

Up

going

Autumn

92

OTIS

Light Fantastic Lifts

Six glass wallclimbers for the Land Securities building at 33 Grosvenor Place, London W1, manufactured by the Liverpool factory and installed by London Construction. Each wallclimber has a capacity for transporting 21 passengers at 1.6m/s using the latest electronic control. At a seminar held by British Steel specifically on the project, and attended by over 300 architects, contractors and building consultants, Peter Day, Chief Engineer at Land Securities congratulated the whole OTIS team for its very high standards of engineering and workmanship. The lifts were officially handed over to the new tenant, the oil company Amerada Hess in October.

Another 1st for Otis UK

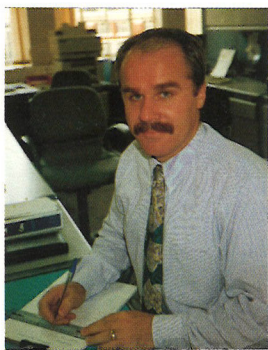
Otis UK is the first Otis company worldwide to be awarded the coveted ISO 9000/ BS 5750 accreditation.

The London Region received its accreditation following an audit by AOQC in late September and joins the South, Ireland and LRT division which were accredited in July of this year. The old Northern Region and the factory received accreditation in September last year. The auditors were highly complimentary about the Zones' commitment to follow the systems and procedures and picked out several branches and individuals for their comments. In Ireland a process for distributing quality procedures to individuals, devised by George Houston, Belfast, Ray O'Donaghue and

Barry Holleran, Dublin, was described as, "An extremely well controlled process, which involved a lot of time being devoted to developing its software."

"Clipstone Street had the best controlled field operations" seen by the auditors and Roy Blackman (Victoria Branch), was particularly commended "For the best contract review by a sales consultant."

This was a splendid team effort by everyone and a great accolade for Otis. In future the auditors will be coming back every six months to check that the systems and procedures are still being followed and that Otis is using the system to improve continuously our levels of customer service and quality.



Pictured, clockwise from the top, John Sanderson, Clipstone Street; Paul Dodds, Clipstone Street; John Corley, Swindon; Jacqui Barnett and Lisa Butler, Clipstone Street; George Houston, Belfast; Phil Kearney, Victoria; Marion Roberts and Gordon MacIntosh, Croydon; Centre: Robyn Leggat, Victoria.

CONTENTS

- 2 View from the M.D.
A Question of Ethics
- 3 Contract Corner
Project News
- 4 Viewpoint with Trevor Perry
Quality People
- 5 Keeping One Step Ahead
Apprentice of the Year '91
In the Premier League
- 6 Field Focus
Training Bulletin
- 7 Sport talk
G.U. Diary
- 8 News from abroad
Customer Care



View from the M.D.

We have completed yet another quarter in which the fortunes of the construction industry continue to slip. In the last issue of *Going Up*, we were hopeful that the bottom of the economic cycle had been reached and that we could at least look forward to stability within the industry, if not the beginnings of recovery. This has certainly not been the case.

The last quarter has seen further declines in the economy as a whole, the Pound has reached a perilous condition and the construction industry has reported very gloomy results and projections. Some forecasters are now saying that recovery cannot be expected before 1995 or 1996. Hopefully, they are being unnecessarily pessimistic.

Otis has not been immune to the problems of the industry. We have had to make further reductions in our overall staffing levels during the past quarter. We have seen a further tightening of prices in all of our markets as the competition pursues fewer and fewer jobs. On the other hand, our efforts at cost containment have enabled us to remain competitive and we have at least secured our fair share of the work available.

Despite recessionary pressures on our new equipment business, we have seen growth in the modernisation and maintenance business. Our total incoming orders for modernisation work are well ahead of the same period in 1991. This quarter was capped by the securing of a nearly £2m contract for the University Hospital in Wales. On the maintenance side, we re-secured Birmingham University with the addition of new units and The Prudential has returned a significant portion of its portfolio to us. We have continued to expand through acquisition within the group as Britannia Lifts and Liffey Lifts in Ireland have joined us.

The fact that this is the worst recession in the last sixty years is leading some companies to take some drastic measures; most of these concentrate on severe price cutting. In one recent bulk tender, the winning bid was for a maintenance contract at approximately £100 per year. Such price cutting is hardly a viable long-term strategy.

What is viable is to provide our customers with ever increasing value for money. We must continue to

improve our responsiveness as an organisation. We must use our BS 5750 accreditation as the basis for improving the quality of our services and processes. What we cannot afford to do is to slow down on any of these initiatives. We must continue our emphasis on call-back reduction and maintain our emphasis on customer service. True, some customers are only seeking the lowest price, but most are seeking the best value.

We have come a long way towards providing that value.

In the tough economic climate we face, Otis has done an outstanding job in improving its relative market position. This has only happened through the collective efforts of us all. Our quality and customer service is a reflection upon us as a team. Our customers are mindful of our improvements. As might be expected, however, their expectations are raised every time we improve. Let's exceed their expectations.

Jack T. Leingang

A Question of Ethics?

Felicity Stonehill

In September, David Littleford was appointed Business Practice Officer for Otis UK. The BPO's role is to act as a filter and guide for anyone dealing with an issue which could cause a conflict of interest, which could damage the company and its reputation or the individuals who work for Otis. Fundamentally, there should be no discrimination in the workplace.

