bell-ringer, walking the length of the village early on most Sundays to waken everyone for service.

If you carry on through Waddesdon you cannot help but see the main gates to the Manor on your right, with their adjoining gatehouse. How impressive it must have been in Victorian days when, as a court dressmaker, you passed through and walked up to the House.

My memories of my grandmother are always of the intricate embroidery and dressmaking that she did. Nothing was ever bought: both my brother and I always had our coats and trousers or dresses made, and our gloves and hats either knitted or crocheted, by Gran.

I don't know if she was working at the Manor when Queen Victoria visited, but she was 89 when she died in 1969; which means that, if she was there in her early years, she could well have been. Perhaps she was employed to help make a dress for the Lady of the House when she was expecting the most Royal visitor - Gran may even have been there where the lift was installed!



The lift on show at Twyford Abbey Road.

Editor's note: A Renaissance-style chateau, Waddesdon Manor was designed in the 1870s by the French architect Destailleur for Baron Ferdinand de Rothschild, as a showcase for the Baron's art collection. After three years of conservation and restoration by the present Lord Rothschild, the house is open Thursday to Sunday and Bank Holiday Mondays (afternoons) until 16 October (grounds until 24 December; house also open Wednesday afternoons in July and August).

During the restoration the lift, which was specially imported from America, was taken out and has been presented by the National Trust to Otis on indefinite loan. It now resides at Twyford Abbey Road, where it forms part of the nucleus of an exhibition of the history of the lift, together with a prototype of the new Otis 2000 which was launched last year.

A plaque records that the lift car is of polished American black walnut with a canopy of Bird's Eye Maple and a platform of alternating ash and mahogany strips on a Columbian pine base. The entrance trim is of English walnut.

Training Update

Otis 2000H Installation Training

By the time that this issue of Going Up went to press, 45 people had been trained on the Otis 2000 lift series and the new installation method for the Otis 2000H hydraulic lift. Further courses have been planned in July and August and Otis 2000H Adjuster and Service Principal Engineer training began in May.

Special thanks are due to Peter Wilkinson, Peter English, Tim Hitchings, Steve Bell, Eddie Sharp, Peter Beech, Colin McGee, Martin Fuller, Mike Droomgoole and Bob Rayfield - just to mention a few. All the hard work they have put into installing the Otis 2000 lift at Twyford Abbey Road and developing the training courses is much appreciated.

Most importantly, this is allowing Otis to make inroads with the new line and to extend its leadership in several market sectors. Cost efficiency in the field is as important as in product design.

Service Training 1994

We are currently completing our 1994 service training plans with branches. The programme has been made possible thanks to the introduction of personal development forms (PDFs) for all field personnel.

Each engineer should have by now completed a PDF with his or her supervisor to establish individual training needs. (Those who haven't yet done so should speak to their supervisor immediately).

The information on these forms is being analysed branch by branch in order to establish a specific branch-based training plan for the year. At the same time, it is important to be aware that not all training needs which are identified will necessarily be met by a course at Twyford Abbey Road or in the local branch office.

This is because training and education come in many shapes and sizes. Videos, field education articles, on-site training and team briefings are all relevant tools.

The Training Department must therefore continue to work closely with the branches. The aim is to make available whatever facilities are necessary to meet your individual needs.

The PDF is also important as an ongoing review tool. If all your needs are not met within one year, they are recorded, reviewed and rolled over to the next one.

Training Feedback Forms

To assist with the development of the Otis Training Partnership (Intek programme) and Training Apprenticeship Programme, we have now introduced a feedback form. This assists us in setting targets to attain from month to month, so as to help people and guide them through the programmes in a constructive manner.

Paul Banks

Focus on the Service Engineering Group

The Service Engineering Group of engineers is based at the Service Centre in Twyford Abbey Road and reports to Technical Director Derek Smith. Its main task is to work with Marketing in the development of new modernisation packages, ie. economic and pre-engineered sub systems which can be readily applied by regional teams.

Heading the group is Steve Roberts, whose time with Otis has included working as a research engineer at the Farmington R&D Centre in Connecticut. Steve has several specialists to assist him: John Ferguson (shortly to be named Mr Fixture); John Irwin, the mechanical specialist for doors and similar items; David Beadle, a new member who brings field expertise; and Bill Ridley, the man who produces the spare parts books we all use.

Marketing determines what sort of product

will sell and at what price. The Service Engineering Group decides how to design and source it within the required price.

Over recent years the group has given us such products as the Low Speed VF, the MRDS Operator, GAL packages and controllers. This year they plan to provide new fixtures, further improvements to operators and new controllers, ready for launch in the Autumn.

They are also engaged in developing solutions to complex interface problems that are very much a part of the modernisation business. Our success in selling modernisation packages is governed by the development of good packages that are correctly priced and easy to install.

These backroom boys have the development task. It is not easy, but they are doing an excellent job.



Service Engineering Group stalwarts: from left: Dave Beadle, Steve Roberts, John Irwin, John Ferguson and Bill Ridley.

