

# LIFT-OFF

Number 19

March/April 1985

Internal newspaper of Otis Elevator PLC (UK)

This is one of London's major maintenance jobs

## GOING WELL WITH SHELL

The maintenance contract with Shell UK has been successfully re-negotiated (Lift-Off, January/February 1985) and includes the 62 lifts and 12 escalators in the massive Shell Centre on London's South Bank near Waterloo Bridge.

In addition to the running maintenance work a lift modernisation programme was started in 1981 which includes the conversion of passenger lifts to Elevonic 401.

### CITY

Shell Centre, which consists of a high-rise and low-rise block, is like a small city.

There are restaurants, an Olympic swimming pool, a full-size rifle range, medical and dental units and many social facilities.

As Roy Mills pointed out in the last issue, the re-negotiation of an important maintenance contract is made a lot easier if the client has received consistently good service in the past.

### TEAM

The permanent team at Shell Centre has an excellent record of work for Shell — and it helped.

John Saunderson's team at Shell Centre is led by supervisor Terry West with chargehand Ron Reeves and George Holland, Bill Day, Harold Parnacott, Barry Everson and third-year apprentice Trevor Cook.

Ron started with Otis in April 1972, George in November 1954, Bill in August 1978, Harold in July 1946, Barry in August 1977. Trevor is halfway through his third year of apprenticeship and was previously on construction in the West End of London.

### PROUD

Otis are proud of their renewed maintenance contract with Shell UK at the Shell Centre. It maintains an association which goes back to the installation of the original lifts in 1957.

They are also proud of the good work done by the permanent maintenance team in the past and which they know will continue in the future.



Above, supervisor Terry West with the permanent maintenance team of Harold Parnacott, Trevor Cook (apprentice), Ron Reeves (chargehand), George Holland and Bill Day. Missing is Barry Everson

Right, modernisation chargehand Terry Wilkinson with Bob Suff

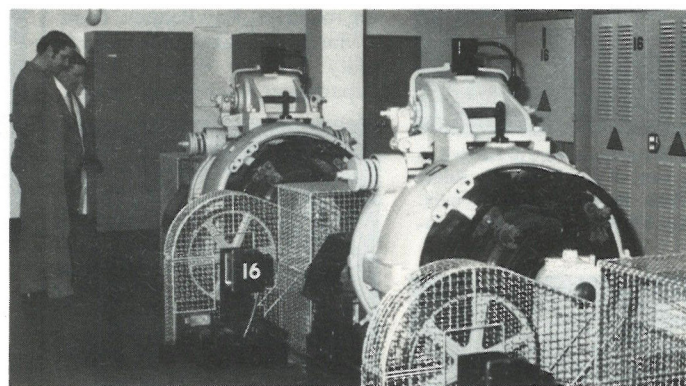


Above, repair fitter Vic Thorogood

Right, part of the new and spacious Elevonic motor room

Right, signing the maintenance contract. Standing, Mr G. Starvis of Shell and Roy Mills, service manager of London 24. Seated, Mr A. Dewhurst of Shell with Otis executive director Roy Markham

**EVERYONE IS DOING A GREAT JOB**



## NEW CONTRACTS

### Barry Rains has signed-up Selfridges store

The world-famous Oxford Street department store, Selfridges, recently decided after several years of in-house lift maintenance to go out to tender for servicing.

After long negotiations West London salesman Barry Rains and district manager Trevor Perry have secured the contract for Otis comprehensive maintenance.

It involves a total of 74 units — 45 lifts and 29 escalators.

Service field manager Terry Viccars and service supervisor Graham Brightwell have secured the very experienced Bob Greenway as chargehand on this new and important site.

West London have also secured another prestige contract at THF's Café Royal in Regent Street.

This involves modernisation of the two main passenger lifts and two goods lifts.

It was negotiated by John Legge who has also secured the Café Royal's total of 21 units for fully comprehensive maintenance.

Modernisation will be handled on site by construction manager Eddie Beecroft and supervisor Fred Power, with the maintenance under the wing of supervisor Peter Roberts.

Still with West London, they have a five-year OM service contract for the recently modernised eight Elevonic 401 lifts at 33 Cavendish Square. This is, of course, the block where West London have their own offices.

They also have a contract for a new passenger lift, plus the refurbishment of two others, at the Canadian High Commission offices in Grosvenor Square. This was sold by Robby Edwards.

In Reading, Marks & Spencer have been sold a new lift and the modernisation of four other lifts by Ted Meatyard. The units will be supplied by Evans.

Marks & Spencer is a national account looked after by Ted Meatyard assisted by Paul Kent and Jim Lloyd. All negotiations are handled in London.

At the Royal Infirmary in Edinburgh a five-year service contract for 17 units has been signed by branch manager Ron Hood.

Bristol branch manager Peter Jones has signed a one-year service contract for 39 units operated by Somerset County Council.

Five lifts have been sold by Barry Lane to the Waitrose store at Buckhurst Hill, Essex.

For a shop and office development at St Anne's Square, Manchester (owned by Royal Insurance), Frank Sinclair at Liverpool office has sold four escalators and three lifts.

## EETPU ELECT 1985 NATIONAL COMMITTEE



In February the EETPU field shop stewards elected their national committee for 1985 with Les Mardell as chairman.

Left to right in our picture they are John Summerell (Bristol), Robbie Webb (Cardiff), Les Mardell (London West), Tom Meiklejohn (London South), Gren Cropper (Nottingham), Rab Henry (Glasgow), John Wilcock (Manchester), Eric Walters (London South) and Alf Stead (Manchester).

The national committee,

representing all hourly-paid employees in the field, play an important role in employee relations within the company and normally meet with management once a quarter.

With the ever-increasing rate of change within the company it is of growing importance that management and the national committee develop through consultation an environment that enables the company to achieve maximum customer satisfaction.