Prior to David's appointment the Business Practice Officer covered the whole of ETO. Otis considers ethics to be of such importance that it was clearly too much for this co-ordinating role to be the responsibility of one individual. As a direct consequence, each company within ETO has appointed an officer to its operation.

I spoke to David and asked him what sort of ethical questions could arise in Otis.

"In the highly competitive environment in which we work, basic ethics define and characterise a company of high standards. I believe that Otis is one such company. For example, I'm sure we've all thought on more than one occasion that 'Sometimes it pays to look the other way'. I believe our standards are high but we can never be over complacent. On that rare occasion that an error of judgement or mistake is made, then the impact can be extremely damaging potentially affecting our



David Littleford, Personnel Director, has been appointed Otis UK's BPO.

customers, our employees and therefore our company as a whole."

"When a judgement is required or challenged, the role of any BPO will be to act as a formal point of contact to deal with those issues, ensuring that decisions are made taking into account all known implications, and therefore limiting the risk to our business."

If you feel that there are ethical issues which concern you, do speak to David or if you would feel more comfortable, send in a Dialog, that is what it's there for. From time to time David will be raising the issue of ethics, as he explains, "If for no other purpose than to keep such questions in our mind's eye, protect us all, and to avoid jeopardising our company and our careers."

What do you think?

All OTIS employees will be asked for their opinions on how the company is managed, by an Opinion Survey to be conducted by the Industrial Society early next year.

The survey, was designed by the Industrial Society following discussions with over 100 employees throughout May and June. The Industrial Society is a non profit making organisation which aims to improve working relationships within British Industry.

As an employee you will be asked to return your completed questionnaire to the society. All your replies will be processed to create a statistical overview.

"Each individual questionnaire will be kept secret from the company so that only an overall picture is fed back" says the Industrial Society's Jenny Davenport. "This will enable the company managers to take account of opinion and act upon your views whilst ensuring complete confidentiality for each employee".

A statistical survey will be sent out early in 1993, and the results will be published about eight weeks later.

2

OTIS University

The individual Graduation Awards were presented in Madrid by former ETO President Pierre Fougeron. The 1991-92 Otis University Advanced Manufacturing and Purchasing Programme was attended by 13 Otis employees from 9 different countries. John Gamble and Mike Andrews attended from the Liverpool factory while David Boyers, Graham Brightwell, Tim Hitchings and Mike White participated in the Field Management course, the first time that this had been run. Otis University brings together Otis people from different countries and cultures to expand their knowledge, understanding and awareness of the various operations within the Group.



Warwick University - A circular eight person panoramic lift installed by Otis in the Arts faculty building. The salesman was Pat Morgan and Construction Supervisor was Derek Lawrence, Birmingham office.



Burgeoning Birmingham!

The first Elevonic 411 Direct Drive for Birmingham is currently being installed at **Bank House**. The Construction team consists of D. Lawrence, Supervisor, T. Merrick, Chargehand, D. Ross, Lead Engineer and A. Tuite, Improver.

Due to the tight programme of 21 weeks for the three 19 floor gearless lifts it is necessary to have everyone from Twyford Abbey Road through to Liverpool pulling together for this job.

So far we are achieving target with the States delivering the controllers on time. (Special thanks to John Bagg and Kevin Tunneys, Wiring Dept for achieving miracles).

A big thankyou to everyone who worked on the successful tender for **Birmingham University** which means that Otis has resecured the service contract on 42 lifts with the addition of a further 45 competitor units.

Success in the South

Bill Noon, Regional Service Sales Manager reports:

By pitching the contract and price at the correct level Ernie Marnham and Mike Grist secured a five year bulk contract with **Hanover Housing Association** on 33 units. Although OTIS did not submit the lowest bid, the lowest tenderer was an unknown quantity to the customer, and was asked to withdraw leaving the way open for OTIS.

Nelson House, Bristol, originally installed by Kone and modernised by OTIS, has been taken from Kone. The

equipment is 260 VIP with gearless drive. Well done to Peter Jones and team for this major Recovery.

Ann is at it again causing trouble by securing new units onto contract before physical completion. This was just one of Ann Sunderland's many successes in the past couple of months. **Scotts Hotels**, who are part of the **Marriot Hotel** organisation, has signed a five year service agreement on hotels in Aberdeen, Lincoln, Northampton, Slough and Bristol. The agreement was secured in the face of fierce competition from the usual major competitors by Bill Noon and Ann Sunderland.

Welsh Wizardry

OTIS have been awarded the contract to modernise the 53 units in the **University Hospital of Wales, Cardiff**, at a value of close to £2 million. This is the single largest modernisation awarded to Otis UK and consists of:- 24 E311 DD, 31 MCS 310, 8 MS300
Congratulations to; **Graham Coles**, Modernisation Sales Consultant; **Frank Seymour**, Cardiff Branch Manager; **Ian Champion**, Modernisation Engineering; **Jim Mangan**, Estimator; **John Funnell**, Regional Modernisation Engineer; **John Summerell**, Construction Supervisor; **Terry Seawert**, Regional Projects Manager and to everyone else for keeping their nerve.



Broadcasting OTIS

OTIS has been awarded a modernisation contract worth £1.35m for the BBC's headquarters building at **Broadcasting House**, Portland Place, London W1. The contract involves modernising a total of 12 lifts: five E411M's with modern control systems and 7 E311M's. Four new BT machines are being manufactured in the Liverpool factory. Otis installed the original Art Deco lift cars at Broadcasting House when it was originally built in 1933, these have now been listed by English Heritage.