BEHIND THE engineer



Pat Walsh

Patrick crosses the Irish divide

Otis service engineer Patrick Walsh lives in the Waterside area of Londonderry, in Northern Ireland. His job covers the North West of Ireland - comprising the Northern Irish counties of Londonderry and Tyrone as well as County Donegal in the Irish Republic.

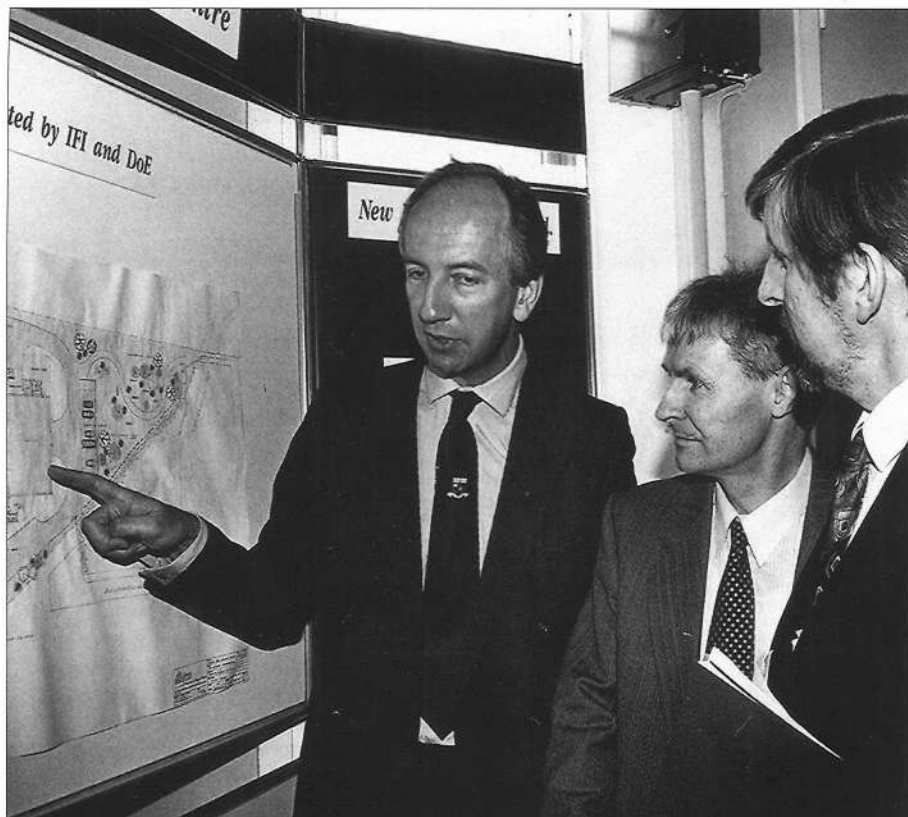
In the Waterside itself, with its population of 40,000, Pat is known as a selfless community worker, striving hard to create a brighter future for local adults and young people. Since 1983, he has been founder chairperson of the Waterside Development Trust.

This is a local self-help organisation dedicated to developing and regenerating the Waterside.

Suddenly three men jumped out onto the roadway, their faces covered by balaclavas. They were carrying large blocks of concrete which they threw at his windscreen.

Pat swerved and accelerated away, shocked at the suddenness and danger of the incident. His windscreen was shattered and the side of the van damaged although he, fortunately, was uninjured.

Moments later, at home, he reacted angrily: what would he have done to those guys if he had had the chance! But his wife Margaret said: "Patrick, what would you do if you had no work and no cash? What if you had never



Northern Ireland Economy Minister Tim Smith MP (left) is shown the Waterside Development Trust's plans for its new 7,000 sq ft community shopping centre by Trust Chairman Patrick Walsh (centre) and Trust Chief Executive Colm Cavanagh (right).

Its particular concern is to create jobs in an area where unemployment is running at over 25 per cent - one of the highest rates in Northern Ireland.

The story began with a violent incident. One summer evening at the end of July 1983, Pat Walsh had finished his work for the day and was driving home in his Otis van along Strabane Old Road.

worked and your parents had never worked? Don't just complain about these men - DO SOMETHING FOR THEM!

Pat took up his wife's challenge, and so the Waterside Development Trust was formed. Now, 11 years later, it has a growing reputation throughout Northern Ireland with its own workforce of 20 employees and trainees.

Roy Markham

Roy Markham returned to Otis UK on 1 April as Director, Commercial Operations for Otis Plc. In his new role, Roy will have responsibility for all zone operations and in addition will assume responsibility for the Marketing and Field Operations Departments; accordingly, John Baker, Lindsay Harvey, Bill Evans and Trevor Perry will report directly to him.

Roy rejoins the company after serving as Managing Director of Otis South Africa for the past four years. During his tenure in SA the company acquired the interests of Mitsubishi Elevator, and Otis South Africa significantly strengthened its market position as well as its financial performance.