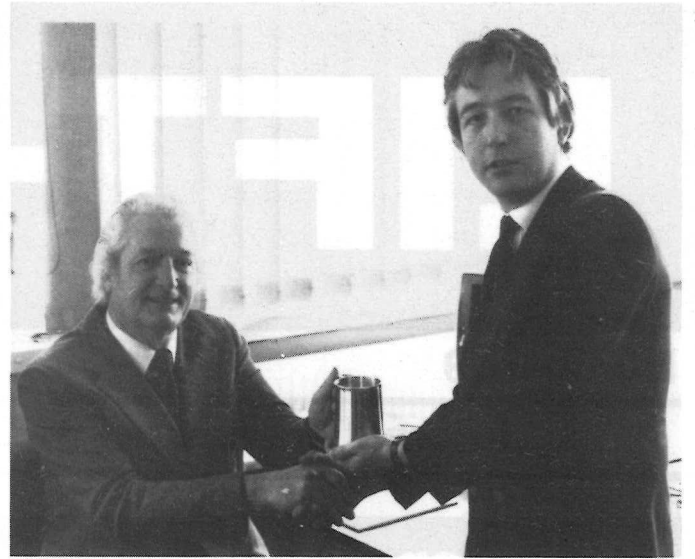
# Awards and presentations



Ron Green, senior fitter in London construction, received his 25-year watch from Tony Allen



Dennis Kelly, field engineer at FOD in Clapham Road, was presented with his 25-year award by Roy Markham



Thirty-three years with Otis, Fred O'Hara, London call-out desk, retired at the end of January and was presented with a tankard by Bill Evans, business development manager



Sidney 'Mac' McDonald, night call-out desk clerk at Clapham Road, has reached his 25 years, and the presentation was made by Ken Paige



Roy Oake, senior fitter in LRT escalator division, received his 25-year award from Eric Newman, general manager of LRT division



London construction chargehand B. Rathbone received his 25-year award from Paul Matthews, London South construction manager



When Vic Sayle retired as storekeeper in the machines workshop at Liverpool he was presented with a gift from colleagues by Ray Ball, the workshop superintendent

## CATHY'S COLUMN

There has been a great response to the company's offer of sports sponsorship for employees made in the last issue.

I had no idea that so many Otis people run marathons!

These applications are in the pipeline but the company has already agreed to sponsor Stuart Rattle (City division new salesman) with a parachute for his jumping.

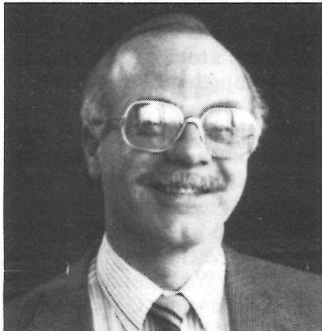
Bristol apprentice Ian Rideout is being supported in his moto-cross and Hartley Kerner (City division repairs) is being helped with his motorcycle racing.

Most recently Peter Felton (service engineer in London branch 24) is being sponsored in his Mini grass-track racing.

These are all very exciting sports and it takes a great deal of effort and enthusiasm to get involved.

Is there anybody else in Otis doing something like this?

April Fool's Day is upon us. Has anybody got any Otis-related stories about good April Fool's Day pranks? Let me know and we will publish the best. The more ingenious the better. — Cathy Foster



**T. J. Mallard joined Otis on 11 March as management development and training manager reporting to the group director of personnel, Bob Hamilton.**

Following an apprenticeship with Girling and two years with the RAF as a technician air radar fitter Terry Mallard's training career began with the tyre division of Dunlop where he held training posts from electrical instructor to staff development executive.



NALM distance learning certificates and company awards were presented to London-based personnel in February. Back row, Chris Edwards, Eddie Dicker, Malcolm Room, Peter Wilkinson, Peter Bryant, Peter McNally. Front row, Garry Cooper, Jim Peacock, John Mathews, Nigel Symonds, Thane Taylor-Lowen

## TRAINING TALK

### Terry arrives as training manager

He set up the electrical training section at Dunlop and was deeply involved in apprentice training, updating the skills of engineers in electronics and the maintenance of a highly sophisticated tyre-making plant.

By 1975 Terry's responsibilities at Dunlop included operator, supervisory and management training.

In February 1981 he joined Terry's of York as management development and training manager

and was responsible for overhauling and updating all training activities within the company.

Terry sits on the education and training committee for the food industry and has recently been leading a working party of chief engineers from various companies reviewing training criteria for maintenance engineers.

He is married, with a daughter of 17 and a son of 19, and his interests include swimming, sub-aqua diving and snooker.

In addition to her duties as head office personnel and training manager, Kay Penney, from 1 March, has taken on responsibility for the office services department at Clapham Road.



Kay Penney

## WE STILL WANT TO HEAR FROM YOU

News and photographs for the next issue of *Lift-Off*, out at the end of May, should be with Cathy Foster at Clapham Road (extension 566) not later than 1 May.

## Give our Ian your support

Our moto-cross scrambling Bristol apprentice, Ian Rideout, featured in the last issue, can be seen at the following British 500 meetings on his Otis-sponsored 500cc Honda:

7 April, Barfield, Cumbria; 26 May, Wakes Colne, Halstead; 18 August, Howe Hills, Northallerton; 1 September, Fox & Hounds, Newbury; 15 September, Hatherton Hall, Nantwich.

He will be entering the events as Otis Honda.

## FATHER'S FOOTSTEPS

Every year Jimmy Good, forklift driver at Liverpool works, brings his children to Moorgate Road for the annual Christmas party.

It is a familiar event for Jimmy because he attended those same parties when he was a child himself.

He is probably the only person still at Liverpool works who has grown up with the company, is still employed by Otis, and now brings his children to the same happy occasion he remembers from his own childhood.



## Gone to Malaysia

Clapham Road supervisor Mick McGeehan has taken off for warmer parts. He is now working for Otis in Kuala Lumpur, Malaysia, as a project manager. In our picture, at a farewell drink with London construction colleagues, are Dave Francis, J. S. Fell, Mick and Jim Baynam.

This year 120 youngsters attended the annual disco put on by the Liverpool Sports & Social Club for young people a bit too old for the Christmas children's party.

Pictured here are two of the organisers, Lorraine Bond and Tom Woods.

Everybody had a lot of fun and the hard work put in by all concerned was greatly appreciated by the guests.