Broadcasting House will be the single biggest modernisation contract to have been undertaken for the BBC to date.

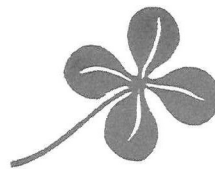
'Jewel in the Town'

Four Slimline escalators have been successfully installed in **Edinburgh's City Art Gallery**. The client, **Edinburgh District council**, was impressed not only by the aesthetics of the Slimline equipment but also by its safety features. The team included **Norman Gray**, Salesman, **Jim Duncan**, Supervisor, and **Gill Burke**, Contracts Manager. The Engineers were **Wally Reid**, **Wally Mackenzie**, **Gordon Henderson** and **Kevin Watt**.

Norman Gray, Edinburgh writes, "Our engineers have now moved on to the **Wellgate Shopping Centre, Dundee**, where Otis is installing four new escalators and re-positioning a further two."

Otis - Dublin in Waterford Win!

The Dublin office has been awarded a prestigious contract to supply and install four travolators, an escalator, two Europa 2000 and one hydraulic for the new **Waterford City** shopping centre. This will be the biggest supermarket development in the South East of Ireland. The job was sold by **James McGarry** and the Contract Administrator/ Draughtsman is **Jim McGovern**. The Supervisor is **John Hanley**.



On a sunny Sunday morning, three rather special 506 escalators were laid to rest at 27 Old Bond Street in London's West End. The early risers from London Construction led by **George Seymour** were installing the escalators in the new retail and commercial centre. **Kieran Ghosh**, Escalator Product Manager plus family, **Ben Fox**, Escalator Planning and **Richard Kingdon**, Sales and Marketing Director and daughters, saw a total of over 20 tons of equipment hoisted and manhandled into position. The installation went without a hitch and the final word comes from four-year old **Emma Kingdon** who said that "The **EKALATORS** looked very nice." However, **Martin Ghosh** 7, preferred the crane!

PROJECT news



ACTIVITY AT BHS

Geoff Farge, National Accounts reports: So far this year, Otis has undertaken over £200,000 of 'T' repair work for **British Homes Stores** throughout the UK. In addition we have sold 13 escalators to date and this major customer is showing great interest in the REM facility for selected lifts.



If there's someone who knows "both sides of the fence" in Construction and Service, it's the new Director of F.O.D., Trevor Perry. Having press-ganged some of the finest Otis talent down to Canary Wharf, Trevor is now back building and developing the resources of F.O.D. He values the skills of Field Support and shares some of his views and plans with Going Up.

Poacher turned Gamekeeper

In the final stages of Canary Wharf, Jack Leingang visited me on site. When we had finished talking about the day to day issues he said, "How would you like an even bigger challenge than the Wharf". Believing I had missed a recent big sale for a new project, he went on. "How would you like to take over the responsibility of the Field Operations Department." My first thought was, what had I done wrong?

I have worked in the industry for some 29 years, 25 of those for Otis, in many field related roles. In that time, my perception of Support Departments has not been very positive. Why did people seem to change when they took staff positions?

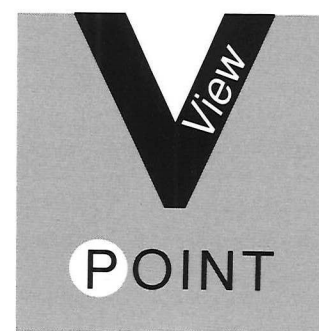
After 5 months in my new role, I believe I understand the reasons why field people apparently have less than complimentary views of F.O.D. and other staff departments. It's all to do with communication - these poor perceptions are driven by the lack of understanding of what others are there

to provide. If a problem or task does not naturally fit into our day-to-day activities then, by default, someone else should provide it. My personal challenge is to change this view by communicating what F.O.D. does and will provide.

I want also to dispel the idea that F.O.D. only plays a supporting role. F.O.D.'s role is to challenge people's performance, review, redefine and set standards. We can then develop a framework for Field Operations to grow into. Today competition is fierce and employees engaged in direct field activities in the front line have a tough time in achieving our yearly financial objectives. Staff departments should not only assist and support the field in these financial objectives, but they must plan for the future.

Our biggest opportunity for the future is to become more efficient at what we do: be better than our competitors. Some of the issues we will be addressing will include: looking at the best construction methods used in the U.K. and Europe, improved tooling, better material handling methods, paperless systems, diagnostic centres, etc.

Many people have asked me, "When am I going to reorganise F.O.D.?" Yes, I am re-focusing the department into three clearly defined areas:

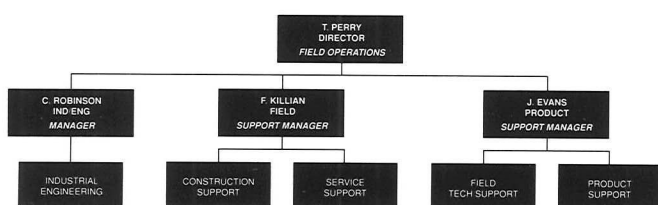


- The Industrial Engineering Group which will be responsible for identifying and developing the best field methods, tooling, systems and structuring the field for the future.
- A total Product Support Team which will provide all of our documentation, assist in our training needs and cover the technical and physical issues.
- The Field Group will challenge and work directly in the field to assist in meeting not only our financial objectives, but also our quality standards.

