



Up going

Otis' Exhibition at the Gallery

A stunning new panoramic lift has been installed in a refurbished stairwell at the National Gallery of Ireland, Dublin, in order to make the Gallery more accessible to the public. The passenger lift was designed and manufactured at the Otis Engineering and Manufacturing Centre, Liverpool and now forms an exhibit in its own right!

Since our first installation in Ireland back in 1907, Otis Ireland has expanded its presence to become market leader throughout Ireland and Northern Ireland.

OTIS



Cash's & Co, Cork

Cork's first NCE escalators have been installed in Cash's & Co. department store. The four Otis 506 NCE escalators were hoisted by a crane through the roof of the existing building. The architect for the project was McDonnell Dixon, and the Consulting Engineer was Ove Arup.

Roches, Cork

Roches department store, Cork, has undergone a refurbishment programme of existing lift equipment. The city centre department store was installed with a traditional freight lift and an Otis 2000 lift with a Vandal Resistant interior. The VR lining is a durable design in-keeping with the elegant appearance of the Otis 2000 range. The freight lift was manufactured by engineers in the Otis Manufacturing and Engineering Centre, who are expert in the application of customised and highly specialised lifts. The architect involved in the project was Newenham Mulligan Associates in conjunction with consultant engineers JV Tierney & Son.

Jervis Street, Dublin

The newly constructed £50 million Jervis Shopping Centre (pictured left), in Dublin, is host to the first Otis NCT 606 Trav-o-lators in Europe. These Trav-o-lators have been developed to meet the needs of customers in shopping centres and retail outlets throughout Europe and the elegant design corresponds to the Otis range of NCE escalators. The project includes three Trav-o-lators, 13 escalators and 15 lifts that transport customers around the centre and connecting car park. In addition, Otis has installed lifts and escalators in many of the retail giants which have moved into the centre, for example Virgin Megastore, Boots, Debenhams and Bhs.



Focus on Ireland

In 1996, Ireland had the strongest rate of economic expansion out of all the EU members.

Correspondingly, Otis Ireland was proud to be a major participant in all the key developments in what is recognised to be an unprecedented boom in commercial activity throughout the country.

Investment in the retail sector has been exceptional with a surge of interest by UK retailers contributing to an increased demand for retail space.

In the city of Dublin exciting developments include the Jervis Street Shopping Centre and the opening of the new Arnotts Store.

In Cork, there was the successful completion of Cash's & Co department store and the refurbishment of some of the car park's existing lift equipment at Roches department store.

Tourist related facilities, most notably hotel developments, are proceeding at a rapid pace. Otis was involved in the major refurbishment of Jurys Inn Hotels and new build projects such as the Waterfront Hall Conference and Concert Centre in Belfast, together with a new 187 bed Hilton. The trading environment for hotels remains good.

Further growth is expected in 1997 for the private non-residential sector, providing an extremely healthy outlook for Otis Ireland in the year ahead.



New addition to Belfast's Waterfront

Belfast City Council plan to blast into the new Millennium with the futuristic Waterfront Hall Conference and Concert Centre. The building is not only a magnificent architectural creation for behind the impressive facade lies a state-of-the-art conference centre, which claims to be able to host any music, sports or business event. The main auditorium has been designed to seat from 450 to 2,235 people in comfort, through the high-tech configuration of seating, floor and stage levels. To complement this new complex Otis has supplied and installed five lifts from the Otis 2000 range, with a selection of designs, layouts and duties.

Also part of the same city centre business development is a 187 bed Hilton Hotel in which Otis will be supplying and installing two 16 passenger and two 21 passenger high speed traction lifts. At the new BT Tower five 16 passenger high speed traction lifts are to be installed.



Croke Park

Otis Ireland maintains the Otis lifts and escalators at the famous National Gaelic Athletic Association Stadium at Croke Park, Dublin. Three Otis heavy duty escalators and one Otis 2000 Vandal Resistant lift car transport the thousands of spectators around the newly erected Cusack Stand on match days.



View from the M.D.

We have now put 1996 behind us, and we move on to what should be another exciting and challenging year in 1997, although 1996 will be hard to beat.

I think we could all agree that last year was probably a major turning point for the company, and it may also have been for the industry as well. Let me start with the industry picture.

Industry Consolidation

As we all know, the recession of the early nineties has had a significant impact on the lift business; and in some cases a devastating one. As a result, there has been a consolidation of the industry, culminating in our acquisition of Express Lifts. I say culminating, in that Express was the last of the nationally known, domestic lift companies which remained. The UK market battle is now principally being waged amongst world-wide competitors, particularly in new equipment.

Major Gains Despite Price War

The other important point about the industry is that the volume of work has begun to pick up as the economy has strengthened. We have seen good gains in both the office and retail sectors over the past year. This has helped to make the industry somewhat more stable than in the past few years, and has somewhat eased the suicidal price cutting which had been evidenced earlier. Price competition remains very keen in the service business, however.

Service Values Key

I believe that 1996 was a turning point for Otis as well, and not only because we further strengthened our number one position through the Express acquisition. Every bit as important is the recognition that the Customer Service values contained in the Service 2000 initiative will be the true competitive battleground of the future. I hope that we will all have gained that perspective as a result of our training. This is a turning point in our thinking that it is totally in the hands of each of us as individuals.

Record Year for Orders

1996 was also a year in which we improved our market position in virtually all areas of the business, and in particular we did very well in our modernisation business, with more than 50% increase in orders. Aside from the boom times of a few years back, it was our best year in history for orders. A welcome change from the rather lean years of the recent past.

Fair Wind for '97

Overall, I think we can all take pride in our accomplishments for 1996. It was definitely a turning point in virtually any way that you wish to measure. We enter 1997 with a healthy backlog and a healthy appreciation of our customers' needs for the future.

While 1997 probably does not hold out the promise of the same dramatic change we saw in 1996, it still presents us with adequate challenges.

The Year Ahead

Of course, our first challenge is to successfully complete the consolidation of the Express Evans and Otis businesses. Much of this is behind us, but we still have a significant task to complete, and our customers are expecting the best from us.

This year we have an upturn in workload which although very welcome will require that we all fully cooperate with one another to get the job done well. Our customers expect it.

Safety is No.1

Finally, and most importantly, the one turning point that we have not achieved is in our safety record. This showed very little improvement over 1996. I would ask that each of us give this top priority in 1997. The success of the business can only be enjoyed if we are here to enjoy it.

We start a new year. In many ways we have the benefits of a strengthened company with which to begin it. Let's make the most of it and enjoy it as well.

Jack Leingang

Up
going

ISSUE 9

JANUARY 1997

CONTENTS



2-3

Project News
Contract Corner



4-5

Field Focus
Service 2000 Year Review



6-7

Service 2000



8-9

Modernisation 2000
Human Resources
Safety First



10-11

Otis Diary
Sport



12

Special Olympics
News from Abroad

1996 PRP

As stated in the 1996 PRP booklet, the final PRP payment for 1996 will be made to employees in March 1997. The exact amount of the final payment will not be known until after the accounts have been audited by Price Waterhouse, Otis' external assessors. A letter summarising the 1996 results and final PRP payment will be sent to all employees in early March, with the payment being made no later than the last paycheque in March.

OTIS



Jervis Street

Pictured Below (from left to right):
**Barry O' Connor, John Hanley,
Brendan Holleran
and Shay Garland**



PROJECT NEWS



Bluewater
KENT

Lift into the 21st Century

With the construction of Bluewater Park in Kent, Australian-based Lend Lease plans to make a major breakthrough into the traditional concept of shopping. Bluewater Park is not only the biggest of its kind in the UK, it will also be the first to combine shopping and leisure, creating a 'fun' and enjoyable atmosphere for all. Lend Lease estimates that the unique triangular design with anchor stores at each apex will attract 9.6 million people, who live within a 60 minute drivetime.

State-of-the art technology will be applied in every aspect of Bluewater Park - lifts included. Otis will be installing a grand total of 53 lifts, comprising 14 escalators, 18 Otis 2000 Traction lifts and 21 Evans Goods Lifts. The innovative design for the units is being developed at the Liverpool factory and Project Manager **Mike Dromgoole** says that work is due to commence in June '97.

Selfridges of Today & Yesterday

Selfridges Store in Oxford Street, London, is undergoing a major refurbishment programme to create the most exciting retail environment in the world.

Otis has been successful in securing a major part of the escalator renewal and lift modernisation works to date, so far installing two new banks of escalators and modernising two hydraulic goods lifts and one main goods/fire fighting lift.

In the final phase of the Master Plan Strategy, Otis fitted four goods lifts with the new E335 Direct Drive Control System and converted the old manual shutter gates to the new Liverpool Accra type entrances powered by the variable frequency door operator. New fixtures have been installed in the cars and on the landings together with a complete VR re-line of the cars. Closed circuit TV cameras and a security swipe card system were also installed. Included in the last phase was the modernisation of the four main passenger lifts situated just inside the main store entrance in Oxford Street. These units (shown right) were also fitted with the E335MW controller and new variable frequency door operators.