## ON THE MOVE

*Who's been promoted? Who's changed location? Check with this space every issue*

NAME	FROM	TO
C. Hickey	Senior Fitter, London Service 23	Service Supervisor, S. London Division
J. Law	Systems Support, Sales Admin	Estimator, Southampton
S. Lawler	Northern Sales Rep, Leeds	Accounts Trainee, Liverpool
R. Mancini	Senior Fitter, Brighton	Construction Supervisor, London Construction
H. Manks	Senior Fitter, Leeds	New Salesman, Leeds
F. Sayers	Advanced Fitter, Brighton	Senior Fitter, Brighton
A. Thorogood	Quality Assurance Manager	Product Admin Manager
P. Thorp	Area Surveyor, Northern Division	Commercial Controller, Northern Division
E. West	Improver, London Construction	Improver, London Service 23



# ROSS will speed field personnel payments

During the last two months two more ROSS milestones have been achieved.

The first, with a pilot scheme at Manchester branch, was the introduction of a new form for claiming payments and reporting work done. It has been designed for ease of use and for recording information through the branch computer terminal.

An important effect is that it will speed company payroll procedures and field personnel will be paid in one week instead of two.

The information will also be used in a further stage of the project to provide a complete history of a customer's units at the touch of a button and thus help the branch to be more responsive to queries.

This pilot scheme will be extended to Glasgow and London service branch 24 before being implemented nationally.

The second milestone was the launch of the enquiry and

information desk by the information and systems department at Liverpool works to help everyone obtain answers which cannot easily be found on existing reports.

If you need to know, for instance, how many UB escalators we have with British Home Stores in the south of England, you simply have to phone and state your request.

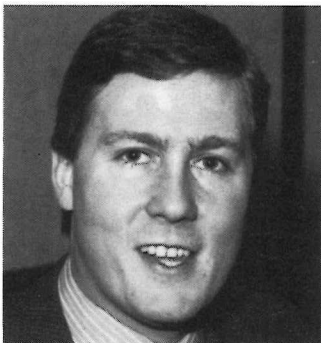
The desk will ask a few questions to define your exact requirements and aim to provide the information within 24 hours.

The power of this service will grow as more phases of ROSS are introduced to make more information available.

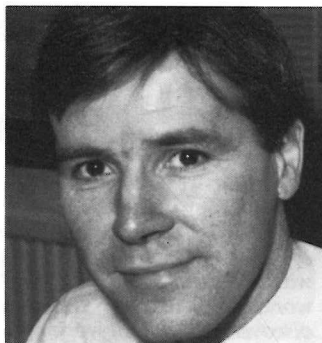
It is, however, available on non-ROSS information, so why not give it a try.

Just phone extension 222 at Liverpool works and ask for the enquiry and information desk.

And remember our slogan — you always have a friend in ROSS — The ROSS team.



Steve Cordery  
BRIGHTON



George McMahon  
MANCHESTER



Ray Bealey  
MANCHESTER



Mike Becroft  
LONDON

## Four service salesmen who came off the tools

In 1983 four men came off the tools in the field and went on a four-month training course to become service salesmen.

All four were former apprentices with considerable experience in the field and with a total enthusiasm to put that experience to use in sales.

The course covered both classroom theory and practical work and included spells at several branches around the country as well as Liverpool works and Clapham Road to see how head office operated.

Steve Cordery is now a service salesman in Brighton, George McMahon and Ray Bealey are at Manchester, and Mike Becroft is in London.

It is well over a year since they started in their new jobs. How are they getting on? And are they enjoying their work? Lift-Off went to see each one to find out.

In Brighton Steve Cordery, a Londoner, says: "When I worked out of Luton office as a service engineer, Les Dickens, who was branch manager at the time and also a salesman, explained his job to me and I thought it was definitely something I would like to try."

"I liked the idea of meeting and talking with people because I enjoyed doing that as a service engineer. In addition, I wanted to get involved in other areas of the company."

"Customers can be very different. One man will be pleasant and easy but you get no work from him. Another will start by giving you a hard time and then give you business."

### EXPERIENCE

"We went into the psychology of selling on our course and it is most useful. But in the end there is no substitute for experience."

"You can have the finest training, and we did, but the only way of really learning is to get out there and sell."

"Yes, I am enjoying it all very much indeed."

Steve started as an apprentice

in 1975, and was mostly in the City of London area. He worked for himself as a contract electrician for a couple of years and then returned to Otis at Luton as a service engineer.

At Manchester office George McMahon, a Glasgow man, knows why he wanted to be a salesman.

"I had served my time, been in construction and service on the tools, and thoroughly enjoyed it. But I wanted to widen my experience."

"When you have been at one branch for 16 years, you know how that branch functions inside-out, but your general experience of the company as a whole is naturally limited."

### LUCKY

"I am lucky to be beginning in Manchester. It is a big branch with a great deal happening and there is a lot more for me to learn."

"We were advised on the course to avoid, if possible, going back to our old branches afterwards, and it was good advice."

"If you want to make it you have got to do it on your own in a different environment."

"And there is something else. When you have been an apprentice at a branch there is a tendency, in the nicest possible way, for people to think of you as 'the lad'. Because that is how they first knew you."

"In a different branch, though, you may be the new boy but you are accepted at face value for what you can do."

George began his apprenticeship in 1966 in Glasgow. Afterwards he had six years on construction and ten years on the service side.

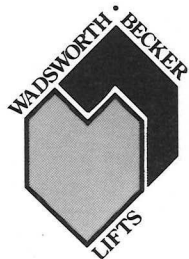
Also in Manchester office is Ray Bealey, a Cardiff man. He, too, wanted to widen his experience within the company.

"It was a great challenge. You are leaving a good job you really know and can do for something very different."



Left, Wadsworth  
Becker MD  
Richard Wilson

Right, corporate  
logo of the new  
company



## IT'S THE NEWEST 'OLD' LIFT COMPANY IN THE UK

Two successful companies have now become one with the merger of Wm. Wadsworth and Becker Lifts (Lift-Off, November/December 1984).

Wadsworth Becker Lifts Ltd is the newest 'old' company in the UK.

It brings together the technical, sales and marketing expertise of two independently successful companies to strengthen their effectiveness in the total lift market.