Roy returns to the UK with a wealth of Otis experience. He has been with the company since August 1962 and, besides his most current assignments, has served in many posts and several areas of the world, including Japan, Hong Kong and Africa.



Roy Markham (right) with Bob French of Dunbar Boardman & French.

9

F^{field}OCUS

Current projects include a 7,000 sq ft community shopping centre, to be built a few hundred yards away from the site of the 1983 incident at a cost of £500,000. This is being followed by two community businesses - including a proposed tourist cruiser on the River Foyle which divides the city - with a combined investment value of £750,000.

The Trust is also developing, for Derry City Council, a 40-acre park in which 14,000 broad-leaved trees have already been planted. It has opened up two new allotment areas, established a community minibus service and re-opened a community centre which the City Council had closed in despair.

It has refurbished a derelict terraced property as a community house and purchased four empty maisonettes, which have been brought up to standard and sold to new owner occupiers. Finally it has borrowed, as its headquarters, a former police station - the very one where Pat Walsh had reported the 1983 incident.

The Trust has been able to build up its programme thanks to the appointment of a full-time chief executive Colm Cavanagh. A former UN Development Programme Officer, he pays eloquent tribute to the work of Pat Walsh.

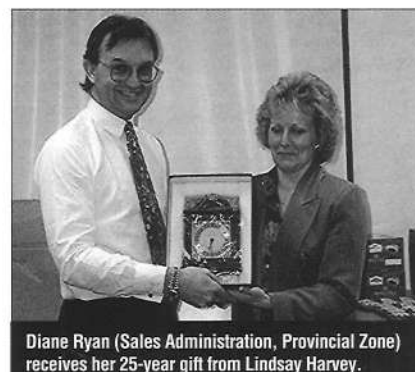
"The name of Otis stands high in this community on account of the fine leadership role that Pat Walsh has played through some very dark years in a notoriously depressed and divided community. The fruits of that work are now beginning to appear, and he is deserving of enormous credit for his achievements here".

Ever modest, Pat gives much of the credit to others. To the local people ("they're great; all they need is an even break"); to supportive city councillors; to Business in the Community; and to a very committed local Member of Parliament and Member of the European Parliament.

"Everyone knows that Northern Ireland has a divided community", he says. "But, from the very start, the Waterside Development Trust has worked for both communities; with board members, employees and trainees from each of them. We think that divisions are a thing of the past. We all play in the same team".



Managing Director Jack Leingang presented long service awards to employees from Northern Ireland and the Irish Republic on his recent visit to Belfast branch. Above, Jack Leingang with, from left, Kevin Hunt (Service Fitter, Dublin); Jim Hamilton (New Sales, Belfast), Pat Walsh (Resident Mechanic, Londonderry), John Hanley (Construction Supervisor, Dublin), Robert Hayes (Service Repair, Belfast) and John Elkin (Service Repair, Belfast). Far right is Brendan Holleran, Regional Director, Ireland. Below, Belfast Branch Manager George Houston (left) receives his 30-year award.



Diane Ryan (Sales Administration, Provincial Zone) receives her 25-year gift from Lindsay Harvey.

Contract Successes in lifts and Trav-O-Lators ...

10

With a royal inauguration of the Trav-O-Lator at the new Jewel House in the Tower of London, the award of the main lift maintenance contract for Canary Wharf; and a successful store escalator installation in extremely adverse weather conditions, Otis has recently scored major successes in all three of its major product lines.

Canary Wharf maintenance contract won

As the UK starts to recover from the longest recession in its history, the new owners of Canary Wharf are confident in the quality end of the property market. That is one reason why they recently signed a five-year comprehensive maintenance agreement with Otis for 74 units, including those in the centrepiece 50-storey tower which is still the tallest building in the UK.

With the collapse of the market in 1992 and the subsequent financial problems of the original owners Olympia & York, negotiations on the maintenance contract were suspended along with the final snagging and completions work. In November 1993, however, after many months of uncertainty, the administrators of Canary Wharf were able to put together a refinancing package with a number of leading banks which allowed the project to restart.

Otis had continued to support the project by providing maintenance on a month-to-month basis over a very uncertain financial period. This strategy paid off handsomely not only on the maintenance contract but also on the completion of the outstanding construction works.

Otis now maintains six of the office buildings which were developed as part of Phase 1, giving us (among others) Morgan Stanley and Credit Suisse as customers.