One of my greatest challenges is to convert some of the negative elements in our deep rooted Otis culture. It's no good regarding change with suspicion and dread by saying, "but we've always done it this way". Otis has a wealth of talent and experience internally but that mustn't let us lose sight of how vitally important it is to remain receptive to new ideas and search out better ways of doing things.

And for F.O.D. my goal is to build a department of excellence. Engineering is the backbone of our company and this is now being recognised with the new investment and commitment in this area.

FIELD OPERATIONS DEPARTMENT



Quality people

London New Equipment Takes Part in a Quality day



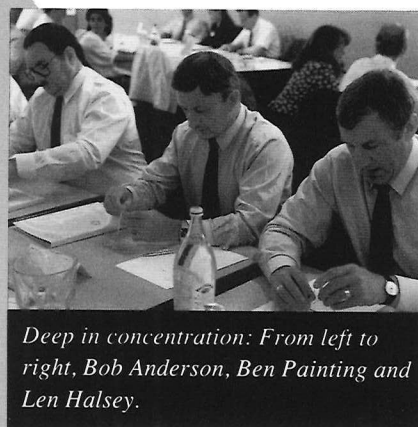
Debbie Moss, makes a suggestion.

*"Informative, helpful,
showed good teamwork"*

Robin Cheeseright

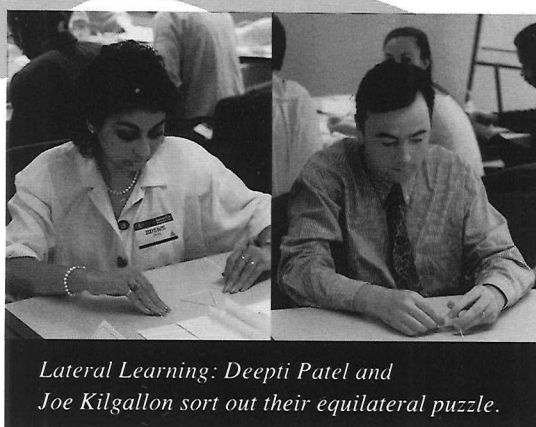
*"A professional and first class
presentation on the new
process"*

Brian Monk



Deep in concentration: From left to right, Bob Anderson, Ben Painting and Len Halsey.

What was so great? It was the quality. All the London New Equipment team met to look at how the new organisational structure would be supporting the management of contracts to achieve customer satisfaction. As Andrew Burrow, Quality Director, explains, "It was a great opportunity for Sales, Sales Administration and Installation Management/Supervisors to think through the quality management process from customer enquiry through to handover from customer and service."



Later Learning: Deepti Patel and Joe Kilgallon sort out their equilateral puzzle.

Keeping one step ahead

"What's new in the lift industry today? ..."

You might say new products, new working practices, maybe even new Health and Safety legislation.

However one of the most important changes to confront OTIS in recent years is the increased number of COMPETITORS! This has hit the already tight service market dramatically - customers are now being offered not only high levels of service but also at a low cost. This situation is particularly true in London where small independents looking for service contracts are enjoying huge pickings.

That's why an initiative has been set up in London to combat this scourge of competitors and make the London Service Region a truly customer-lead organisation. The initiative aims to understand precisely what our customers want from service, only then are we in a position to offer these performance levels, leaving no room for our competitors to poach business from us by attracting dissatisfied customers.

Tara Macdonald is the new Customer Liaison Manager whose job

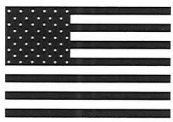
involves visiting customers to talk face to face about their expectations of lift service and their experience of OTIS. The information she gathers is collated and common trends are identified so that the right strategies can be put in place to increase customer satisfaction.

So far Tara has seen about 100 customers from the eight branches of the London Service Region but she hopes to see many more in the coming months. That should give the competition something to think about!



"Tara Macdonald takes the initiative in communicating with OTIS customers."

OTIS APPRENTICE OF THE YEAR 1991



Salim Akther

Takes flight to the Big Apple

When I became the apprentice of the year in 1991, I must have been the happiest apprentice alive. Everyone at work was so happy, especially my Branch Manager, Ron Cooke, my Supervisor Dave Thorogood and the boys at Canary Wharf. I gained a lot of my knowledge at Canary Wharf working with Lee Hackyer and Peter Masterson who helped me get this honour. I was determined not to forget this holiday award and to make the most of it.

The flight was great. I met up with the Otis representative and he took me to my hotel that evening. The next day I met Alan Brown who introduced me to everybody in the office. The first week was spent going to the Training Centre at 4 Farm Springs and New York City to see how Otis people operated out there.

I spent two days in an excellent hotel in New York City with Berni Hughes acting as my guide. He took me to Rockefeller Center, Fifth Avenue, The World Trade Center, the Empire State Building, Hard Rock Cafe and Planet Hollywood.

My hotel room overlooked Broad-

way near Times Square. On Friday I picked up my hired car and had lunch with Mr J Consentino (CEO NAO). Saturday, I spent with Alan and his family; everybody sat in the garden soaking up the sun. On Sunday we went on a day trip to Boston. We visited the Hancock Tower and the Boston Tea Party, The Cheers Bar and on the way back we popped in a few traditional bars. Then it was back to my hotel and the end of the first week.