With Richard Wilson as managing director the Wadsworth Becker board consists of W. E. Hogg (Director of Operations), D. Gray (Director for LRT and off-shore division), V. da Costa (Director of Manufacturing), N. Elston (Director of Engineering), C. Taylor (Technical

Director), J. K. Brace (Director of Marketing), D. G. Aitken (Director of Finance), R. C. Thompson (managing director of Alfred Stewart Ltd).

For Otis enquiries please note the following in your address book:

Sales — Stan Quinell, 01-903 8333.

Product and technical — (hydraulic) Bob Hocking, 01-903 8333; (traction) Jeff Green for electrical and John Simpson for mechanical, both 0204 32811.

Marketing — Jerry Brace and Chris Hawley, 0204 32811.

Estimating — (hydraulic) Tony Porter, 01-903 8333; (traction) Harry Shacklady, 0204 32811.

## Valerie Keefe at Clapham Road



When there was a Clapham Road presentation Valerie Keefe was the one who organised the photography.

Now the tables have been turned and she has had to go before the camera.

So, just for the record, Valerie received her 25-year award from Dr John Watkinson last October.

She joined Otis London sales department at the Minorities in the City of London in 1959.

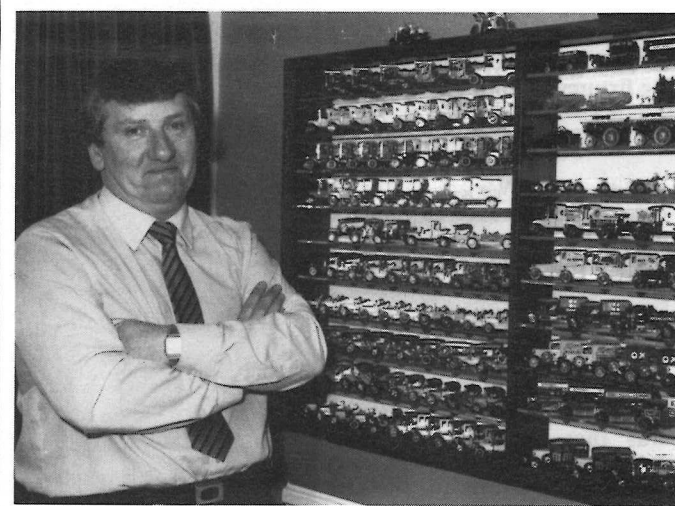
After four years she became secretary to Harry Pettinger,

who retired not so long ago as a director of the company, and worked with him for 20 years.

Because Harry Pettinger was chairman of the Otis Long Service Association Valerie became deeply and happily involved and still does much good work for OLSA.

"It's a very pleasant hobby," she says.

These days Valerie is secretary to Alan Mainwaring, executive director with responsibility for exports, technical support and London Regional Transport.



Bill with just part of his collection

## Matchless cars

Stamps, coins, china dolls — whatever it is there always seems to be someone who wants to make a collection.

Bill Frith, tool designer at Liverpool works, collects Matchbox model motor cars and has several hundred.

Back in the late 1950s one of these models, packaged in what looked like a large matchbox, sold for 2s 9d (about 14p).

Today, some of the rare models can be worth hundreds of pounds.

As with stamps, the high-priced ones are very hard to find or have production faults. Like the car with a maroon radiator grille. Officially it was never issued in that colour.

Or the light-blue Mercedes



Model-T Ford van in Otis colours

which should have been duotone blue-grey. The story is that a worker mixed the blue and grey paints by mistake. A small production run got through.

Bill has complete ranges of cars like the Stutz, Duesenberg and many more.

When Matchbox first started in the 1950s a normal production run was 120,000. The toys were given to children, got broken or lost their wheels, and were eventually thrown away.

There is a national Matchbox club in the UK, another in the United States, and Bill is secretary of a local area club.

He corresponds with enthusiasts all over the world and has a particularly good contact in California. "We tend to knock up the phone bills," he admits.

When Les Godson retired at Liverpool works Bill painted a Matchbox Model-T Ford van in Otis colours and presented it to him as a leaving gift.

Another went to his Californian friend whose father had spent many years as a bell-hop in an Otis lift in New York. Now Bill is preparing a third.



# THE FOCUSED WORKSHOPS AT LIVERPOOL — 1

To be responsive as a manufacturing unit to changing market trends Liverpool works in 1983 was restructured into five focused workshops. These independent business units have their own managers in full day-

to-day business control.

The five are the Architectural Products Workshop, the Machines Workshop, the Controller Workshop, the Field Workshop and the Consolidation and Shipping Workshop.

Now that we are into 1985 — how are they doing?

In this and the next four issues of Lift-Off we will be talking with the managers of each workshop and their teams to discover how it is all working.

## Architectural Products Workshop

Manager Mike Hirst was on the move when Lift-Off talked to him early in February. He was just about to acquire a smart, new office.

No, not in an executive area, but right in the middle of the shop floor where the action is.

The Architectural Products Workshop, APW for short, manufactures car enclosures, car frames, counterweight frames and platforms in structural steel and hollow metal sections, pit and shaft materials, a full range of landing entrances and operating fixtures and fittings.

### CHANGING

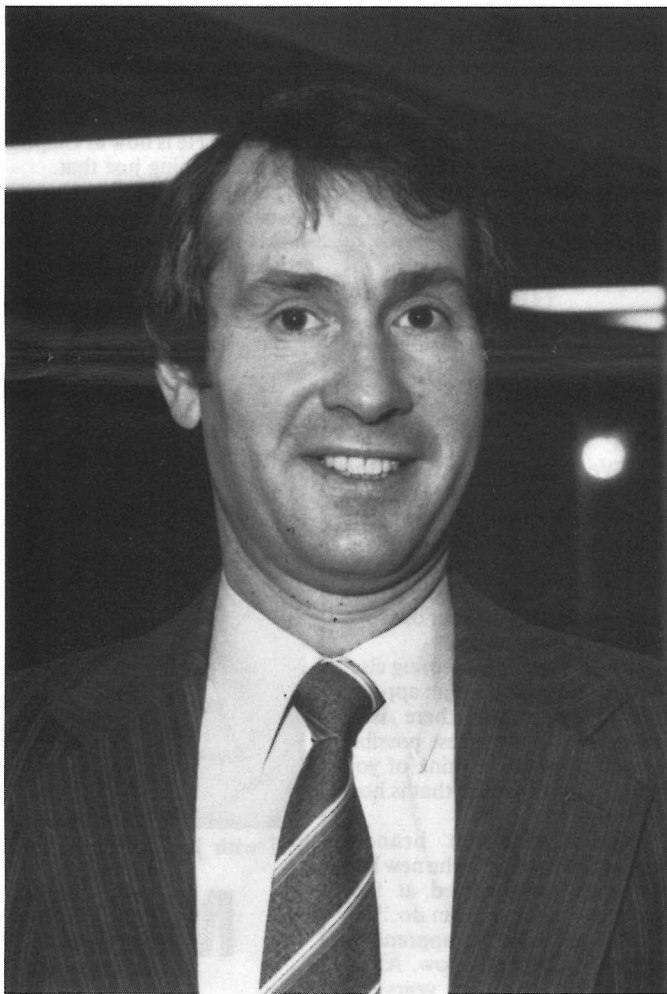
Mike says: "We are improving our performance all round under the focused workshop system. But we are changing 25 years of established practices and you don't change them overnight. You change them slowly but positively."