Brindley Place

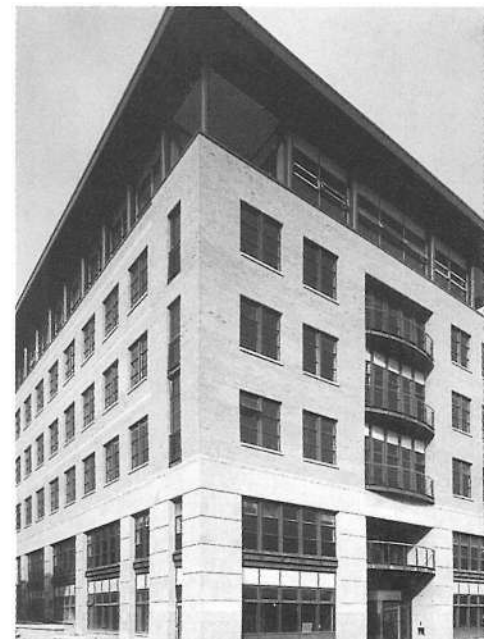
A pair of wall climber lifts are the show-piece in the recently constructed 5 Brindley Place, situated in Birmingham's new industrial development area. Communications giant British Telecom will shortly be moving in to the building. **Derek Lawrence**, Midlands, supervised the project.



Selfridges

The design of the ground floor entrance and car interior fittings was based upon the original lifts in Selfridges during the early 1900's. Signs of the zodiac are delicately engraved onto the doors while a sunburst effect has been etched in bronze with a striking gold plated central panel. The finishes were a very challenging part of the job, and the final results are elegant and distinctive. Well done to Supervisor **Eddie Edwards**, Chargehand (Phase I) **Don Kerner**, Chargehand (Phase II) **Terry Jones** and **Joe Dacy**.

Mike White, Modernisation Manager.



Reviving the North East

LRT NEWS

The Flexible Step

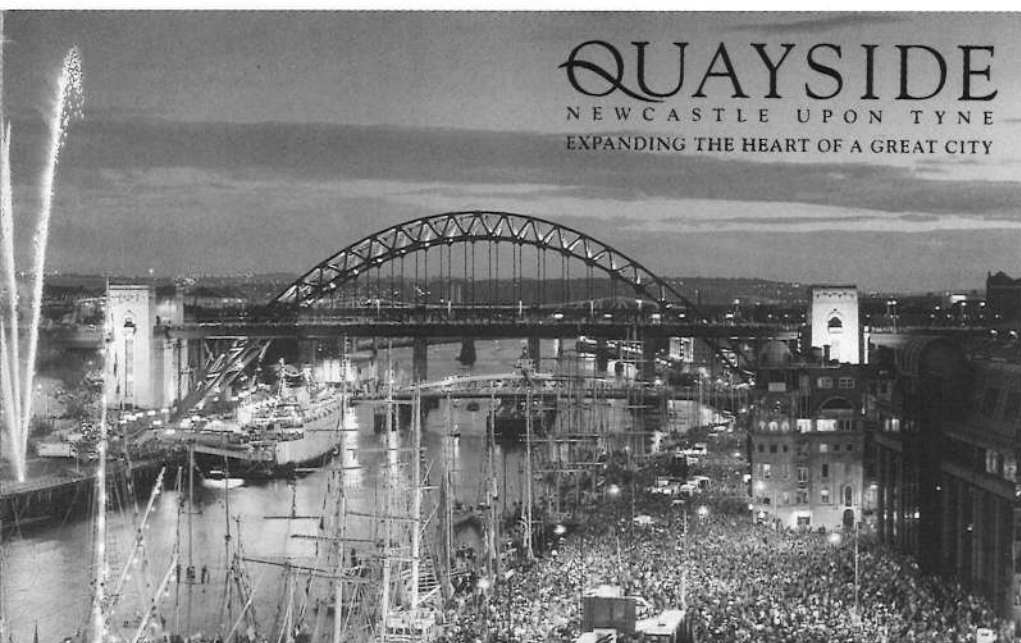
Branch 65 comprising **Dave McGraw**, **Richard Macdonald** and **Paul Sutton** has successfully negotiated a major refurbishment contract with London Underground for Embankment Station. Work includes a 'half lifecycle' rebuild of these lengthy 9.97m rise escalators installed in 1980's. The rebuild will involve installing a linear bearing tension carriage, a hydraulic brake and a newly developed 'flexible step'. **Mike Harrington** is leading the design team, in conjunction with Machine Tool Engineers. Extensive tests have been carried out on the new step to enhanced safety requirements, to verify that the step is capable of repeating ten million cycles, without failure. It will also be given a differential axle displacement test, to examine its strength.

Power Wind Units

Peter Hann, **Colin Spicer** and **Terry King** of Branch 64 have been awarded a contract to supply 48 Lift Power Wind Units, which ensure that LUL staff can effect an emergency lift evacuation of passengers without hazard to themselves, even in the unlikely case of a power failure. The unique design was developed by Otis Technical Support Engineer, **Colin Spicer**, working with Renold Gears and Protobyte Ltd. By the middle of 1997, 50 of the 64 London Underground units will be fitted with Power Wind Units.



QUAYSIDE NEWCASTLE UPON TYNE EXPANDING THE HEART OF A GREAT CITY



Otis is involved in a major new development at Newcastle's Quayside area, formerly known for its shipping industry. Today, due to a series of development programmes initiated by Tyne & Wear Development Corporation, the Quayside is beginning to show signs of flourishing once more. **Jack Denholm**, North East, has already secured 16 lifts in various buildings around the Quayside.

SERVICE

Bhs Partnership Continues

Geoff Farge, National Accounts, has resourced a ten year maintenance contract with Bhs. At present, this contract covers approximately 230 lifts and 140 escalators.

Another Jackpot for Julian

Julian Barnett, North West, has gained another 20 year contract with the New Progress Housing Association. The contract comprises six lifts in various housing estates around Preston, with the inclusion of REM. Julian has also secured a modernisation contract for a further three lifts.

NEW EQUIPMENT

Next...

Adrian Crane, Midlands, has secured his first major sales order with High Street Fashion Retailers, Next. The contract includes four escalators at the Oxford Street store and one escalator at the Newcastle store.

'Disney' Do Well

John McQuillen, Major Projects, has negotiated an impressive order with film makers Disney for the installation of eight lifts in their UK Headquarters. The order includes a five car group of 21 passenger lifts (two of which are glassback scenic lifts), two fire-fighting lifts and one 1600 Kg Goods/Passenger Lift.

Top Stop

Paul Kent, Major Projects, has been awarded a contract for the installation of a staggering 16 NCE escalators and 14 lifts at Top Shop. The clothing megastore is the centre-piece of London's Oxford Circus.

A 'Law' Unto Himself

Jerry Law, South Coast, has secured a contract for the supply of lifts at Dunbar Wharf, a luxury residential waterfront development in London. The contract comprises six Otis 2000 Hydraulic Lifts and one Otis 2000 Traction Lift.

Midlands & South West

Tim Bowman, Western, has been awarded the contract to install two Traditional units at the Cardiff Bay Hotel, Wales.

Richard Watts has sold five Otis 2000 units at Addenbrooks Hospital, Cambridge and four Otis 2000 VF at Spirella, Letchworth.

Steve Vincent, Wales, has received his first order since transferring to New Equipment which includes one eight passenger Otis 2000 Hydraulic Lift at Newport Civic Centre, Neath College and one unit at Bridgend College, in Wales.

Baker Goes West!

Paul Baker has secured his first major sales since joining the London & SE New Equipment Team. The orders comprise three Otis 2000H units at Garford St, EC1 and five Otis 2000H units at Westminster Bridge Road. Both are residential developments. Paul, pictured right, takes time off from the New Equipment conference in Birmingham to try his hand on a bucking bronco!



Otis 12 - Chelsea 12

'All score draw' was the result of a recent contract between Otis and Chelsea Football Club. **Howard Heyd**, London & South East, secured the contract comprising seven Otis 2000, ten passenger Traction Lifts, one Cargo Lift, two Otis 2000 Hydraulic Lifts and two Service Lifts. The equipment will be installed in the major developments currently being planned at Stamford Bridge.

Howard's work adds to Otis' recent football ground successes at Bolton, Liverpool, Manchester City, Manchester Uniteds, Millwall, and Sunderland.

Norman Staks 'em Up!