The second week was spent going to the Bristol Test Tower (The Research Centre) for three days to see how it operated. On the third day I met Paul Bennet from Liverpool Works.

The next two days were spent at the Otis Service Centre where I learned how Controllers were put together. Many addresses were exchanged so that I could keep in touch with the friends that I have now made.

My last minute goodbyes were the saddest moment of the whole trip. I only wish that I could have stayed longer, but all good things come to an end. I would like to take this opportunity to thank everyone who made this memorable experience possible for me.



IDEA OF THE MONTH

Safety edges on car doors are less sensitive when struck at the bottom than in the middle or top.

Bob Gallichan, Otis Channel Islands came up with a solution -

The installation of a strip of touch-sensitive pad under the carpet immediately inside the car. This could be wired into the same circuit as the safety edges and will improve the efficiency of door protection. The use of pads could further be extended into the car sector for hall call, to supplement buttons.

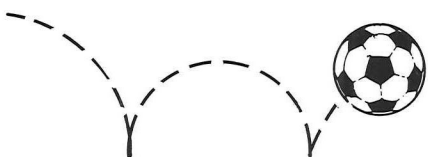
This idea has been forwarded to Service Engineering with a view to developing a 'T' repair package.

5

"In the Premier League - but of course"

says

Ray Bealey, Stockport



The Northern Region has recently had considerable success in selling lifts to football stadiums. The contracts secured are:

Liverpool Football Club

A total of five units consisting of two AO892s, one Evans Goods Lift and two ISO-A Service Lifts. The salesman was David Sellors.

Rochdale Football Club

One AO891 unit has been sold also by David Sellors.

Manchester United Football Club

A total of four units have been sold. Two AO892s, an Evans Goods Lift and an Otis Handling Scissor Hoist. The contract was sold by Ray Bealey.

Manchester City Football Club

Again four units have been sold for this contract consisting of 2 x AO892s and two H0891s. The salesman was also Ray Bealey.

And football is not a monopoly of the Northern Region, Pat Morgan, London Sales, has secured the contract to supply six units for the new stand at **Millwall Football Club**.

Still on sporting lines, Dennis Cairns, Edinburgh has won the contract to supply two H0891s at **Murrayfield Rugby Stadium** and another two units at **Turnberry Golf Club, Ayrshire**.

COMPANY PIONEERS

Quality improvement is made by many small initiatives taken by individuals. The pioneer is someone who makes the system better to prevent further problems, not only for themselves but for others.

Alan Franklin, Reading Branch took such an initiative by redesigning the key card receipt. Alan's new design improves and expands the information for the service department. The card is now on trial in the South.

Customer Feedback



The construction team assembled in front of one of the escalators. From left to right: John Barnes, Terry Seawert, Ash Patel, Ian Tasker and Nigel Johnson.

Dear Sirs

“Imperial Place, Borehamwood
During the period of installation on this project, we have been impressed by the ability and dedication shown, along with the helpfulness extended by your site representative Mr A Govett, in whom we believe Otis have an excellent ambassador.”

Yours faithfully
W.F. Farquhar
Building Services Engineer
Alfred Mc Alpine

Letter sent to Ash Patel, Luton from Mr Farquhar of Alfred McAlpine, about Ashley Govett.

1st September 1992

FROM : G.P. Peters, John Lewis

TO : D. Constable
Escalator Division,
Clapham Road

“Will you take this opportunity to pass my thanks onto your assistant for the excellent communication and service which she has shown this branch over the past few weeks.”

Yours sincerely
G.P. Peters
John Lewis

Letter from Mr Peters of John Lewis, Brent Cross, to Derek Constable about Sally Rickelsford.

GEORGE GETS GOLD

During a recent branch audit, George Kethly, Brighton Branch, became concerned when what he considered to be his worst unit was picked for audit. He quickly went to site and realising that he only had time to concentrate on one of these two units before the auditor arrived, set to work sorting it out. The auditor arrived and picked the other unit. The final audit score on his worst unit was 81.4%.

FOD has put the gold seal vendor on standby for overtime.
Well done George!

6

Practical completion was successfully achieved at **The Buttermarket Shopping Centre, Ipswich** on the 18th September. The two Goods lifts were handed over early at, the customer, Legal & General Property’s request, to assist with the fitting out. Commenting on the new development, Peter Warwick, Marketing Manager for Legal & General Property said, “We are really delighted with the success of this project.”

TRAINING BULLETIN

This Autumn the Training Department headed up by Jo Tyler will be moving to new offices at Twyford Abbey Road. This will maximise training’s efficiency and get the most use out of the centre.

The new training catalogue is now out. There are lots of different courses to choose, from surveying and setting out, to time management MCS 310 and the service tool. See your manager to have a look at the catalogue.