What happened in 1984 as a result of the setting up of APW was that output went up, inventory was reduced, and the ratio of indirect to direct personnel was considerably improved.

Perhaps most important of all, communication paths were opened which did not exist before.

New machines and manufacturing systems have been brought in and the re-layout of the workshop is almost complete with an improved material flow pattern resulting from this reorganisation.

However, there is more to be done, and Mike Hirst sees 1985 as the year in which there will be a dramatic turnaround in performance and also the year in



Mike Hirst, manager of Architectural Products Workshop

which the Flexline range (a modular approach to custom components) will be making its presence felt.

The initial part of APW work is the cutting of material, and additional CNC equipment has been introduced in the form of a new Colly guillotine. There are

three CNC fabricating machines, two of them Japanese and brought in in 1984. They can be set up and programmed by the operators and are remarkably trouble-free.

Three CNC bending machines are now available for use, so fabricating facilities have con-



siderably improved over the last year of operation.

Leading down through the fabrication area there has been a complete relay of the workshop. There is a new arrangement in the car assembly area and what was traditionally a flow-line method has disappeared because APW works now in a customer-related way involving many variables.

By the middle of this year the final assembly area will have the capacity to handle 12 lifts at the same time instead of the previous six.

### STEEL

These days APW is more heavily into folded sheet rather than structural steel and fabrication and assembly techniques have had to be adapted accordingly.

More use is now made of the new generation of safeties, developed in Austria but used throughout Europe, and these are replacing the safeties which originated in the United States.

In every area components developed by other Otis companies are used if their quality and cost advantages enhance the product.

### FLEXLINE

The Flexline range of equipment is an essential part of the overall Otis product strategy, both from a sales and manufacturing point of view. The objective is quality and a cost effective price.

Flexline has been evolved with full co-operation and help from many different departments at Liverpool and Clapham Road and from the vastly experienced field staff. This is an essential company project with commitment from everybody starting with the chief executive.

Finishing techniques are changing, interestingly as a result of the cars required for the Hong Kong & Shanghai Bank project. Paint just would not stay on the special car frames and the quality level required could not be achieved.

### PLEASED

Consultations with paint specialists resulted in a formulation which worked and pleased the customer. As a result the workshop may be on the verge of new painting procedures although this will mean having to adopt different handling methods.

But it is not all changes in

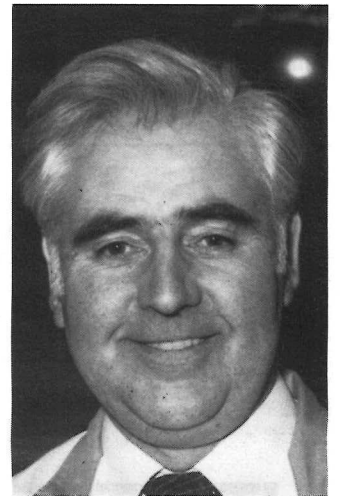


Arthur Jones, foreman D33A

hardware and practical procedures within APW. There is a new and confident spirit around at Liverpool and it is reflected in the distinctive overalls worn by APW personnel — a simple statement that they regard themselves as part of an elite team.

Team briefings on a rotation basis are being evolved. This will mean that everyone — really everyone — will be kept in the picture about what is going on.

An idea for a product or product change goes right down to the man on the machine. It is discussed, a procedure is established, and a prototype made.

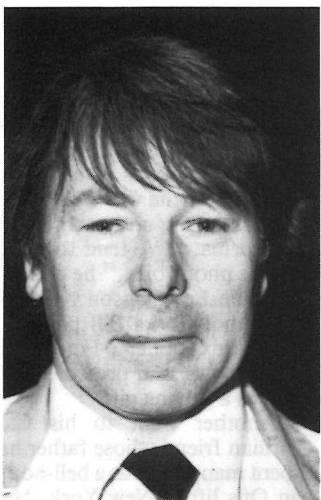


Alf Hannah, foreman D38

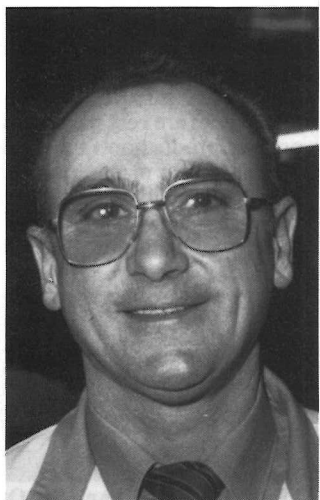
This consultation will eventually continue from the manufacturing stage right through to data preparation and presentation. So there will be a commitment from the people who use the data.