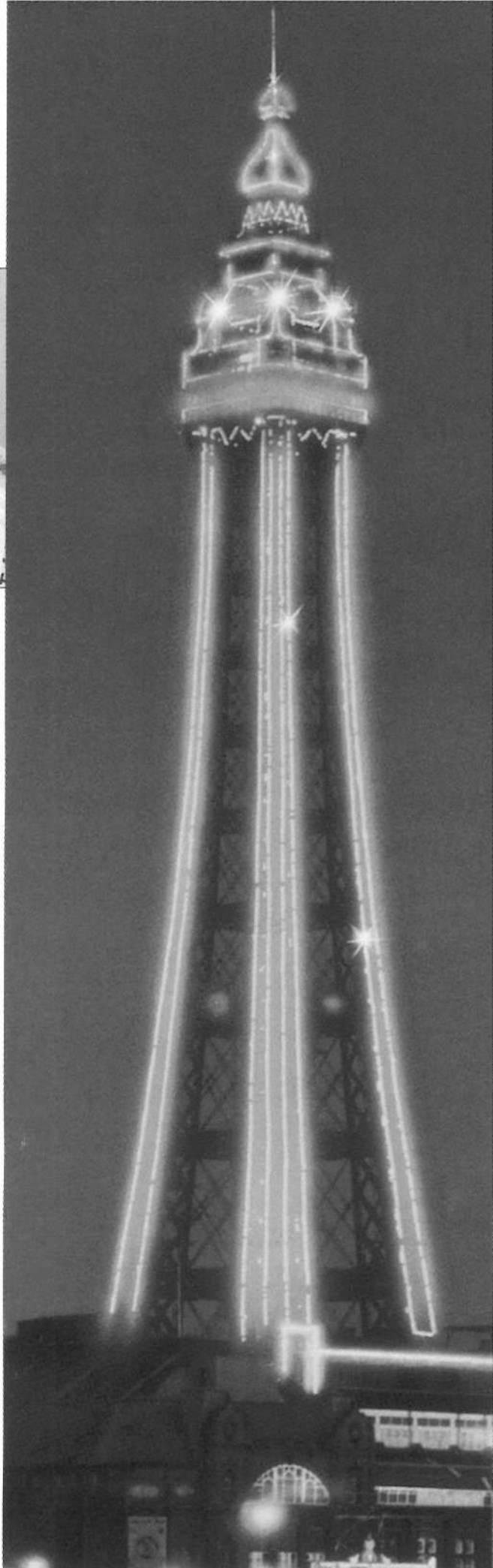
Norman Gray, Scotland, has been awarded a contract with Stakis for the installation of two top traction Otis 2000VF Lifts with Premier Cars and two Hydraulic Lifts with Vandal Resistant Cars at the Stakis Hotel, Islington Green.

1st for Otis Europe

Thanks to the hard work put in by **Roy Standen**, National Accounts UK, and his European colleagues, C&A has granted that Otis should be sole supplier of all new escalators to C&A in Europe. Total numbers have not yet been fixed but Cosbi, C&A European Commercial Service Centre, expects a minimum order of 35 for 1997!

High-tech Lifts

Nick Welham, Major Projects, has secured an impressive contract with the leading computer company Microsoft. The newly constructed building in Reading will be Microsoft UK's HQ and will contain nine Otis 2000 VF Premier cars.



Towering Otis

Over two years of negotiation with First Leisure Corporation Plc came to fruition with a 20 year maintenance agreement for **Julian Barnett**, Northwest. This comprises the two tower ascent lifts at Blackpool Tower plus 70 other lifts around the UK. Otis will also be undertaking all future modernisation and new equipment work. The total contract secures business in excess of £8m for Otis.

With this agreement Otis have staff permanently based on site at Blackpool Tower. **Ian Clarkson**, Service Supervisor, realised Service Engineer, **Steve Haslam**, was the ideal candidate for the job as he was in the initial construction team led by Construction Supervisor, **Eddie Allcock**, who installed the two tower ascent lifts in the early 1990's.

The contract documents were processed in Stockport by 'Contract Cops' **Cath Morton** and **Sarah Pritchard**, Provincial Admin Centre.

Field Focus

Hartley White and Partners

Dear Graham,

I would like to take this opportunity to thank you for your assistance in ensuring that the works were completed to a high standard and within programme. Credit must also be given to **Stuart Rayfield**, Chargehand, who made sure that the disturbance to the occupants of the building was kept to a minimum.

We look forward to retaining this successful 'team' for future projects.

Yours sincerely

E J Borg
Hartley White and Partners



Dear Mike,

Standard Life are delighted that you have been able to refurbish the lifts within Blocks 6, 7, 8 and 10 successfully and acknowledge that the environment within which you have had to work has been far from easy.

From my point of view, I would like to thank you for your personal support. There is no doubt in my mind that the success of your works is due in very great part to the stoic diligence with which **Tom (Hester)** managed your team, interfaced with the Estate and Tenants and met the challenge of my early insistence over the manner in which the works should be undertaken. I know that my colleagues and Standard Life are also grateful to Tom.

I am sure that with the increased effort that has recently been brought to bear on the maintenance side the whole project will be considered as having been extremely successful.

Kind regards,
Neil Biscoe
Buro Four Project Services



Dear Graham

May I take this opportunity to thank you and the installation team involved with the replacement of the push buttons in lifts B & C.

The engineers were polite, professional and tidy. Please pass on my thanks 'on a job well done'.

Yours sincerely

Kevin Roberts
Property Maintenance Engineer

Graham Coles, Western, received this letter of appreciation after a successful modernisation programme was carried out at The School of Chemistry, Bristol. Ken Gilley would also like to thank the whole team including the backroom boys at the Service and Modernisation Centre and Sales.

Neil Biscoe, Buro Four Project Services, recently wrote to **Mike White**, London Modernisation, regarding the successful major modernisation of Blocks 6, 7, 8 and 10 at Cutlers Gardens.

Graham Atkins of Thames Valley received the following letter regarding the professional conduct of fitters **Peter Wheller** and **Kevin Dean** during work at 3M, Bracknell.

The Escalator

The clinking of the steps
That rise and disappear
Into the floor,
Are soothing lullabies
To the people that ride
These mounts of steel,
They hold on tight
And hope they feel, the
Movement of the steps
That take them high,
Onto the street,
That they go to work, or play,
But all who ride
Must do it twice a day,
And hope that Otis
And all of us
That tend these
Rearing steeds,
Work with a smile
And eager hands
So when they return,
No sudden silence
But clinking steps
That rise and disappear
Into the floor,
Are soothing lullabies

By Andy Shiston (LRT)

ETO Field Dress

A dedicated task force was set the following goals regarding a new uniform:

- Consistent design
- Otis to be considered a clean company
- Otis to differentiate from competitors
- Disposable overalls to answer the problem of 'cleanliness'

The new uniform has been designed with safety in mind. The task force has studied and applied as strictly as possible the recommendations of the European Safety Standard (EN 510), which covers safety regulations for employees working in rooms with moving parts.

The new 'kit' will contain the following:

- A winter jacket
- A waist jacket
- Trousers
- Long sleeved polo shirt
- An overall
- A disposable overall (for extremely messy jobs)



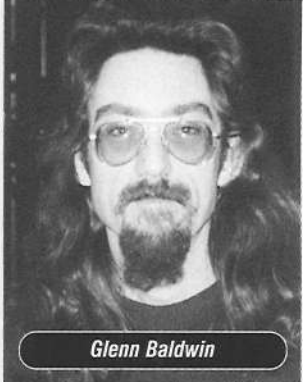
Marie Maurice



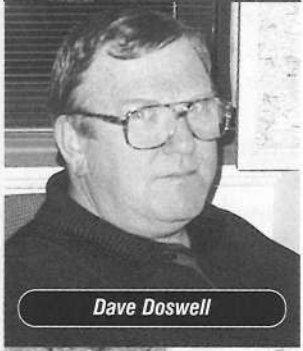
David O'Brien



Berna Purcell



Glenn Baldwin



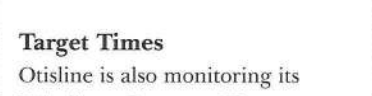
Dave Doswell



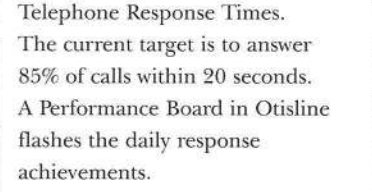
Debbie Yallop



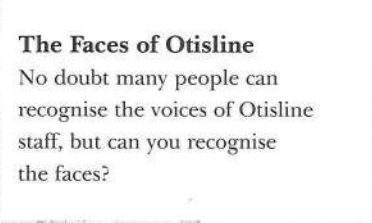
Mick Roberts



Frank Callaghan



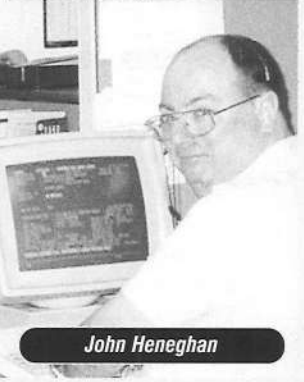
Monica Moore



Tina Sharman



Sita Vaja



John Heneghan

Otisline

Good to Talk

In line with the Service 2000 value of communication, Otisline is now informing customers of arrival times in line with contractual times. The standard LTA (Latest Time of Arrival) for the country is four hours for a breakdown and one hour for a trapped passenger.