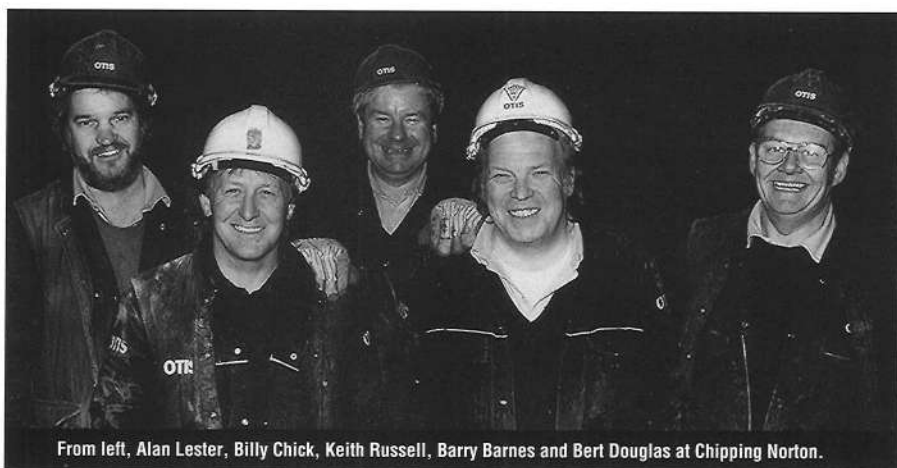
Jack Leingang signs the five-year maintenance contract with Canary Wharf Senior Director George Iacobescu.

Chipping away

When the Oxford Swindon and Gloucester Co-operative Society decided to extend its department store at Chipping Norton, in Oxfordshire, architects BS Goldgate chose Otis to supply the escalators. They specified two 506 type units to bridge the 6.51m distance between floor levels in the store.

The units were delivered, in two sections to meet site and headroom constraints, in the most exposed location in Oxfordshire during some of

the worst weather of 1994, presenting the installation team led by principal engineer Keith Russell with a difficult and demanding job. The vehicle transporting the units had to be manoeuvred into position with the assistance of a Catapillar tractor, on sloping ground made treacherous by snow, and the escalators themselves were lifted off, joined and positioned using electric chain tackles suspended from mobile gantries.



From left, Alan Lester, Billy Chick, Keith Russell, Barry Barnes and Bert Douglas at Chipping Norton.

Gliding past the Crown Jewels

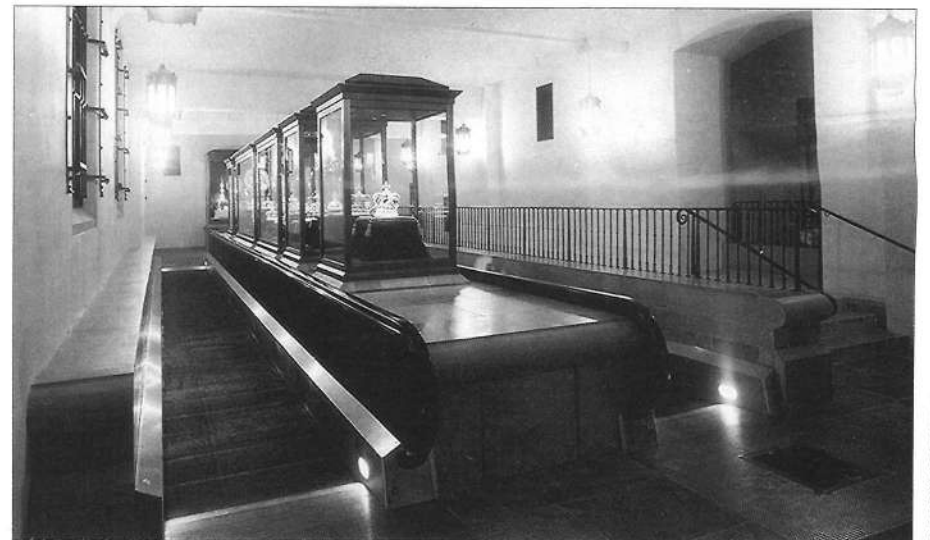
Her Majesty The Queen was the first passenger on the Trav-O-Lator installed by Otis in the new £10 million Jewel House in the Tower of London earlier in the year.

At busy times, visitors will now be carried slowly past the most important of the Crown Jewels, avoiding the queues which were a feature of the former Jewel House, while those who want to have a longer look can linger on a raised platform behind the Trav-O-Lator.



Her Majesty The Queen surveys her Crown Jewels from the Otis Trav-O-Lator - which remained stationary for the occasion.