### EXAMINED

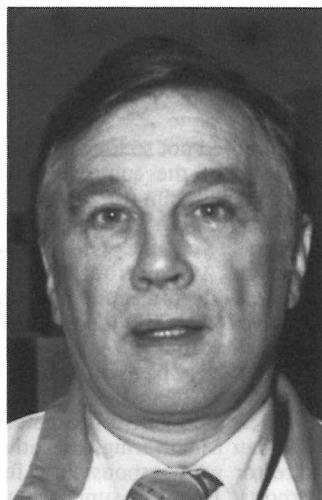
Problems are solved by a process based on the 'error cause removal' principle. The problem is examined in close-up to find the real cause and to correct it. There is tremendous co-operation from the workforce with



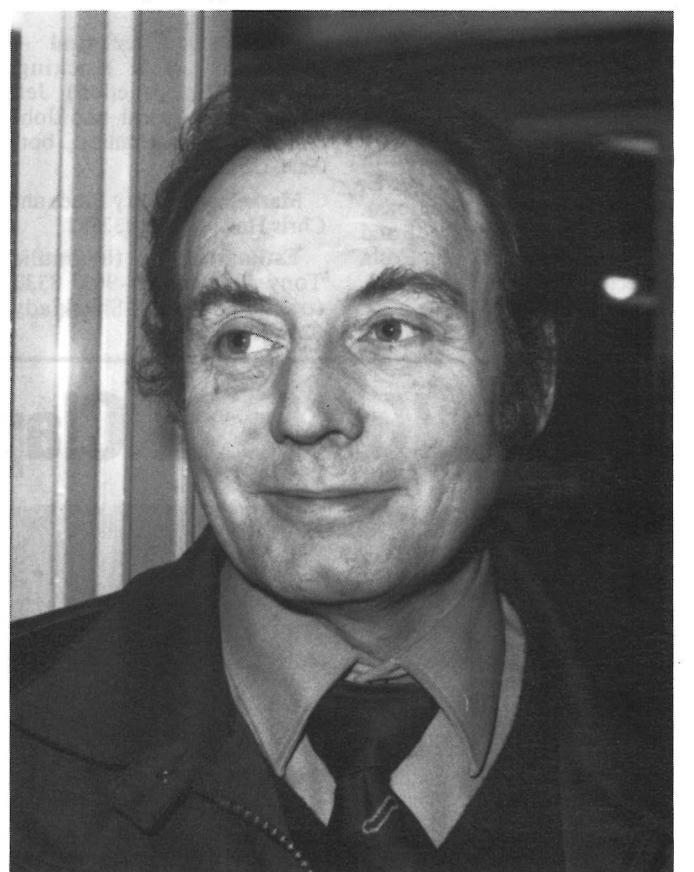
Jim Jeffers, foreman D38



Ken Nolan, foreman D36, 37, 46



Bert Fennings, foreman D35, 39



Ted Heywood, production superintendent



APW management in doing this.

In APW, of course, they do not live in their own little insulated world. They are trying to work in groups with the people who support them — particularly contract management and contract engineering and the other focused workshops.

## VISITORS

And they are encouraging customers — both at home and from overseas — to come to Liverpool and see how it all works.

Early in March contract specifying came under the day-to-day control of the manufacturing facility. It is hoped this new departure will be another stage on the road to still better customer satisfaction in 1985.

The structure of APW with some 160 personnel, and with Mike Hirst as manager, divides into two parts — manufacturing and administration.

In manufacturing there are two most experienced production superintendents, Ted Heywood and Dave Murray. Both superintendents have a number of foremen each with a specific role.

## FOREMEN

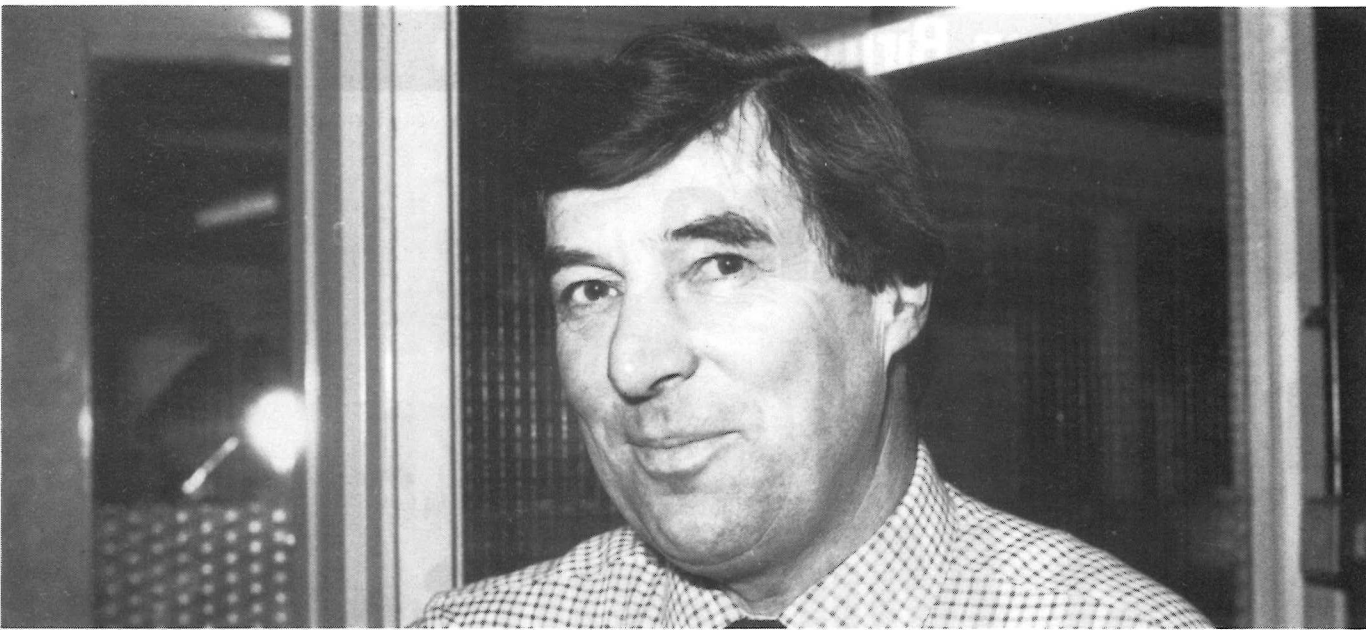
Arthur Jones, the structural steel side of fabrication; Ron Shaw, entrance assembly line and fabrication/assembly of escalator components (and currently heading up final assembly for the Hong Kong &

Shanghai Bank project); Brian Jones, Alf Hannah and Jim Jeffers, fabrication of hollow metals; Bert Fennings, group component assembly; Ken Nolan, finishing shop; Cyril Dunscombe, car assembly.