Target Times

Otisline is also monitoring its Telephone Response Times. The current target is to answer 85% of calls within 20 seconds. A Performance Board in Otisline flashes the daily response achievements.

The Faces of Otisline

No doubt many people can recognise the voices of Otisline staff, but can you recognise the faces?

REM City

"With the implementation of Service 2000, it is imperative that our maintenance methods move forward with technology. Diagnostic monitoring of equipment is becoming more prevalent throughout the built environment. Otis is leading the way in our industry with Remote Monitoring and Diagnostic Maintenance." **Robin Crooks**

Established in the South Coast branch, REM City is an initiative developed by Otis World Headquarters, whereby the deployment of Remote Elevator Monitoring is concentrated in one area for research and development purposes. There are approximately 300 REM units throughout the South Coast area, the installation of which is handled by Southampton Supervisor **Ken Champion**, and his team of engineers.

The 'REM City' project, plus total nation-wide REM technical support and system administration, is handled by the REM Technical Group, headed by **Robin Crooks** and assisted by **Mick French** and **Chris Chambers**.

All new REM installations for Otis UK are now commissioned and tested by the REM team before they 'go live'. The team hold REM installation training sessions for engineers and there is also a 'Helpline' for any queries or problems regarding REM. In line with the Service 2000 commitment to improve communication, a notice has been designed to place over the REM voicelink informing customers when REM is in the process of being commissioned.

The overall objective of the REM Technical Team is to utilise the data that REM extracts from the lift equipment and the associated technical alarm messages to provide a warning of any recurring faults in the lift's operation, thereby aiding the call-back reduction process. This information gathering exercise is being used to restructure the maintenance methods, ensuring that attention is focused on problematic areas of the lift equipment.

The 'R.T.G.' group is also involved in the development of the next generation of REM, to be named REM 2000.



Ken Champion,
Southampton
Supervisor

Group Picture, Left to Right: **Chris Chambers**,
Robin Crooks, REM Product Manager and leader of
REM Technical Group, and **Mick French**

Liverpool Proudly Present First Lift for Airport Railway

Hong Kong Mass Transit Corporation visited Liverpool Manufacturing and Engineering to witness the conclusion of the design and product testing phase of the panoramic lifts being manufactured for the Mass Transit Railway serving Hong Kong Airport. The visit culminated in the dropping of the complete lift car to test durability. The 27 panoramic lifts will form the centre piece of the new station concourse.



The Liverpool team including **Jack Leingang**, **Joe Kruger** and Project Manager **Gordon Stevenson** were proud to host the visitors from Hong Kong Mass Transit Corporation, escorted by Otis Hong Kong's MD to view the final stages of product testing.



Service 2000

Review of The Year

Throughout 1996 Otis has been moving forward in its quest for service excellence. The implementation of Service 2000 has taken place across the company, with many people committing a great deal of time and energy to our desire to improve our service to customers.

Service Operations have an implementation plan to ensure that the many tasks are completed, and the Building Blocks to support the programme have been put in place by support departments;

- 1400 staff have been through the cultural training programme with the aim of understanding, taking ownership of and committing to improve customer service.
- Computer hardware and software has been upgraded.
- Sales and Field teams have had specific training to support the new contracts.
- Van livery, office stationery and documentation have been updated.
- We have introduced new service contracts that reflect our commitments to customers.
- Otisline / REM measures both the performance of lifts and our responsiveness to breakdowns.

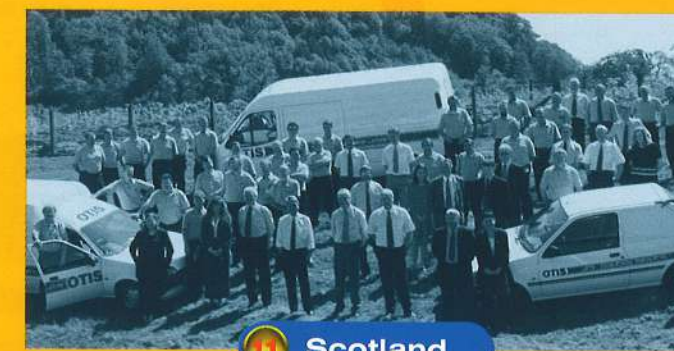
All this has been achieved before each service branch has gone ahead with its launch. Other departments in the company have attended Cultural Training and have committed to action plans to improve their service to customers - whether they be internal or external.

The Service 2000 strategy is an on-going process for all of us. The Building Blocks are being put into place for its reinforcement in 1997 to ensure we carry through the drive to improve customer satisfaction.

