

Up going

ISSUE 8
SUMMER
1996

Otis Stars in Virtual Reality

The Trocadero complex off London's Piccadilly Circus is to many the epitome of upbeat inter-galactic, Sci-Fi entertainment. Now it is being rocket launched into the next millennium with the help of a unique Otis 516 escalator which with a rise of 16.435 metres will be the biggest surface escalator in Europe. Virtual World is the new attraction in town this summer, a joint venture between Trocadero and Sega World. A monster 8 ton crane has been hoisting the Otis escalators into position. The star of the central stage, the 516 escalator is a space age shade of purple.

Thanks to superb engineering from Otis in Stadhagen the structure despite it's tonnage appears deceptively light, an impression emphasised by enormous lighting hoops which create a striking illuminous tunnel.

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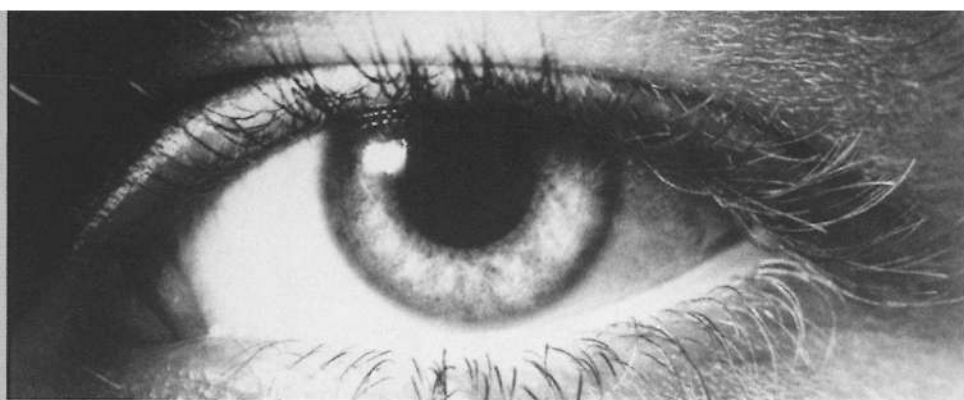


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View from the M.D.



As I write this, I realise that we now have an audience that is split approximately 50/50 between those who have received Service 2000 training and those who have not. In either case, I hope that you will agree with me that there are changes taking place in our industry, and indeed in our society, that demand we take steps to adapt and improve our level of customer service.

To me Service 2000 has two distinct facets. One is that we will commit as a company to achieving distinct levels of lift service. The second facet revolves around the *way* in which we achieve this, and the manner in which we conduct ourselves as individuals to let the customer know that we actually care about him or her and their lift service. It is also about us taking the time and trouble to communicate, both listening and informing, and then responding. It's that simple, or that complex, depending on your point of view.

Service 2000 is being introduced at a very appropriate time from the standpoint of what is happening in our industry, and the trends in service industries in general.



As you probably know, the lift service business has become extremely price competitive, with contracts being taken at a fraction of what our normal pricing would be. While it is clear that in some cases the work required cannot be done at the prices quoted, and as a result lift performance will suffer over the long term, we would be remiss if we did not recognise that there is an underlying shift in customer requirements. The basic requirement is the demand for greater value for money. The easiest way for the customer to achieve this is to lower costs by taking a low bid. Unless we can show the greater value associated with Otis Service 2000 this is the route that we can expect customers to take.

Service 2000 is really that simple. We need to recognise that our customer has requirements above and beyond just keeping his lift running. He or she needs a responsive organisation, they need accurate invoices, they need a friendly attitude, and they need communication about what is happening. They need to *feel* that they are valued. They need the same things that you or I expect from an outstanding service company. They need the extra value that cannot be gained by placing their order with the lowest bidder.

But it's up to us to demonstrate that Service 2000 does indeed deliver great value.

It's easy to cut costs. To deliver superior performance requires the commitment of everyone in the organisation.

Jack Leingang





PROJECT NEWS

Love's Labour's... Found!