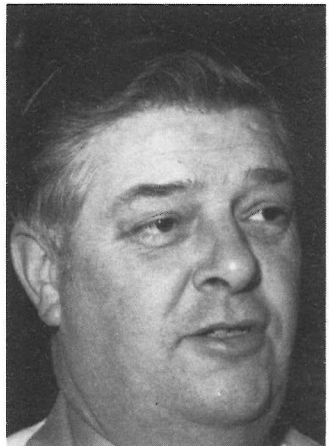
Overall administration controller is Bill Dilworth and reporting to him are John Asker, inventory controller; Alf Lloyd, production planning; Geoff Hall, technical support; Bill Cropper, tool engineering and tape preparation for the CNC machines.

## FUTURE

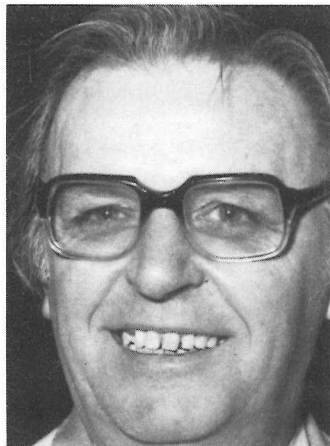
Nobody likes to count chickens before enough have been hatched. But all the indications are that APW, settling into its focused workshop procedures, will have a good year in 1985 and lay the foundations for a bright future.



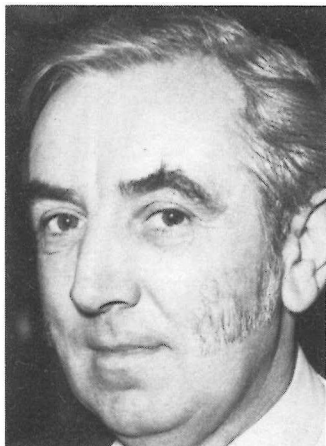
Production superintendent Dave Murray



Ron Shaw, foreman D56E, 33E



Cyril Dunscombe, foreman D56



Brian Jones, foreman D38

# AND THEY CALLED THEM THE GOOD OLD DAYS

Modern Otis apprentices can consider themselves lucky they were not starting an engineering career in 1873.

Bunny Miles, who died in retirement some years back after 47 years with Otis, possessed the indentures of a young man, James Miles, who was his father's uncle, and eventually worked for the old Waygood company.

The young man was apprenticed to an engineering firm in Sunderland, and the indentures read like this:

*This indenture witnesseth that James Miles with the consent of his father doth put himself Apprentice to John Lowden & Sons Ltd Engineers, carrying on business under the style of Fitter, to learn their art and with them, after the manner of an Apprentice, to serve from the sixth day of February 1873 unto the full end and term of seven years.*

*During which term, the said Apprentice faithfully shall preserve their secrets; keep their lawful commands; and shall do no damage to his said Masters*

*nor see to be done of others, but to his power shall tell or forthwith give warning to his said Masters of the same; and shall not waste the goods of his said Masters nor lend them unlawfully to anyone; and shall not commit fornication nor contract matrimony within the said term; shall not play at Cards or Dice Tables; and shall neither buy nor sell; and shall not haunt Taverns or Playhouses nor absent himself from his said Master's service day or night unlawfully . . .*

There were quite a few other things an apprentice could not do, although it is doubtful if he would spend much time in taverns and playhouses on 2s 6d per week (12½p) for the first year, rising to 12s per week (60p) in the seventh year.

Young James Miles only did 5½ years of his apprenticeship but left with a testimonial signed by all the partners in the firm.

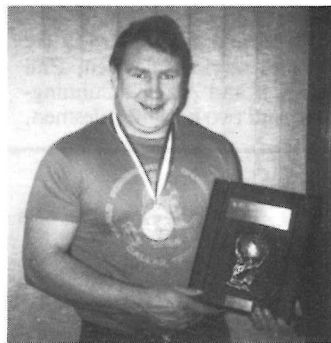
It is nice to think it was that testimonial which got him his job in London with Waygood.



Members of the administration team. Stan Martin, Andy Jeffers, Andy Thompson, Alf Lloyd, Christine McPoland, Bill Dilworth, Charlie Wood, George Hull, John Asker

## Big brother

Julie Savage, record clerk in the engineering department at Liverpool works, has a strong brother. British heavyweight power-lifting champion, last November Mark Savage came second in the world championships held in Dallas, Texas, with a combined total on three lifts of 1934 lbs



# Hartley rides the big one for Otis



Watch No. 36. That's Otis-sponsored Hartley 'Art' Kerner on a 750cc water-cooled Honda with four cylinders and 16 valves. In City division repairs, he competes in some of the most prestigious events in the motor cycle racing calendar, including the Isle of Man TT and the 24-hour Bol d'Or race in the South of France. We wish him every success for the coming season



## Spotlight on Birmingham Branch

# Serving the industrial West Midlands

Glasgow may be the second biggest city in the UK, but Birmingham is the second in England.

It is a big, bustling business city. Perhaps not the workshop of the world it used to be in different times but undoubtedly an industrial force to be reckoned with.

Keith Riley is now beginning to find his way around town. He was appointed in early January of this year when the previous manager, John Baker, became Northern division general manager.

Keith also continues to be Nottingham manager and divides his time between the two cities.

It means his total patch stretches from the Welsh border to the east coast. "My wife tells me I ought to have a helicopter," he says.

The Birmingham branch area covers most of the heavily populated and highly industrialised West Midlands.

Biggest service customer is the Birmingham Area Health Authority followed by the University of Birmingham.

Among the blue-chip names are Legal & General Assurance, Dunlop, Lucas, Lewis's, Boots, Debenhams, British Home Stores, Norwich Union, Lloyds Bank, Cadbury, Kendal Milne (Harrods), Fisons, ICI and many more.

The Manders and Birmingham shopping centres provide good Otis business, along with Laing, who have a lot of properties in Birmingham, including the Bull Ring Centre where there are 19 escalators.