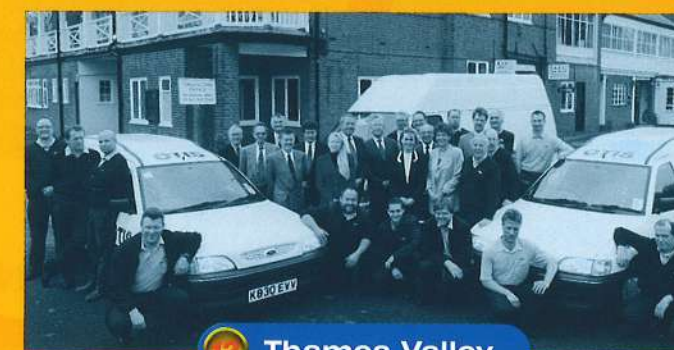
Andy Cleaves

Service 2000

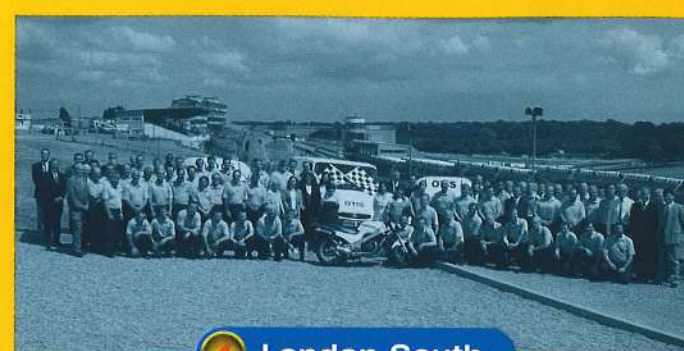
Service 2000



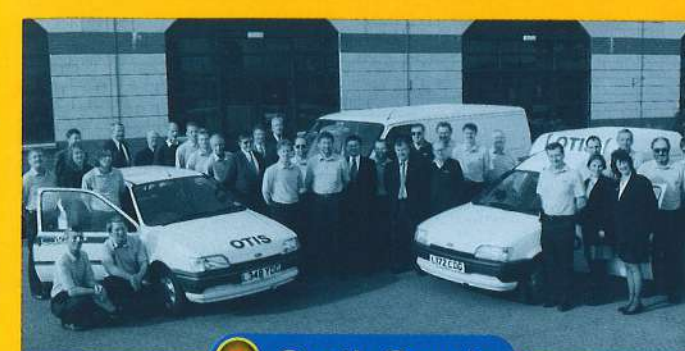
Scotland



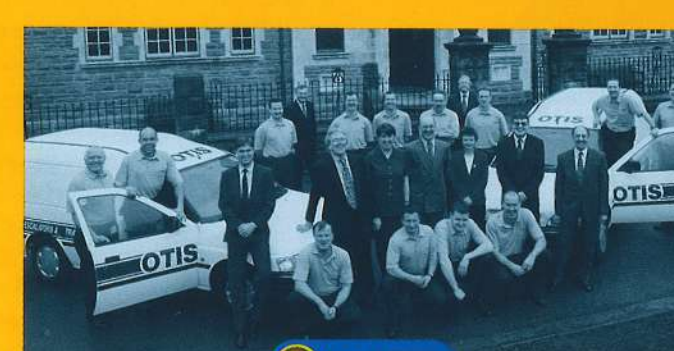
Thames Valley



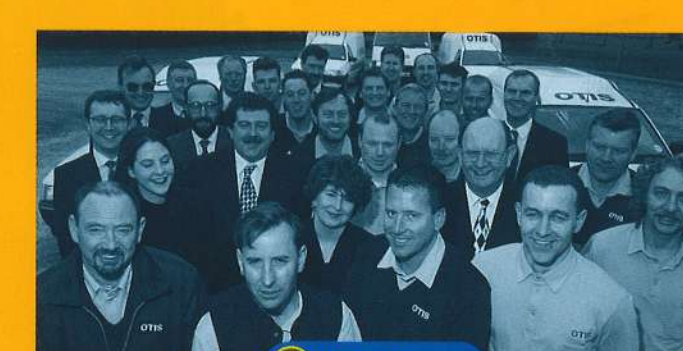
London South



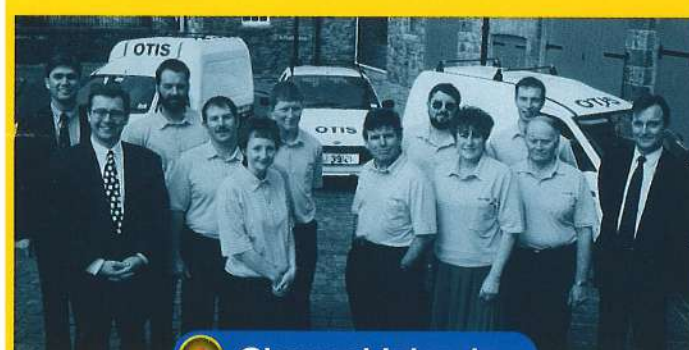
South Coast



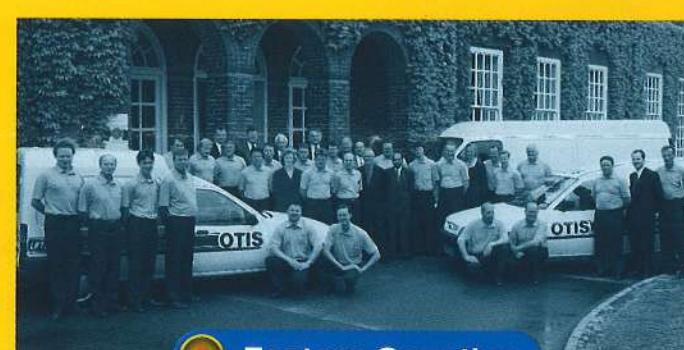
Wales



Western



Channel Islands



Eastern Counties



London West



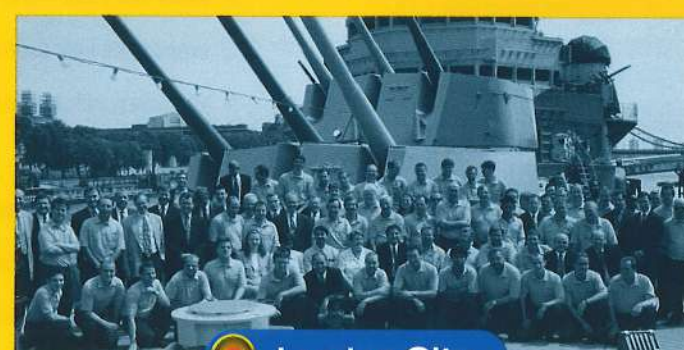
South East



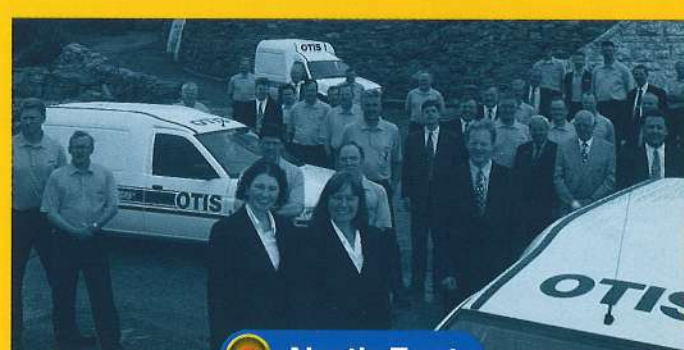
West/East Midlands



Yorkshire & Humberside



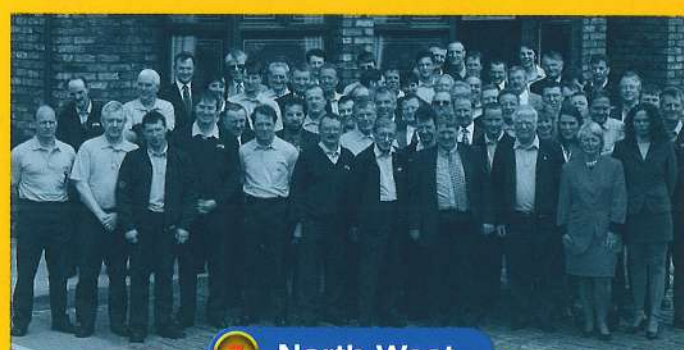
London City



North East



South West



North West

Reliability
Responsiveness
Behavioural Change
Customer Communication

Assurance
Customer Care
Customer Commitment
Internal Communication

OTIS

LS Competition Results

Sales Competition The Winners were Mark Braidwood, London City, Gordon McIntosh, London West, Ken Wright, Scotland, and John Funnell, South West, for registering the greatest number of bids on MSA for 'LS' packages. The National Winner was Mark Braidwood.

Field Competition The Winners were Peter Amura, London West, Barry McNeil, West Scotland and Shay Garland, Ireland, who contributed most to increasing LS sales in the branch and supporting the standard field hours. The winners were presented their awards by Lindsay Harvey. Congratulations to all winners.



LS COMPETITION



City Slickers

Mark Jones, National Accounts, has secured a modernisation contract for the major refurbishment of three lifts in Lauderdale Tower, a 44 floor residential block in the Barbican Estates complex.

The work includes installing E411 direct drives, gearless machine overhaul 'as new', Liverpool manufactured Accra door entrances, new fixtures and landing buttons.

Pictured above, left to right:
Mike White (Modernisation Manger), Ricky Pettin (City Service), Robbie Nye (Site Chargehand), Phil Newman, Dave Orton, Matt Roberts (City Service), Geoff Snowling, Tom Hester (Project Manger).

Stock Exchange

Successful local modernisation and maintenance work over the last few years piloted the way for Stan Chapman, London City, to secure a major modernisation programme at the London

Stock Exchange. Work in this distinguished City institution includes a car refurbishment, fixtures, door operators, Elevator Management System and gearless handwinding.

The lift interior will be engraved with the famous Stock Exchange crest. Tom Hester (Jnr) will be managing the project.



Modernising Westminster

A contract has been secured for the modernisation of six lifts at Westminster House, the Parliamentary Offices. The phased modernisation will take place over a three year period, and in order to avoid any disturbance to politicians, work will only take place during the summer recess which lasts a mere 6-8 weeks! Most importantly, the work schedule must be regimentally adhered to, as the summer recess is decided only 3-4 weeks in advance. Work includes 411 controllers and new fixtures. Naturally, security measures are tight for Project Manager Alan Rumbol and his team of engineers.

Provincial News

Stockport's Showcase

Work is very close to completion at St. Christopher House, Stockport, home to Otis' Provincial Administration Centre. The modernisation work on the triplex group of lifts includes new MCS220 controllers and 18 ATF machines, DO 2000 door operators, Liverpool manufactured doors and Mod 2000 fixtures. The important aspect of this modernisation is not the fact that engineers were under the watchful eye of Otis, but that the major modernisation work has been carried out successfully on competitor units. These 30 year old lifts have been modernised to appear and run 'as new' and are now under Otis maintenance. The project was managed by Provincial modernisation Manager, Alex Rankin.

Northern Lights

Alex Rankin, Northern Modernisation, reports that successful modernisation work has also taken place at Lothian House in

Preston and Bridgewater House, Manchester. The work consisted of MCS220/18ATF machine, car refurbishment in both buildings. Alex firmly believes that good communication, complemented by our expertise in lifts leads to successful completions such as these.

Irish Mod

John Potter, Ireland has secured a modernisation contract at Dun Laoghaire Shopping Centre, in Dublin City Centre. The modernisation work will include MCS220/OVF20 controller and drive systems, HSDS door operator with Lambda II door detectors and Mod 2000 fixtures. This was also the first job to be tested by Mark Buggle, a recent transfer to the Service division.

Pennock's Power

Brian Pennock, West Scotland, has been awarded a modernisation contract at Littlewoods Store in Argyle Street, Glasgow. The modernisation contract includes new MCS220 controllers with VF drives, car refurbishment and replacement car landing doors on three units.

Mike's Forte

Mike Sinclair, London West, has secured a modernisation contract with Forte Hotels. The modernisation work will be carried out on 11 units in top London Hotels including Strand Palace Hotel, Regent Palace Hotel and Post House Hotel at Heathrow. Mike has also sold an 'LS' modernisation contract at the Savoy Hotel that includes new fixtures, entrances and door operators.

Gordon McIntosh, London West, has sold a modernisation contract consisting of MCS220/LSVF drives at Kent House, London.

'Delight' Letter from 'Down Under'

Sam Lone, London West, recently received a letter regarding the modernisation work being carried out at New Zealand House, Trafalgar Square, London. The letter from Bill Leach, New Zealand High Commission, contained the following compliment;

"May I take this opportunity to comment on how well the lift project seems to be coming along".

Alan Rumbol is project manager.

The 'Think Tank'

The Mod Flexible Admin Group is made up of representatives from all aspects of the modernisation process in the UK and ETO. The aim of the group is to improve the major modernisation sales proposal process by dramatically reducing the proposal turnaround time.

The new process is in the spirit of Service 2000 whereby ongoing communication is the key to a smooth-flowing tender generation. Once the sales consultant has fully understood and defined the customer requirements, any non-standard packages are highlighted to the Modernisation Team at the Service and Training Centre for their action.

Closely monitored by Team Leader Ranjit Arora, the new process is currently being piloted in London West, Scotland, Western and Eastern Counties.