PICTURE: ALPHA



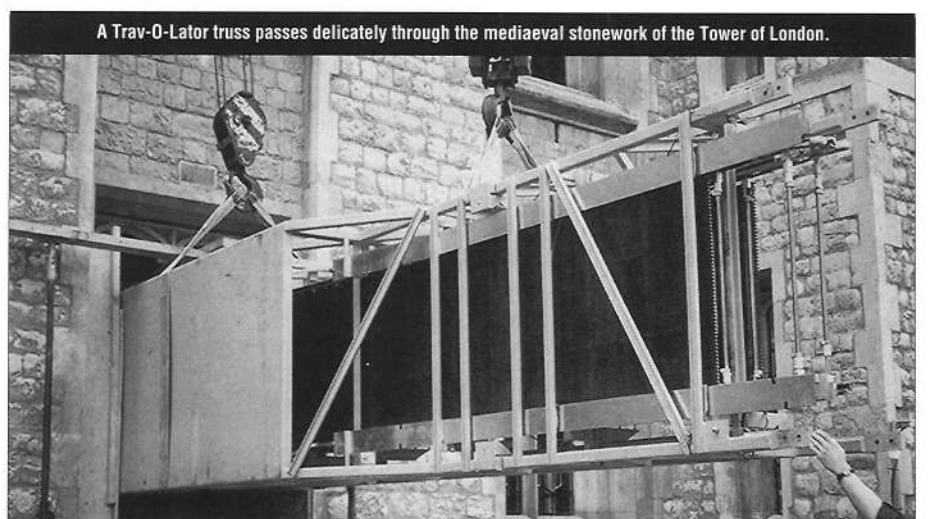
© CROWN COPYRIGHT. HISTORIC ROYAL PALACES

The Trav-O-Lator, sold by Pat Morgan and manufactured in Stadthagen, was delivered in two pieces and lifted on its side on to its internal infrastructure by two mobile cranes. It had to pass through an existing window in the Tower's mediaeval stonework without damage to the fabric, given a clearance of 6mm.

Project management and planning was the responsibility of Michael Gibbons, with principal engineer Peter Mansfield and a crew consisting of Nigel Sexton and Tom Tully. Testing was in the hands of Roger

Anthony and Dave Francis, with additional technical support from Dave Cassidy and Bob Rayfield. Overall co-ordination of installation and in particular the difficult access was handled by Ben Fox.

The Trav-O-Lator runs on a Varispeed drive with remote control, giving specified speeds of from 0.15 mps to 0.3 mps, depending on traffic flow. The balustrade on the side nearest the display has stainless steel deckings with specially-finished infill panels in black. On the opposite side it is interfaced with the Tower's stonework.



A Trav-O-Lator truss passes delicately through the mediaeval stonework of the Tower of London.

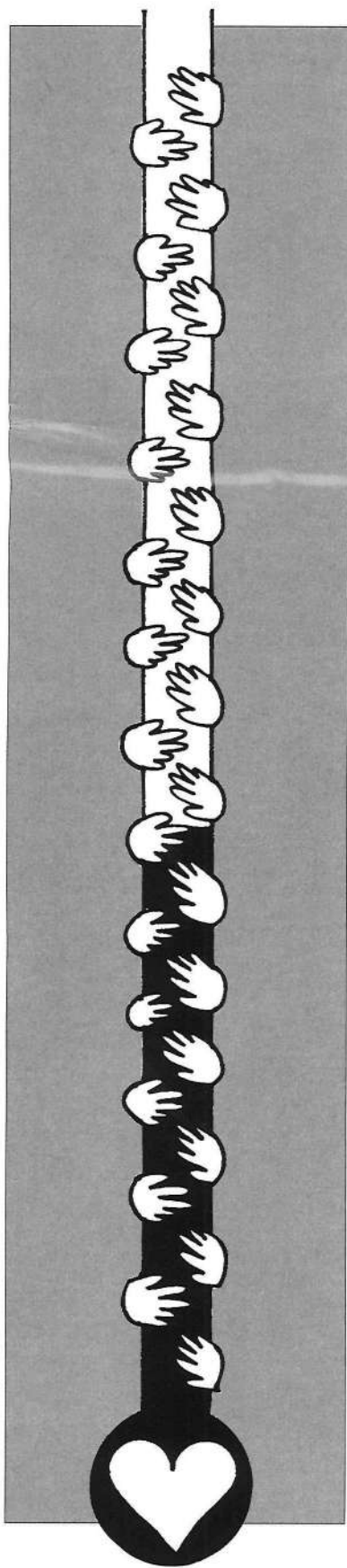
OTIS IN THE COMMUNITY



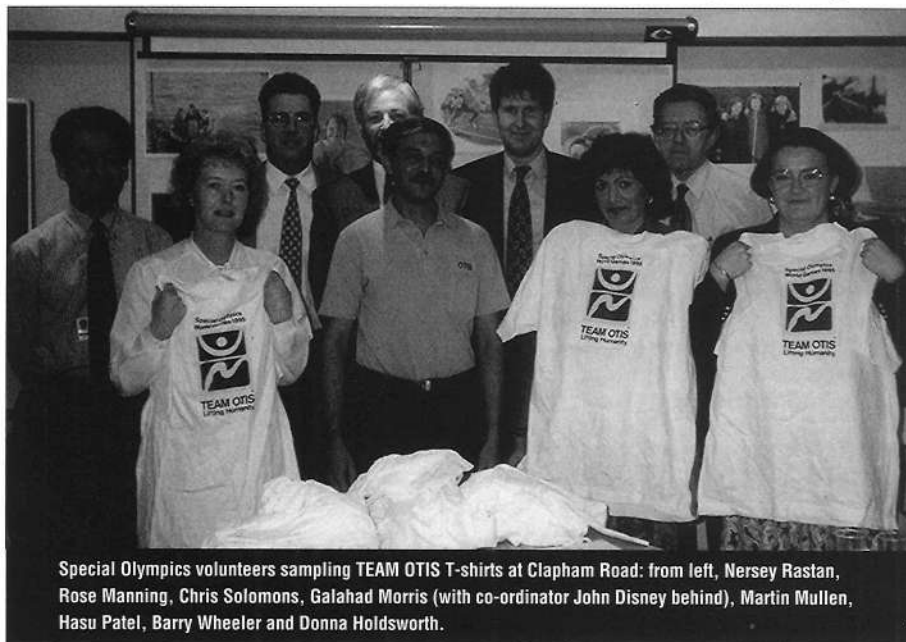
Otis pledges 100 pairs of hands to *Special Olympics*