Phil Kearney

There are some very big lifts at HP Foods, makers of the celebrated HP Sauce. Keith says: "When you drive by the factory you can tell from the aroma whether they are making HP, tomato or Daddies Sauce."

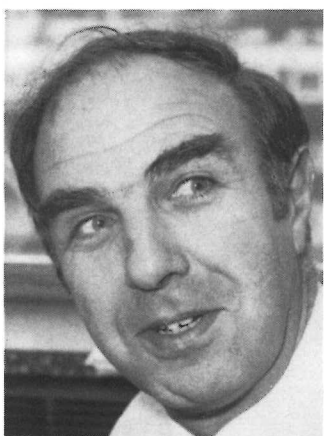
Current construction work includes the installation of lifts for Coventry Corporation, for Fisons pharmaceutical division, for Birmingham Corporation, for the Droitwich Sports Centre and for the St Peter's private housing development — this consists of flats for the elderly and is being put up for the Family Housing Association in Birmingham.

A big refurbishment job has recently been completed at Charles House and at the end of February two Becker hydraulic lifts had just been installed for Central Television.

At Birmingham Keith Riley has two service salesmen, Phil Kearney and Vance Cunningham, and two new lift salesmen,



Vance Cunningham



Ray Large

Ray Large and Jeff Scott, the latter recently recruited from Aberdeen. There are three service supervisors — Bill Cocking, Gil Lockyer and Ray Hadley.

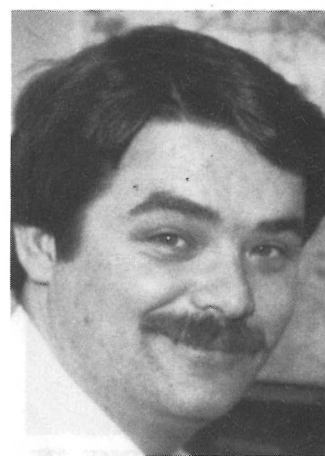
Construction supervisor John Coss was off sick the day Lift-Off called and Derek Lawrence



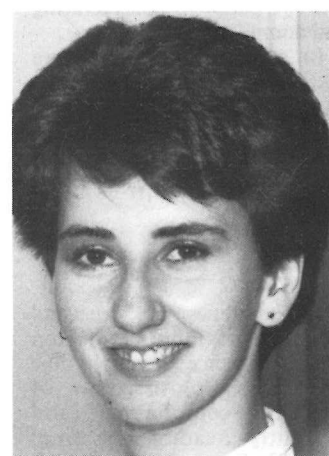
Birmingham manager Keith Riley in the branch office in Bristol Street. He is now beginning to find his way around town after arriving in early January of this year



Bill Cocking



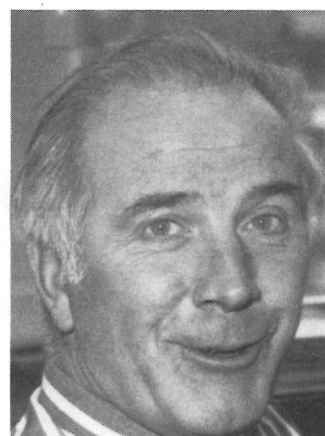
Jeff Scott



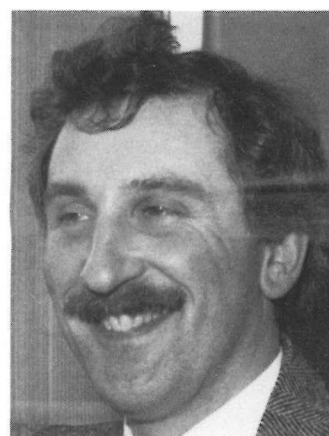
Theresa Byrne



Carol Jones



Gil Lockyer



Derek Lawrence

had been standing in for him. Staff adjuster is Tony Merrick and the three girls in the office are Theresa Byrne, Carol Jones and Cheryl Ensell, the phantom cake eater.

There are 52 men in the field, some three-quarters on service and the remainder on construc-

tion, and two apprentices.

All three girls use the ROSS terminal and Keith is encouraging other members of the staff to learn.

Keith Riley is a Nottingham man born and bred. He joined Otis in 1957, did National Service in the Royal Signals, and

had been adjuster, service supervisor and service salesman before he became Nottingham branch manager in 1978.

We once wrote about him that Nottingham was his kind of town. Now he has split loyalties but admits that Birmingham has a lot going for it, too.

## How to get a lift into a castle

Below, with their loaded Waygood-Otis lorry they wait on the causeway to make the crossing to St Michael's Mount at low tide. Right, they are on their way. That's the castle in the background right at the top of the mount



In 1955, Plymouth branch, then managed by Bill Noon senior, received an order to install a small passenger lift in a castle at the top of St Michael's Mount off the coast of Cornwall opposite Marazion.

The castle was the home of Lord and Lady St Levan and could only be reached, apart from a ferry, by crossing a causeway road at low tide.

Bill writes: "Everything arrived at Plymouth from the factory on a Waygood-Otis lorry and the next day we set out for Cornwall with Bill Blanchard driving and with two Plymouth erectors, Jack Tamplin and Jerry Battershill.

### JEEP

"We waited half an hour for the tide to clear the causeway and made our crossing.

"Because of the steepness of the road up to the castle everything had to be unloaded from the lorry and taken up the Mount in a jeep Lord St Levan borrowed from the army.

"Bill Blanchard was just able to get his lorry back across the causeway before the tide came in again.

"All work was completed on



time and to show his appreciation Lord St Levan presented our two erectors each with a painting of St Michael's Mount."

### — and the background to Bill Noon senior

The Noon's are an Otis family. Bill Noon senior, now retired and living in Bristol, is the father of Bill junior and Peter, both well-known Otis men.

Bill senior joined the company in the early 1930s and worked on the London Underground escal-

ator installations. Around 1937 he went to Bournemouth as a fitter and then to Plymouth, where he eventually became branch manager.

Later he looked after Plymouth, Cardiff and Bristol branches as district manager, and retired as Bristol branch manager in 1972.

### Wrong number

Ernie Marnham, manager of London service branch 26, has been with Otis for 24 years, not 14 as stated in our last issue. He has been worried that nobody will believe him when he comes up for his long-service award!