Human Resources

RoAR

Otis employees get a RoAR of approval

October 1996 saw the launch of the first Otis Reward and Recognition programme, and the success of RoAR to date is certainly something to shout about.

As a follow up to the extensive Service 2000 training that has been taking place, the main intention of RoAR is to empower every employee who wishes to recognise a fellow employee's efforts in demonstrating and promoting the behavioural values of Service 2000; Assurance, Customer Care and Internal Communication. While it will be necessary for this to become second nature to us over the coming months and years, there will always be cases in which someone, or some team, goes beyond what is expected, or required in the course of 'just doing their job.'

RoAR's three tier structure allows for recognition of different scales of achievement. The **Instant** award comprises a range of medium value gifts that all employees can give to any other employee as a token of appreciation for that extra little bit of service, without any further referrals. At the time of going to print, 32 people have been awarded Instant RoAR's for a variety of actions which all have the same common denominator - delighting their internal and external customers.

One Otis employee was recognised after a building management team formally commended him on the high standard of his work, and his courteous and efficient manner. Another was nominated by a colleague from a separate department for his flexibility and efficiency in dealing with what the nominator admitted were always last minute, urgent requests for changes to literature to be made.

Team efforts are also being recognised; a team from one branch has been recognised for offering to cover another branch's area during their Service 2000 launch. It cannot be stressed enough that this acknowledgement of team efforts, or cross-functional co-operation, is something that RoAR has been designed to positively encourage.

Individuals or teams whose endeavours have significantly promoted and sustained the practice of quality service can be nominated for the higher value **Extra** or **Super RoAR** awards, which require the authorisation of the RoAR Committee or Executive Committee respectively and will be considered on a quarterly basis.

As of December 1996 Extra RoARs have been awarded to the following employees.

Extra RoARs - Individual

Roger Anthony for outstanding flexibility in the pursuit of consistent excellent customer service.
Brian Gosling for displaying initiative in devising and implementing a cost saving process in Export.
Paul Black for commitment to exceed his call-back target and greatly improving customer relations.
John McKenzie for using the RCA system to get manufactured a time-saving tool invention.

Extra RoARs - Team

Anne Challis and Ken Jones for organising the Gien - UK tennis tournament, expending significant personal time which promoted and improved working relationships between the countries.
Del Cox, Peter Harris, John Sirkett, Roy Pluck, Dave Knight for breaking the mindset regarding call-backs by achieving what was previously thought to be impossible reductions.

A First for UK Purchasing

The team effort contributed by the UK Purchasing Group has certainly not gone unnoticed. The Group has been awarded 'UTC Purchasing Council of the Year.'

The Group includes representatives from Otis, Carrier, Pratt & Whitney, GKN, UTA and USS Purchasing Departments.

The UK received the award in 1994 for their contribution to European Results. However, this is the first year that the UK has won the award outright.

Group Purchasing Director, **Bill Hogg** would like to thank everybody for their individual support and performance and hopes to make 1997 the year in which we become the first Council to retain the award in successive years.

TRAINING

The Appliance of Science

We live in a technology driven age. For example, training programmes can now be taken using an interactive multi-media programme workstation, known as Computer Based Training. The ETO CBT Centre is based at the Otis Service & Training Centre, where multi-media programmes are being written and produced in the five main European languages. CBT provides individuals with the opportunity to learn at their own pace and to focus on those aspects of the curriculum which are of greatest value and relevance to them. **Stephen Clark**, Manager, Training & Organisational Development explains, "Learners typically complete the curriculum in 50% of the time required for traditional training and retain up to 75% more of the information."

Stephen also admits that the company priority is to plan an effective integration of CBT training programmes into existing traditional training.

The CBT Team is made up of **Stephen Clark, Enrico Cella, Andre Paulke** and **Jean Louis Goussot**. They have recently released their first 'state of the art' training CDs in English covering:

- OVF10 Product Training
- Risk Assessment On-Site: Falling Hazards
- Repair and Adjustment of Door Locks
- Remote Elevator Monitoring Overview
- Introduction to Service Management System (SMS)

#1 SAFETY

Safety-Playing the Game

John Nichols, Safety Manager



As a Safety Manager, I tend to say that the 'Game Plan' is to try and ensure that our people go home from work in the same, or certainly in no worse condition than when they arrived (apart from being more tired that is). Alan Hansen once said that in the game of football, "Complacency is an evil word", in the judges findings on the Hillsborough Disaster he said "Complacency is the enemy of safety." Whether you are a football professional or a safety professional, being consistently professional is the goal.

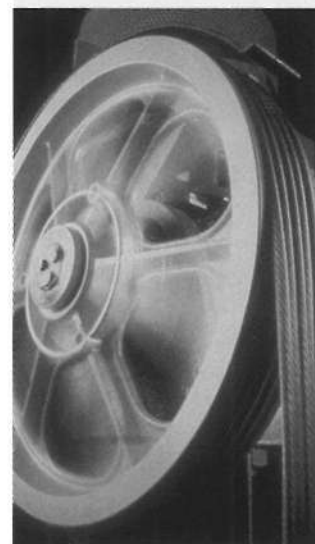
Complacency Kills

That is where I believe we must all come off the bench and stake our claim for a permanent place in the first team. Help change the tactics so that safety is the key player in reaching our goal in 1997.



In the words of the Otis World-wide Executive Committee;

"Our goal at Otis continues to be that we will be the safest elevator and escalator company in the world. The Otis Executive Committee needs your continued support, involvement, and, above all, your commitment to make this happen."



Safety Competition Winner



Mick Curtis, Midlands Construction won the latest quarterly Safety Competition. He wins £150 for answering the five questions correctly.

OTIS in the community

Recently, three engineers have shown exceptional Service 2000 values in their daily work and all have subsequently been nominated for Super RoAR Awards by their colleagues.

The mountaineering team from the University of Liverpool Estates Design Department display the Otis logo at the top of Ben Nevis. Otis part sponsored the team and the money raised was donated to the RICS Charity Fund. Various contractors were invited to sponsor each of the three peaks. Otis has been awarded three Otis 2000LSVF Traction units and two Otis 2000 Hydraulic lifts on various sites within the University campus.



Up the UK's Highest Peak

Who Dares Wins!



Declan McKenna and **Anita Shingadia** (Modernisation, Service and Training Centre) successfully completed their first Static Line Parachute Jump, which took place at Banbury. Despite a low cloud base they were allowed to jump through clouds at 3500 feet. Apart from a mid-air near miss between the parachutists, all went smoothly (i.e. both landed with all limbs intact). They raised a total sum of £1368 for Special Olympics UK and would like to thank all staff, friends, family and companies who donated.

Dorothy Receives Birthday Greetings from The Queen



Dorothy Allum, who started work with Waygood Otis on 15th February 1915 at the age of 18 and retired 46 years later celebrated her 100th Birthday this year. On behalf of Otis Long Service Association, **Valerie Keefe** attended her birthday celebration and presented her with a teddy bear named Waygood.

Super-Engineers Rewarded For Bravery

Two construction engineers working in the South East area have been commended by the Metropolitan Police at South Norwood Station for their brave actions which prevented an elderly man from a vicious robbery. They were also nominated for Southern FM's Community Awards recently held at the Grand Hotel, Brighton.

The two engineers **Richard Balmer** and **Gary Culleton** were driving through South London when they caught sight of three people attacking an elderly gentleman in an attempt to steal his property. The two engineers speedily drove towards the incident and chased the attackers away. They then attended to the 67 year old victim Mr Dollery, who suffered an asthma attack as a result of the vicious assault.

Investigating officer Police Constable Goodwin was convinced that if the engineers had not intervened, Mr Dollery's injuries would have been more serious and the robbery would have been successful. Chief Superintendent Terry Collins would like to convey his gratitude on behalf of the officers in South Norwood, and says, "I am constantly reminded that without such public-spirited action, the work of the police in trying to combat crime would be much more difficult."

Spread a Little Happiness

The Otis charity committee made a donation for a new minibus which will transport the elderly and disabled and let them get out and about. **Alec Thorogood**, now retired from Otis, works at Crowstone St. George's United Reformed Church and St. Saviour's Church of England to provide a home for the elderly, a luncheon club, a Saturday morning club and various outings throughout the year. Says Alec, "Many thanks for the donation, this new replacement mini-bus has now enabled this work to be continued."



The Reluctant Hero

Dave Lake, London West, has received much acclaim for his brave actions, which went beyond the 'call of duty' to save an elderly woman from being seriously injured in a house fire.

Whilst completing modernisation work at Ada Court a residential home in London W9, Dave smelt smoke, which he traced to a ground floor flat. Acting quickly and without thought for his personal welfare, Dave gained entry to the flat, and crawled around the smoke-filled room to put out the fire. After extinguishing the fire and opening the windows, he tended to the 89 year old resident, who had fallen and injured her shoulder, until the fire and ambulance crews arrived.