NALM Distance Learning Course Passes	
NAME	RESULT
Carter B J	Pass
Cheesewright R M	Merit
Chuchla J I	Merit
Fitzgerald G	Merit
Flynn G M	Pass
Hubbard S B G	Pass
Keenan F W	Dist'n
Kelly D T	Merit
Langford O J	Merit
Mangan J F	Pass
O'Shea M J	Pass
Sanderson J B	Merit
Snead G H	Merit
Stone E A	Merit
Tillman L L	Pass
Thomson A	Merit
Yeates A	Pass
Bowler C A	Merit
Folkes C A	Pass
Gannon S M	Merit
Johnson B R	Merit
Wampamba J	Merit
Berry M	Merit
Rooney R	Merit
Burnham R A	Pass
Cooper J W	Dist'n
Meredith A P	Dist'n
Champion I	Merit
Crouch P R	Dist'n
Griffiths K L	Merit
Hamilton G G	Dist'n
Hamilton G G	Merit
Wilkinson P J	Merit
Butler A J	Merit
Cope P A	Merit
Craney C J	Merit
Keenan J	Pass
Maindonald D C	Merit
Newbold J R	Dist'n

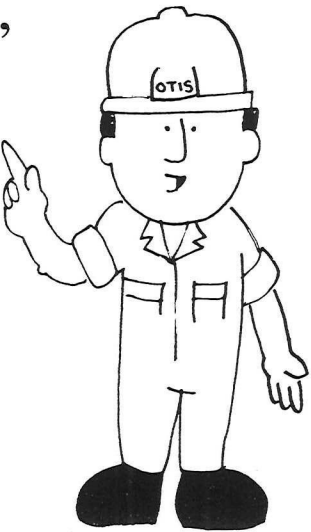
“Slings & arrows of outrageous fortune”

A recent potentially fatal accident has highlighted the need to remind people about the safe use of man-made fibre slings.

- Although light and convenient to use, all fibre ropes are very prone to mechanical damage.
- Slings should be protected from sharp edges and abrasion.
- It is important that lifts should take place vertically since any side pull tends to overload the sling and risks tearing it. It also tends to move the

sling inwards over possibly rough edges and risks cutting it with obviously catastrophic consequences.

- These slings should not be used for installing prefabricated cars or counter-weights. They should not be used for suspending loads for longer than the actual lifting operation.
- A suitable steel sling should be used if loads are to be suspended for any length of time or when any works are to take place below.



A Customer Care Success Story

The term “Breeze Block” took on its literal meaning when Principal Engineer Doug Skinner, Brighton Office, carried out routine maintenance for one of our major clients recently. Whilst cleaning the guides as part of programmed maintenance, he discovered that the breeze block wall into which the guide brackets were fixed was flapping about “in the breeze” and that the Otis guide rails were helping to hold the wall up! Doug advised the store manager of the problem. Knowing that this main goods lift is critical to the operations at this site, he also contacted the local repair engineers based in Kent.

Trio fix wayward wall

Swinging swiftly into action, Otis’s dynamic duo of Leon Mancini and Stan Eden effected a temporary repair by re-fixing the brackets into the concrete beams. Meanwhile, Doug co-ordinated with the client’s maintenance division to arrange for a builder to be on hand the following afternoon (Saturday) to rebuild the wall. Our heroes Leon and Stan duly assisted procedures by driving the lift, removing the old breeze blocks and loading the replacements, all using the car top for access and to save time. The operation continued until midnight and they returned the next morning, having allowed time for the new mortar to set. All that now

remained was to refix the entrances and re-plumb the guides, a task that was not made any easier as a result of a power failure in the building, which necessitated the use of portable lamps! The initiative taken by these engineers resulted in the minimum of inconvenience for one of Otis’s largest customers. Doug Skinner commented: “The priority was to satisfy the customer, so we got on with the job as quickly as we could. Without this lift our customer couldn’t bring goods up from the loading bay. Although it obviously wasn’t our fault that the wall was loose, we wanted to help them get the problem resolved as quickly as possible.”

Well done guys!

New Construction Layout Booklet

A new construction handbook has been published by the Stockport regional office to provide guidance for Builders, Structural Engineers and Architects in reading and implementing Otis layout drawings. This excellent and informative handbook should be distributed to all contractors so that any confusion over Otis's required standards on safety and installation can be minimal.

Copies of the new handbook can be obtained from the Stockport office.

Sport • TALK

OTIS (UK) National Golf 1992

The 1992 National Golf competition was held at Worsley Club in Manchester on 27th May 1992. Thirty one competitors took part, from many varied sections of the Otis Group.

Following a card play off, Harry Manks was declared the winner. This is the second time that Harry's name will be on the OTIS tankard as he won in 1983. Let's hope this competition will once more become established as an annual event.



Presenting Harry Manks with his first prize replica.

1st Harry Manks (Otis Leeds) 52 pts
2nd Stephen Grocott (Universal) 52 pts
3rd David Coe (Otis Birmingham) 51 pts
4th Nick Doyle (Otis Victoria Branch) 51pts
5th Steve Barker (Otis Liverpool) 49 pts
6th Alan Winders (Otis Liverpool) 48 pts



Geoff Edmunds - Captain and Secretary of the Otis Table Tennis Team is presented with an engraved decanter to recognise his achievements and efforts on behalf of the Table Tennis section over the last 15 years. The presentation is made by Ron Sorrell - Treasurer of the Sports & Social Club at Liverpool.

A fond farewell from the fairways

Sparkling greens with the merest whiff of mist made an inviting start to the Otis London New Sales Golf Tournament at the RAC Club, Epsom, Surrey.