Otis is playing a key role in the 1995 Special Olympics, which are being held in New Haven, Connecticut, USA - close to World Headquarters in Farmington - from 1 to 9 July 1995. Otis Worldwide is contributing financial sponsorship worth US\$250,000 to the event, which enables adults and children with mental retardation to compete on equal terms with each other.

100



"Barometer of Hands"
42 volunteers out of the pledged
100 had signed up by early July.



Special Olympics volunteers sampling TEAM OTIS T-shirts at Clapham Road: from left, Nersey Rastan, Rose Manning, Chris Solomons, Galahad Morris (with co-ordinator John Disney behind), Martin Mullen, Hasu Patel, Barry Wheeler and Donna Holdsworth.

In addition, Otis is giving practical support to national Special Olympic programmes throughout the world. The aim is for employees of member companies to join forces as never before in TEAM OTIS.

To orchestrate this unprecedented international involvement WHQ has appointed Claudia G Chamberlain, formerly manager of internal communications at parent company UTC, to the newly-created post of Director, International Community Relations. She reports to Mark Granato, Vice President Communications.

In the UK, Otis is pledged to provide at least 100 pairs of helping hands from among company employees. What will they be asked to do? - Special Olympics UK National Director Paul Anderson says: "anything that anyone can think of offering, we can find a use for".

The first team meeting of the Otis UK Special Olympics volunteers was held on 4 May. Co-ordinator John Disney, Southern Regional Service Manager with Evans Lifts, is being assisted by Pensions Director Tony Allen and reports that, from the outset, everyone has been more than willing to help in whatever way they can. "The initial response has been amazing", says John.

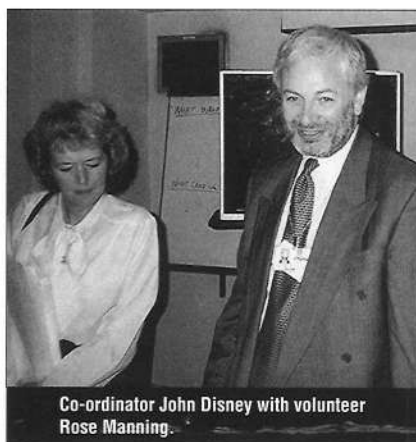
To make it easier for volunteers, John has put together an information pack. If you would like to know more about how you can help, contact him in Clapham Road - either by calling him on 071-735 0696 or by dropping him a brief note, upon which he will send you a pack by return.

The aim of the programme is to assist local groups throughout the UK who are training the competitors. Help can take many forms - from providing assistance with local competitions by driving a minibus to organising fundraising events.

The first Special Olympics took place in Chicago in 1968, inspired by Eunice Kennedy Shriver, the sister of US President John F Kennedy. The 1995 games will involve more than 6,500 athletes, together with their coaches and families, from over 100 countries including the UK and will culminate in the event's first-ever marathon.

An important part of the Special Olympics philosophy is that athletes are classified according to ability. All therefore compete at a level which gives them a fair chance of winning.

In the UK, the Special Olympics is the largest volunteer programme concerned with providing opportunities in sport for people with mental retardation. It enables some 20,000 athletes to enjoy regular training and coaching.



Co-ordinator John Disney with volunteer Rose Manning.

"We need hands"

There are 132 separate groups within the Special Olympics UK organisation, all of them run by volunteers, and YOUR local group will welcome your support. No matter how limited it might be, the help you can give will make a big difference to them and to YOU.

As it says in the song: "We need hands" and our "barometer of hands" had reached 42 firm commitments when Going Up went to press. We hope to see the barometer rising steadily in future editions - so please contact John today at Clapham Road.

Congratulations to ...

Debbie Rowlinson (Purchasing, Stockport Office) on her engagement to Chris.

Norman Gray (Sales, Edinburgh Office) and wife Valerie on the arrival of Ellen Ruth. (The proud parents had no difficulty in staging an appropriate celebration, given Valerie's professional connections with whisky distillers Glenmorangie!)

Sarah Pritchard (Administration, Stockport Office) on her engagement to Mark.

Felicity Stonehill (Communications Manager) and husband Christopher on the birth of Edward.

Rachel Boardman (New Equipment Sales, Stockport Office) and partner David on the birth of Amie Elise.

Dawn Frost (Billings, Provincial Zone) and partner James on the birth of Callum James.

Sport TALK

Golf Society (London)

The Otis Golf Society (London) held an inaugural winter meeting at the Ruxley Golf Centre, Orpington in March. In mixed weather conditions on a newly-laid course conditions were difficult.