Dave Lake, London West

Sub Officer McMahon of Paddington Fire Station, contacted Supervisor **Peter Amura** to praise Dave and said, "Mr Lake acted quickly and competently, averting what could have become a more serious incident. Mr Lake has shown himself through this incident to be a first class representative for your company."

Fortunately the elderly resident Ivy suffered no serious ill effects from the incident, and Ursula Hunt, Assistant Manager of Ada Court, sent the following letter: "Today at Ada Court Sheltered Housing we had a fire, but thanks to the quick actions of David Lake, a potentially serious situation was averted. He acted quickly and bravely with no thought to his own safety, and we are very grateful to him."

Dave is a very reluctant hero, in fact so modest that he returned to his work without mentioning the incident to any of his colleagues!

diary



I'm Getting Married In The Morning

Berna Mc Guckin, Otisline Call Centre Manager and **Harry Purcell**, Provincial Field Service Manager, pictured above, were married on 28th December 1996.

Brian Pennock, West Scotland, married **Kimberley Black** on the 5th October 1996. Many congratulations and jublations to all.

Otis Wows The Kids

BBC Children's TV's brightest presenter is a fast talking Aardvark called what else? Otis. Otis who is a sort of Basil Brush character for the 1990's is described as "an animal with attitude, loud and opinionated" and looks set, given his increasing access to the BBC airwaves, to become a hot hit with children around the country.

TRIBUTE to Mick Burrell

Mick was a family man who loved his wife Brenda and daughter Sarah very openly. Sometimes we envy colleagues who are able to strike this healthy balance between their lives at work and at home. He was a friend to a lot of people, who called a spade a spade even when the truth hurt. Mick was a sporting person who in his earlier years loved football; he would tell tales of the personalities he really knew, but never bragged about their acquaintance. More recently he became a golfer, becoming vice-captain of his beloved Littlehampton Club. Mick started with Otis in Falmouth Road as a factory apprentice, and several years later he decided to work and live on the south coast. Mick brought with him a 'London' style and introduced to many some wonderful phrases and descriptions, (some unsuitable for publication!). Mick was 53 years of age and sadly ended his career prematurely as a Sales Manager in the Brighton branch.

All of us will miss a fine friend.

Bill Evans

Team Spirit

...helped by summer fun

The Fun Day held at Birmingham University during the summer of '96 was a great success. The turn out was splendid, with teams from as far and wide as Belfast to the Service and Training Centre competing in 'It's a Knock Out' style games amidst glorious sunshine. Plans are in place to hold another Fun Day this year, and we hope to improve on the number of teams taking part. Details will be released shortly, please contact **Tony Allen**, Head Office, for information.



Summer of '96 Fun Day

*was a great success
and we plan a repeat for '97!*



Marathon Man

Gary Cust, Legal Director, completed the New York Marathon in a breathtaking 3 hours and 10 minutes.

Gary is hoping to improve on this time when he runs in this years London Marathon.



Directors' Football Team

The Otis UK Directors football team played against the ETO Directors Team during '96. Unfortunately, despite their dynamic appearance the team lost (final score yet to be disclosed!!!)

sport

Anyone For Tennis?



or Jouons Au Tennis?

On Saturday 27th October, Otis UK hosted a tennis tournament with Otis France at the Riverside Club, Purley. Each team was made up of 12 players. The French contingent comprised: three players from the Customer Service Group including **Bob Percy** and **Mauricette Carrard** who are well known in the UK, two players from Contract Engineering, five from EDP and two from the Production Department. The UK team consisted of **Anne Challis** (Quality), **Lindsay Harvey** (Service), **Chris Bowman** (I&S), **Gary Pike** (Major Accounts), **Nersey Rastan** (LUL), **Enrico Cella** (CBT), **Ken Jones** (FOD), his son Nicholas, guest player, **Derek Elsey** and three Lady guest players. After a well fought round of matches Gien won the tournament with a final score of 93 against the UK's not unrespectable 82. Congratulations to the French for their fine performance and the UK team who came together for the first time to play in the tournament. We now need to start practising for the return match. As the weather brightens and our thoughts turn to the great outdoors you may be interested in joining us for the tennis tournament to be held in Gien next year. Please contact either **Ken Jones** or **Anne Challis** at Clapham Road.



Pedal Power to Paris

Sporting his Otis T-shirt Lendon Meaby, pictured triumphant at the Arc de Triomphe after completing a charity cycle ride from London to Paris. Mr Meaby, a shipping broker raised £2,000 for the Royal British Legion.



Special Olympics

Paul Anderson, Special Olympics

"Another great year in the relationship between Otis and Special Olympics UK."

Special Olympics UK have now enjoyed a year in the offices of Otis Clapham Road, and I would like to take this opportunity of thanking Otis for its generosity, in supporting Special Olympics. An Otis / Special Olympics UK steering committee has now been established so that we can work together to co-ordinate events and to promote the awareness of Special Olympics in the UK.

Particular thanks should be given to **Pat Creed** for the highly successful assault course competition, **George Biggs** for providing an Otis vehicle at the Lord Mayors Show, **Anita Shingadia** and **Declan McKenna** for the parachute jump and **Ron Hood** for providing transport at the National Winter Games held at Abernethy. All are examples of the wonderful spirit and support Special Olympics enjoys from the staff at Otis.

Both **John Disney** and **Pat Creed** attended Southern region games throughout the year and Pat also assisted at the Special Olympics UK Games, considered by many to be the best conference yet in the history of Special Olympics UK. All have been great occasions, enjoyed by all our athletes, and further highlights the wonderful relationships that have been built up over the last year with Otis.



Assault Course

The Winners of the Army Assault Course being awarded their prize by one of the athletes.

But with a new year ahead of us, new challenges and opportunities present themselves. Special Olympics will be sending a delegation to the World Special Olympics Winter Games being held in Toronto and Collingwood, Canada, where Otis will be hosting the closing ceremony. Special Olympics UK Summer Games (held every four years) will take place in Portsmouth from July 12th-19th. Over two and a half thousand European athletes will be competing in the games which will include new demonstration sports such as sailing, golf and tennis. I am sure these teams will be supported by Otis who are also taking up a facility in the Olympic Village.

Once again, many thanks for your support and we look forward to working together with Otis in 1997. If you would like any information or would like to become involved, do not hesitate to call either myself or **Karen Bunton** at Otis Head Office.



J.P. to Retire

J.P. van Rooy, recently announced that he has decided to step down as President of Otis and will retire from the company in March of 1998. He will be succeeded in April by Stephen Page, UTC's chief financial officer. At that time, van Rooy will become Otis' chairman.

J.P. says it was not an easy decision but he wants to devote more time to non-profit making causes and to his family:

"It kept creeping into my mind that if I had more time, I could do something more for society. I want to give something back. I want to do something for others and you know how that came to be."

"It came by way of Special Olympics; it came from an idea that we had here. We succeeded by doing something terrific - something that has never been done before - according to Sargent Shriver, Special Olympics CEO, in the history of the world."

Formed in 1994, Team Otis today boasts more than 4,000 employee volunteers from nearly 40 countries. J.P. serves as vice chairman for international development of Special Olympics.

Commenting on his successor J.P. says, *"Steve Page has shown in the last two or three years what he can do for UTC. He's a good friend of mine and we will have a smooth transition. The steering wheel will be in very strong hands."*



Otis Joins The Information Super-Highway

Otis officially went 'on-line' on 25th September 1996. The World of Otis is the Otis WHQ Internet site containing company and product information which can be accessed by anybody on the net at www.otis.com

The site comprises four sections: Otisinfo, Regions, Products and XChange.

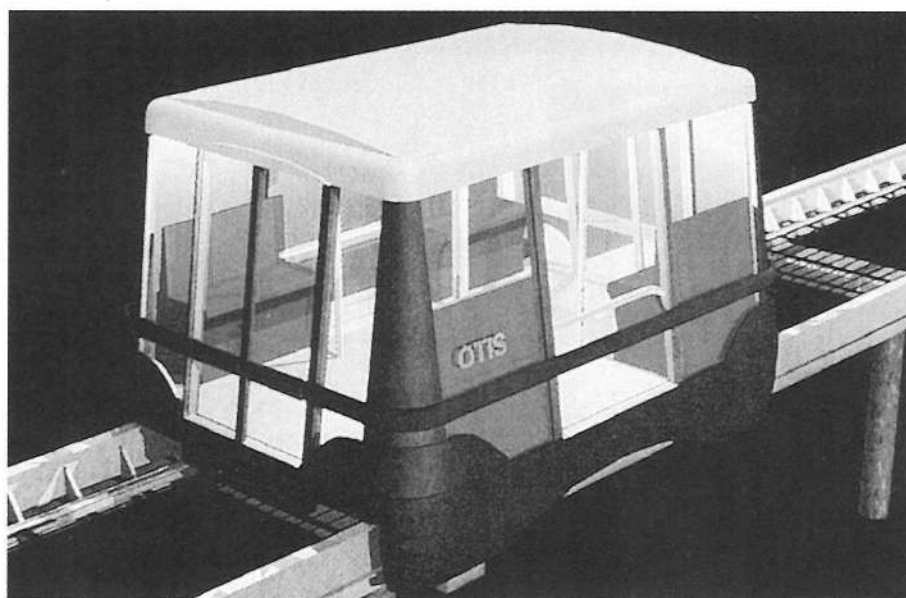
Otisinfo includes the history of the company, executive profiles, news sheets and a section on lifts and escalators and how to ride them safely.