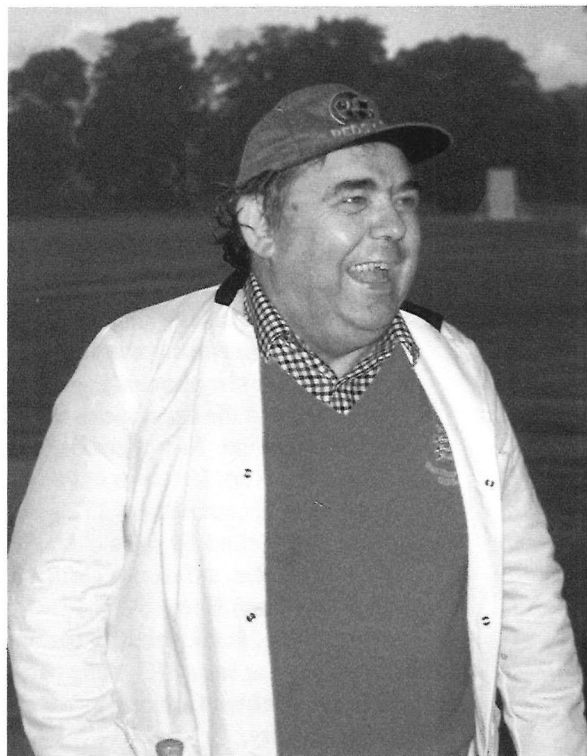
Forty or so customers teed off to play the morning's Greensomes - golfing speak for a singles competition. Logically (for golfers) they all went off in sociable foursomes. A further twenty or so players went to the 'Clinic' - not for health reasons, but for a little coaching on their swing. Much enjoyment and fine sport was only mildly diluted by the odd rain shower, obligatory English weather after all!

After dinner and prize-giving, Jack Leingang paid tribute to Barry Lane on his remarkable career with Otis. Jack was followed by Ted Meatyard who amusingly regaled us with the 'Great Man's' exploits.

A Formula 1 Performance

Barry spent several years in Estimating and Contracts administration. He also served as Salesman, House Account Manager and Major Account Manager. Barry sold over 2,000 lifts and escalators, believed to be more than anyone in the industry.

This was voted to be a most successful day, much enjoyed by customers and Otis people alike and we look forward to a return match next year.



Howzat! Barry Lane the great man, in charge again.

RAC GOLF DAY PRIZE WINNERS

Morning Singles, Stapleford Full Handicap

1st	John Gaffney	38pts
2nd	Nick Woodruff	37pts
3rd	Gordon Harry	36pts

1st (Otis)	David Coe	40pts
------------	-----------	-------

Afternoon Greensomes

1st	John Gaffney & Peter Wright
2nd	Larry Iredale & Bob Horsefield
3rd	Mick Burrell & Connor Kinnerck

1st (Otis)	David Coe & Clive Marsh
------------	-------------------------

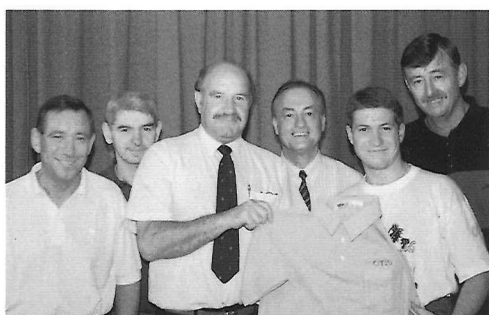
Special Ladies Prize

Beverley Poole & Tara MacDonald

GOING UP Diary

The Long Service Awards dinners held successfully in London and Southport last year, will again take place this year with Jack Leingang presenting certificates to employees who have completed 25, 30, 35, 40, 45 and 50 years of service. The dinners for Liverpool and the North of England branches will be held in Southport on 30 October. The London event covering London and all Southern branches, will occur on 6 November. For information on these functions, contact Valerie Keefe in Clapham Road (Ex.517) or Alan McNamee in Liverpool (Ex.324).

Alan McNamee presenting new shirts to the Table Tennis team in readiness for their involvement in the World Corporate Games in October. Our thanks to Tony Allen for his assistance in obtaining the new kit.



High Flying Retirement

In December 1991 Otis Southern Region saw the retirement of Alec Goatley after 41 years service with the company.

At one of his farewell parties last Christmas, John Williams presented Alec with an envelope containing tickets for Glenys and himself to fly on

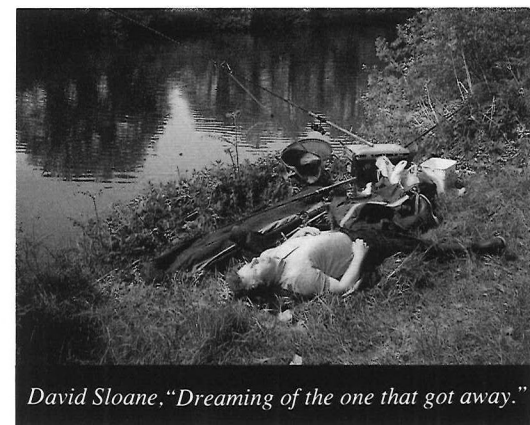
an Anniversary Maiden Flight on Concorde, something which Alec had dreamed of after seeing the first ever flight many years ago.

Everybody wishes Alec and Glenys all the very best for their future years together.

Tales from the riverbank

Tom Edwardes, Liverpool Factory, reports on The Otis Fishing Club which is celebrating its first decade of tight lines.

All clubs are born with great enthusiasm which often tails off after a year or so. This has also been true of the hard core anglers at Otis but happily in the last few years, numbers are again on the increase. Our recruits - clapped out footballers, ping pong players who've lost their bounce and golfers whose drive has gone awry, men of determination and true grit. This year one of these 'also rans' who is no longer able to take his ale and in search of a new challenge, came first and second in The Eric Quayle Memorial Trophy. This mere 'novice' a certain Frank Keenan has only been fishing for two years. (Know what they say about beginner's luck!).