Wannamaker's Midsummer Night's Dream Comes True

This August you can see Shakespeare's plays at the authentic re-creation of the Globe Theatre at Southwark bridge (close to the Porn & Dunwoody offices.)

Back in 1930 an American actor Sam Wannamaker, came upon a replica of Shakespeare's theatre at the world's fair in Chicago. The original Globe was built in 1586 and burn down in 1613, when its thatched roof went up in flames as a result of a stray spark from a stage canon. Arriving back in London in 1950, Wannamaker went in search of Shakespeare's Globe, expecting that the 'Brits had done the decent thing' and rebuilt it. All he found was a neglected plaque on a brewery wall.

Forty years of fund-raising, council disputes and scholarly arguments later, a three tier structure built of original materials, clay bricks, green English oak, lime and goat hair plaster with reed and sedge for the roof, has emerged triumphantly beside the Thames. There will be no artificial lighting or microphones used and the open air theatre which seats 1,000 and another 500 'groundlings' (i.e. standing room), will play twice daily at 2.30pm and 6.30pm.

Porn & Dunwoody UPDATE

Porn and Dunwoody is currently installing six lifts in the Globe Theatre, now in the final stages of construction.

Bill Stubbs of Porn & Dunwoody began working on the project in 1988, installing the lifts which include one gigantic stage lift, three high rise and two low rise lifts. Since the Globe Theatre is situated opposite the P&D office Bill can keep a close eye on the progress of the construction.

Other P & D Successes include:

Astan House: £900,000 modernisation and refurbishment work on 14 units.

BSI Chiswick : Service Contracts have been secured after £1/2 million modernisation work.

Prospect House:
Contract for installation of 4 lifts.



Space Age Lifts

Terry Seawert reports that work on the installation of 28 lifts at the Ministry of Defence Building has been successfully completed. Service Engineers are now fully established in the UK's largest development since Canary Wharf. The MOD Building consists of seventeen buildings (known as neighbourhoods) and comprises of thirteen offices, a 200 seat lecture theatre, a 100 place nursery, cafeteria and gymnasium.

Units for the MOD complex include three Platform Scissor lifts, five Scenic lifts and a mixture of Traction and Hydraulic Units.

Well done to Terry Seawert and his team who were ahead of the programme on each phase of construction.

Topping Out For BT

Paul Kent, London New Sales recently represented Otis at the Topping Out of Five Brindley Place, Birmingham. The building in which Otis has installed six Otis 2000 units and two wallclimbers is to become the Regional Headquarters for British Telecom.



contract corner

National Gallery of Ireland

A major scheme of improvement works has been completed. Included in the works was the provision of a number of lifts and wheelchair platform lifts with a view to making the Gallery more accessible to the public and with particular regard for people with disabilities.

A Spot of Welsh Wizardry

Customer Loyalty is not easily won but perseverance pays, as this short case study shows.

30 years ago back in 1966, Otis won the service contract for 52 lifts and one escalator at the University Hospital of Wales, Cardiff. Many years later in 1992, Cardiff Health Authority began a refurbishment upgrade programme to meet stringent fire regulations. After extensive discussions at Otis involving **Ian Champion**, **Graham Coles**, **Terry Seawert** and **Graham Mallett**, Otis submitted a tender for direct drive equipment, E411 on the main lifts and microprocessors on the remainder, linked together by an E.M.S system. After intense competition and much hard work, **Frank Seymour** and **Graham Coles** were awarded the modernisation contract which was completed in 1995. At this point the time had come to discuss future maintenance and once again the contract went out to competitive tender. Perseverance and a close customer relationship paid off and today **Frank Seymour** has successfully negotiated a ten year service contract which now includes REM.