Skill surpassed the elements, however, with the top six scoring 35 Stableford points or above. Steve Tite and Tom Hester shared third spot with 35 points while joint runners up on 36 points were Shannon McNally, Mark Braidwood and Sandy Lowrie. On a triumphant return to the Society, Mike Hayes of London New Equipment posted a magnificent 40 points to take the honours. Further meetings have been arranged for Summer and Autumn competitions. Any employee interested in joining the society should contact the Secretary, Peter Roberts, in National Accounts at Clapham Road.

ELISHA GRAVES Otis Cup

Otis UK performed well in the ninth annual Elisha Graves Otis Cup Sailing Competition, which was run by the Otis Sporting Club of France between 12 and 14 May at Port Bourgenay in France. All boats were single-hulled 30ft to 52ft sloops, which in 1994 were handicapped using the Channel Handicap system.

Of the two chartered boats entered by Otis UK, Myxomotor came first in its One Design class. Sponsor was rope supplier Bridon Ltd and the crew of customers and suppliers was organised by "Commodore" Roy Standen, Director of Major Accounts at Clapham Road.

The other boat, Layline, came fourth in the One Design class. It was sponsored by Autolease Ltd, who handle the company's car and van fleet, with a crew organised by Acquisitions Director Barry Harden. Appropriately seamanlike clothing for both crews was supplied by Riverside Clothing.



Otis were pipped by 0.3 seconds to finish second out of 24 teams in the Second Annual Lift Industry Karting Challenge in May. A 40 second penalty incurred for entering the pits too fast proved costly in the three hour final. Team members (from left) were Gordon McIntosh, Derek Constable, Steve Layzell, Derek Smith, Liam McNiffe.

Gill Burke (Construction, Stockport Office) on her engagement to Chris.

Nuala Glennon (Construction, Provincial Zone) on her marriage to David Young (not the one at Clapham Road!)

Ruth Corr (Sales Administration, Stockport Office) on her marriage to Kevin Kyne.

Joanne Alder (London Accounts Payable) on her marriage to Terry Pavay (Estimator, London Division).

£6 million new escalator launched

12



The new Otis 506 NCE escalator.

The Otis 506 New Commercial Escalator - the 506 NCE - is now firmly on the market after successful launches to the technical press and customers. The result of two year's research and development representing a £6 million investment, the NCE will win increased business through its "state of the art" Safety aspects, new Technology, wide choice of Aesthetics and, of course, gains in operational life and Reliability. The 506 NCE covers the majority of the commercial market - and is destined to be a STAR.

Parallel to developing this product, Otis has invested over £20 million in remodelling and tooling the escalator factory in Stadthagen. Many practices and methods are now similar to those in the motor car industry, where major subsystems are jig-built prior to installation on a final assembly line.

In fact, with the new techniques, an escalator is on the final line for only a few days instead of as many weeks. The resulting improvements in efficiency and assembly have dramatically improved the product, while production capacity of the factory can be stepped up by 30 per cent.

All systems and components are manufactured using procedures which have achieved Quality Assurance Certification to ISO 9001/EN2001. This is a clear first in the industry.

Safety is a prime consideration when dealing with the end user public and Otis' new handrail entry is a market leader. The shape and styling, with in-built deflectors, gently steer small inquisitive fingers away; but, as a last resort, the sensitive rubber guard/switch assembly will operate and stop the escalator. (Incidentally, we continue our practice of "angling" the handrail entry to eliminate wedging action between handrail and floor).

Skirtings are now extruded aluminium sections. These are immensely strong and also, as a standard, provided with "Guardian" low-friction surface treatment - the best available.

Technical advantages come in abundance and include a "new" hypoid gearbox which is 24 per cent more efficient, vibration free and quiet while allowing us to extend the servicing cycle.

The skirting-located operational panel has a keypad and display in addition to the usual start/stop devices. It displays activity and status can be interrogated by service or client personnel.

We also continue to provide full-width chain/step axles which give better life than stub axles. A new design chain greatly extends operation life.

Aesthetics are what firstly hits you in the exciting new shopping centres, springing up around the country. No prizes for guessing that Otis has got hold of a winner in this market with the NCE!

The styling is immediately attractive with options on balustrade height and illuminated direction signs, advertising panels, glass cladding. The list is endless.

Reliability or availability is second only to safety for our retail customers and the NCE takes care of this. The NCE has a linear handrail which completely eliminates back bending and this, with a polymer guide system, gives a very efficient, quiet and long-life handrail system. As with other subsystems the balustrade, handrail, drive system and entries are all jig-assembled prior to location on the escalator truss.

The NCE is destined to be a STAR Performer.