David Sloane, "Dreaming of the one that got away."

If anyone would like to have a go and "wet a line" come along and join us - I promise you that when you catch your first fish, it will not only be the fish that is hooked.

Some of the volunteers with John Corley in front of Ceaucescu's former palace.



8

Now that I am back from Romania I should like to thank you for the help you gave me in raising the money needed to pay for the trip. I needed to raise £600 to pay for my transport and accommodation costs and to provide for the work which I and others were to do in the fortnight I was there. In the event we managed to raise £1,592 together with a quantity of new children's clothing. This was far more than I expected and I am very grateful to you all for the help you gave.

The Home

I flew out to Romania on 21st June and returned on 5th July. In the two weeks I spent in the country I worked in Children's Home No.6 in Bucharest where I was involved in painting, decorating, glazing and carpentry.

The Situation

Aid work has been going on in the Home since October last year when it was in a terrible state, with 3 ft of sewage in the basement, many windows broken, most of the plumbing system inoperative, and the decorations in a dreadful condition. Now there is about three months work left to do in this Home which accommodates 172 girls aged between 7 and 18 years old. When work is complete, aid workers will start improvements on Home No.5.

Once more, thank you for your contribution - at least 172 young people will have benefited from your tremendous generosity.

John Corley
John Corley

John Corley and some of the girls outside the Home. If you look closely you can detect an Otis hat and Tee shirt.



CUSTOMER CARE

Letter sent by Jim Baynam, Dunbar + Boardman to Graham Mallett, for Otis' commitment on the Eagle Star Modernisation.

"Yesterday's inspection/test went very well, thanks for your help in arranging it. The finalised job was excellent, very impressed with Elevonic 311. Well done to all."

Regards,

Jim Baynam
Eagle Star

This was an all-round team effort from: Gordon Prowse, Dennis Francis, Kevin McCredie, John Summerell, Wayne Stevens, John Funnell, Ian Champion, Graham Coles, Chris Solomons.



The exhibition pictured here was specially designed by Chris Solomons, Bristol office, for his customer Eagle Star in Cheltenham. Said Chris, "During the extensive modernisation it was important that Otis kept the Eagle Star informed exactly as to what was happening and when. We have been issuing regular progress updates and prepared a 10-part history of Otis on attractive panels for the stand. Finally there's also a special newsletter which we distribute to the company's department heads. The customer has really appreciated this information and it has been a thoroughly worthwhile exercise."



"Boys will be birds!"

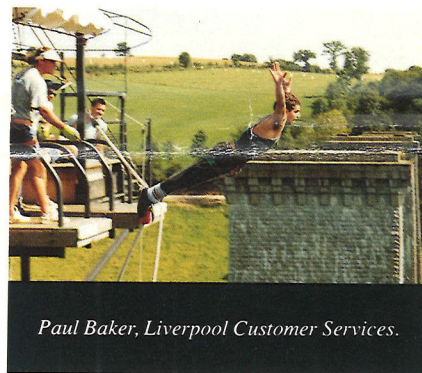
John O'Neill, Sales Engineering

On 31st July at 5pm the Otis bungee jumping display team set out on their epic journey. The atmosphere was a powerful cocktail of enthusiasm, excitement and sheer terror! What awaited our heroic (unstable) quartet?

The team was Paul Baker, Chris Hooper, Peter Byrne, Chris Bowler and John O'Neill.

Each one of us stood quietly over the footbridge partly spanning a 200ft (61 metre 'gearless' gorge) and surveyed our destiny!

Peter Byrne was the first from the Otis team to take the plunge. Chris Hooper was next. His face gave nothing away as he proudly saluted, cursed the fiend gravity and leapt into his swan dive. Chris Bowler waved defiantly at



Paul Baker, Liverpool Customer Services.

the camera then tried to grasp the horizon. His screams could be heard throughout the valley.

John O'Neill, white-faced and serious, hopped to the edge and on cue to the merciless countdown from the crowd, dived forward.

Paul Baker knew he was the only one left. We gazed heavenwards as he closed in on us like a bird. He didn't stop above water, but plunged like a heron seeking it's fish. It was all over, a mission completed for the Otis adventurers in a brief few seconds of fantastic euphoria.



'Peddle pumpers' from the Dublin and Belfast offices successfully completed a 114 mile cycle run from Dublin to Belfast. The seven intrepid cyclists, Tony Glancey, Graham Flynn, John Potter, Barbara Levins, James McGarry, wife Dervila and Sheay Garland raised £800 for Co-operation North, a charity which seeks to promote greater unity between young Protestants and Catholics of the North and South. Joe and Lilly Doyle armed with medicine chest provided invaluable support to the valiant team.

CUSTOMER COMPLIMENTS

GOING UP

You might have been wondering when Going Up was coming out. Well, so was I! And here it is at last - a firework display of Otis activity and rocketing achievements. Thank you all for a great response to my cries for news. Pieces have been coming in thick and fast. Photography was never my strong point, so please would budding 'Baileys' take up their cameras and start clicking. The copy date for the Christmas issue is November 20th and contributions should be sent to me, Felicity Stonehill, Marketing, Clapham Road, Ext. 240

Felicity Stonehill