Regions features a complete world-wide Otis directory.

Products is designed to provide architects, engineers and building developers with a greater awareness of the Otis product range.

Xchange is a monthly on-line magazine for Otis customers and colleagues, featuring stories on customers and the industry.

Otis Shuttles for Boston, USA



Otis has signed a \$ 3 million contract to provide two people-mover systems in Boston, Massachusetts, USA. The shuttles will form part of Boston's park-and-ride system, linking a new car park to a rapid transit station, 770ft away. These cable-drawn, air-lifted shuttles will transport up to 10.5 million people a year, travelling at speeds of up to 25mph. **David Perl**, president of Otis Transit Systems says, *"Our cable-propelled Otis Shuttle 1 represents a breakthrough in cost-effective horizontal transportation."*

going Up

Many thanks to Felicity Stonehill, retiring Editor of Going Up, on a smooth handover process.

If you have any comments regarding Going Up, or if you would like to include any information, please contact Kerry Harris, Marketing Department.

R
 E
 L
 E
 V
 O
 N
 I
 C

S
 E
 R
 V
 I
 C
 E
 T
 E
 A
 M
 S

Otis Ireland has developed a network of seven service teams covering the whole of Ireland and Northern Ireland. A highly experienced team of engineers is on hand 24 hours a day, 365 days a year. This round-the-clock service approach has won us over 2,500 contracts covering all manner of organisations; government bodies, hospitals, banks, universities, shopping centres, department stores, hotels and offices.



Service Teams

Branch Office



Jurys Inn Hotel

Otis recently won the contract to supply five Otis 2000 traction lifts at the well known Jurys Inn Hotel and adjoining car park in Dublin and three traction units at the Jurys Inn Hotel currently under construction in Belfast.



Elevonic

The Otis customised solution of the Elevonic 411 will raise four gearless lift systems to new peaks in performance comfort, and reliability at Dundonald House, the Department of Environment Offices in Belfast. The flight of the 12 stop lifts will be controlled by a network of microprocessors with artificial intelligence to give a faster service and respond more efficiently to traffic demand.

The Elevonic 335 system, the latest in modernisation control systems for geared lifts, will be fitted to three lifts at Altnagelvin Hospital, in County Derry.



Proven microprocessor technology delivers a reliable and consistently accurate lift performance. Passenger ride comfort is excellent, and entrapment is avoided by the sophisticated error management incorporated into the design. The controllers work in a group of three to give 'optimised' passenger service by deciding the best available lift to answer each request.

Queens University

BELFAST

Otis maintains a total of over 50 units around the campus.



Car Park Safety



Northern Ireland Sales Consultant Jim Hamilton (pictured right) recently met with Rodney Ross and Steven Graham (pictured left) of Northern Ireland Transport Holding Co. to discuss recent projects at the busy High Park and Donegal Quays Car Parks, Belfast. As they believe lifts play an important part in creating a safe and pleasant atmosphere in their multi-storey car parks, they awarded Otis the contract to supply Otis 2000 lifts.

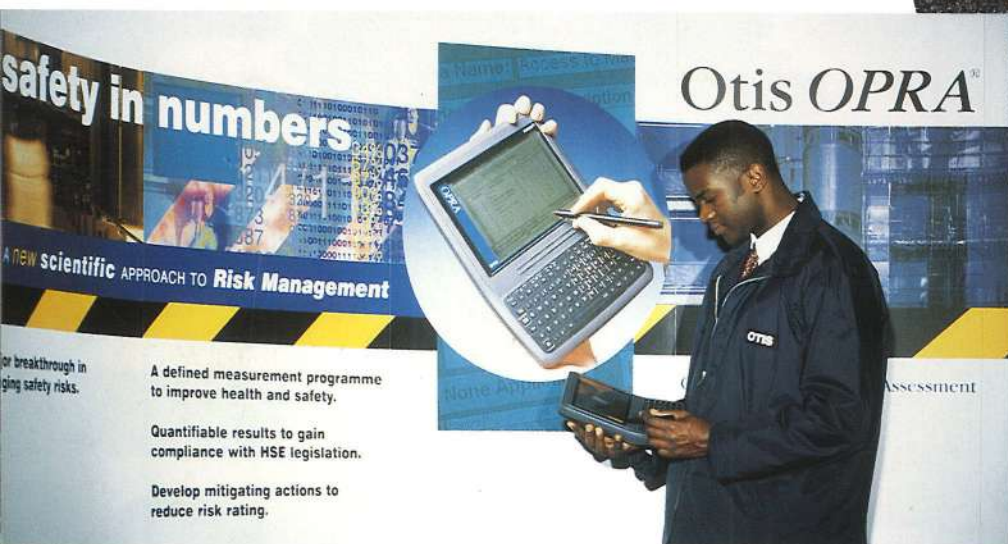
Top Gear



A new Otis fleet of vans will soon to be hitting the highways. Following an extensive study of van suppliers by Otis Purchasing and a survey of all van drivers undertaken by Field Operations, Citroën emerged as the clear favourite.

Citroën will be supplying Otis with three new models, the Berlingo, Dispatch and Relay. As vans become due for renewal, they will be replaced with the Citroën models.

Otis saw its name in lights as the Berlingo went on show fashioning the new Otis van livery at the Motor Show held at the National Exhibition Centre, Birmingham.



OPRA[®], Otis Programme of Risk Assessment, was successfully launched to both press and customers at Claridges Hotel, London. OPRA[®] is a safety programme designed to make lift installation sites even safer for both customers and Otis personnel.

OPRA[®] Launch



Stephen Hicks of Johnson and Higgins, left, and Lindsay Harvey, Director of Service Operations at Otis.



Stuart Millar, Product Manager, extolling the virtues of the OPRA process.

'safety in numbers'

OPRA[®] has been developed to enable building owners to satisfy the 1992 Management of Health and Safety at Work Regulations, which requires them to carry out a risk assessment of their buildings and develop a building safety plan.

Using a hand-held computer, Otis Risk Assessors identify potential hazards that those who use the lift may be exposed to throughout the building. Examples of such hazards may be; tripping when entering or exiting the lift car, being struck by the lift car doors or becoming entangled in the rotating lift machinery.

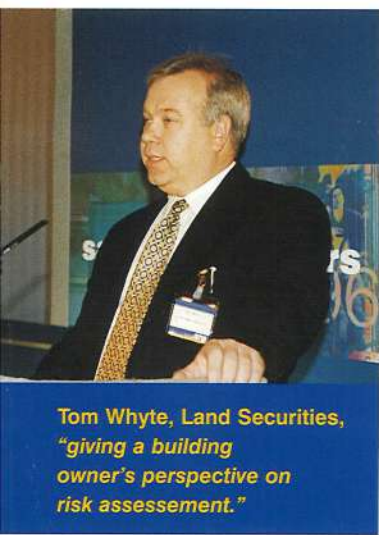
The OPRA[®] software is used by the Risk Assessor to provide a quantifiable risk assessment score, taking into account people who are likely to suffer from the hazards, the likelihood of an accident occurring and its severity. Against each hazard, mitigating measures are proposed to reduce the risk.

The resulting OPRA[®] report which is produced from data downloaded from the handheld computer can serve as a lift safety plan, providing building owners with the means to comply with safety legislation.

Det Norske Veritas, one of the world's leading independent risk assessment firms has reviewed the OPRA[®] system and believes it to currently be the 'best practice for the elevator industry'.

David Fazakerley, Director of The National Association of Lift Makers said: "We have advised our members on the importance of understanding risk assessments and fulfilling their obligations under health and safety regulations." "It is therefore particularly pleasing to see the largest company in the industry leading the field in the application of state-of-the-art technology in the furtherance of improving safety standards"

As Bill Evans, Director of Sales and Marketing, explained during the launch, "Otis believes that the launch of OPRA[®] will put pressure on other industries to adopt more consistency in terms of reporting - this is a problem that Otis noticed with its own, ad hoc, paper based systems. Not only did the method of appraisal vary but was too dependent on the idiosyncrasies of imperfectly trained assessors. What one considers a serious problem, another would scarcely notice." Now using OPRA[®] there is a tried and tested method of assessing risks.



Tom Whyte, Land Securities, "giving a building owner's perspective on risk assessment."



Derek Smith, Otis Technical Sales Support Director, explaining how OPRA can assist customers in responding to recent European Safety Legislation.

OTIS

The Otis Building
43-59 Clapham Road
London SW9 0JZ

Telephone (0171) 735 9131
Facsimile (0171) 735 4639