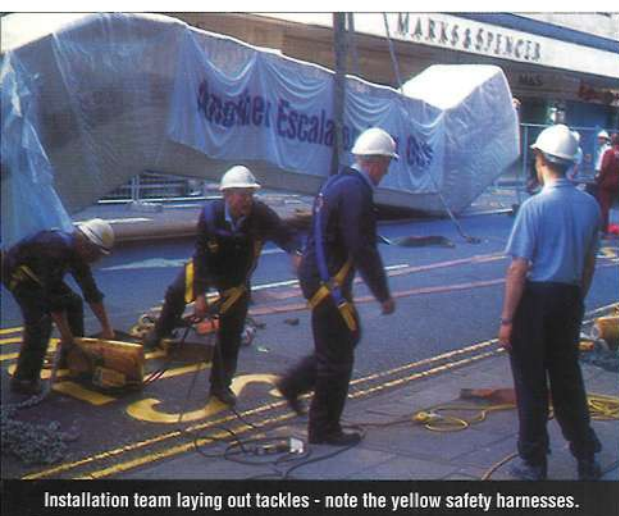
A balustrade assembly jig inside the completely re-equipped Otis escalator plant at Stadthagen.



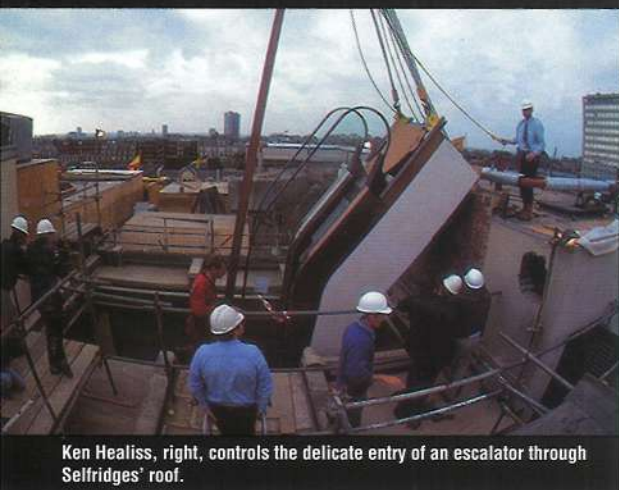
UK customers on a recent visit at the plant: Paul Kent of London New Sales is on the left.

World's first NCE installation

A day (and night) out in the West



Installation team laying out tackles - note the yellow safety harnesses.



Ken Healiss, right, controls the delicate entry of an escalator through Selfridges' roof.

Sunday 19 June was a big day for London's West End - to say nothing of Selfridges, their professional team, and Otis. The world-famous London store is currently investing over £60 million on updating its facilities, with a clear vision of where it is going in terms of growth and customer services; says Selfridges' Tim Daniels: "we are a very time-efficient way of shopping".

Selfridges and their consultants, Dunbar & Boardman, chose Otis to supply 10 new escalators for the store's western atrium. More importantly, they chose the new NCE model, for which this represents the first installation anywhere in the world. (London Sales, led by Joe Kilgallon, successfully handled the negotiations).

The installation was a challenge in that Selfridges naturally wanted minimum disruption to their merchandising operations. Otis therefore arranged for installation to take place through the roof, in a plan worked out by Project Manager Gordon Stevenson, London Construction Manager Ken Healiss and Escalator Installation Co-ordinator Ben Fox.

The NCE escalators had certain special features which were required under the Dunbar & Boardman specification. The attractive aesthetic treatment, with an exceptionally high standard of finish, was

detailed by architects Roger Price Associates and executed by Otis Stadthagen.

Opportunities for innovation abounded in the installation, as we could not completely shut off too many West End streets. That limited the size of crane used (which was, in any case, a 250 tonne unit!).

Again, Selfridges, a huge building completed in the early years of the 20th century, was not built to have large holes cut in its roof - so the access hole was relatively small and located to one side of the final resting place of half the installation. This made the job more difficult for the London Construction team - but still all in a day's work (albeit a long one!).

The team, led by Ken Healiss, produced a truly magnificent effort. Our stars of the day were: Fred Norriss (Chargehand), Danny Hodge, Bert Langley, Phil Kelly, Steve Demitron, John Webb, Nick Killeen, Tim Nicholas, Jason Argent, John McCabe, Steve Dickson, Mike Ross and Alan Schofield.

At the same time, European Headquarters has assigned responsibility for producing a promotional video on the NCE to the UK. Thus marketing was also represented on site in the person of Barry Wheeler.

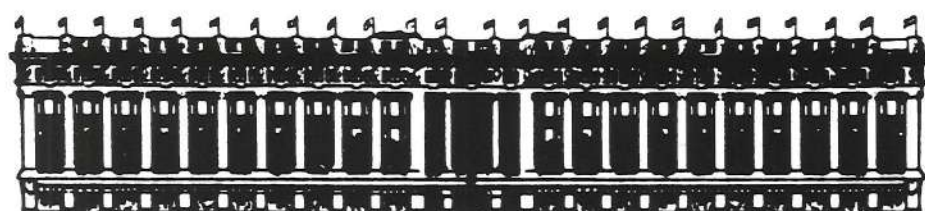
Going Up congratulates all those who were involved.



Installation via the roof.



One of the ground-to-first floor escalators being transferred across the well.



Selfridges