North West Magic

Service salesman **Julian Barnett** has been busy and such industry has paid off with three excellent negotiations. Firstly he was awarded a 20 year maintenance contract for nine lifts at Liverpool Football Club (see story below). Otis recently installed two new lifts in the Spine Kop stand and satisfied Stadium Manager Ged Poynton, has signed the agreement which begins this August. Continuing this long service trend Julian has also signed up Pilkingtons at Latham on a 25 year service contract for three units and Aldingham Hall, Cumbria, again for 20 years.

Not to be outdone, **Frank Gibson**, has received the order for the maintenance contract for the Co-Operative Insurance Society for the five new units at the unmistakable Kings Valley site in Stockport. Last but not least **Tony Torres** re-kindled a long term customer relationship with the Imperial Hotel, Llandudno extending the service agreement for a further seven years.

NEW EQUIPMENT

Richard Watts has secured a contract with ZBI Birmingham, to supply Otis equipment in all Showcase Cinemas. The first installation of two NCE escalators and one Otis 2000 took place at Woking. The contract also includes a five year Maintenance agreement for the equipment.

Richard Watts also secured a contract with Wimpey Construction to supply eight NCE escalators for the new Harvey Nichols store in Leeds. Due for completion in August, this is the first of three new stores being built by Wimpey. **Ben Fox** is planning the installation and **Chris Clubbley** is the construction Supervisor for the project.

After two years of negotiations **Nick Welham** of the Major Negotiations team has secured an extremely detailed contract for ten lifts at the Museum of Scotland (in Edinburgh). The units include Otis 2000, Evans scenic, Traditional, Manor and Scissor Lifts and Dumbwaiters.

Ooh Aah Ray's a Star!

Ray Bealey, North West, has secured the contract for the lifts at the second phase of the construction of the North Stand at Manchester United's football ground. The work will increase capacity at Old Trafford to 55,000, making the Champion's home ground the highest capacity of all Premier League grounds. The steel frame that holds 26,000 seats stands 45m above pitch level. Units to access the stand include eight Otis 2000 VF, two Otis 2000H and one Dumbwaiter.

The London and the South East New Equipment Sales Team have had a series of successes at the luxury end of the housing market including Garford St. EC4, for two Otis 2000 (**Steve Truss**), two Otis 2000 at Grosvenor Rd plus two Otis 2000 at Palace Court Road (**Jim Lloyd**) and seven Otis 2000 units at Dundee Wharf in the Docklands (**Steve Sands**).

Nick Welham, Major Projects team, has sold sixteen Otis 2000 units for the Barnes Waterside Development.

Jim Lloyd, London & South East, reports some successful contracts recently at:
44-47 Pall Mall:

- three Otis 2000 13 passenger lifts,
- two Otis 2000 eight person traction lifts
- one Otis 2000H eight passenger lift.

Open University Milton Keynes:

- three Otis 2000 units

Australia House, Aldwych:

- two Otis 2000 ten passenger traction lifts.

Newcomer **Sarah Berlini** has secured her first contract for an Otis 2000 eight passenger lift at St Katherine's House, Dunstable, within three days of starting with the New Equipment sales team!

British Nuclear Fuel, Sellafield, one 800 kg Traditional unit worth £260,000 has been sold by **Ray Bealey**. The Liverpool Factory will manufacture the unit for client Amec Civil Engineering.

Sovereign Street offices, Leeds, a group of five lifts for Marshall Construction sold by **Jon Patterson**.

Merseyway Shopping Centre Liverpool - six units secured by **David Sellors**.

LRT

Mike Hirst recognises the following successes for the LRT division:

Colin Spicer and **Peter Hann** have negotiated a contract worth over £1.2 million for the replacement of two lifts at Mornington Crescent.

Dave McGraw and **Richard McDonald** and the teams of Branch 65 have secured a contract worth £3.5 million for the installation of two high rise escalators and two low-rise escalators with a 10 year performance-guaranteed maintenance contract at St. Paul's Underground.

SERVICE

Ken Wright Customer Service Manager for Stakis Hotels, based in Glasgow, reports that Otis currently have contracts for the maintenance of lifts in over 24 hotels in Scotland and across the country.

John Potter, Ireland, has secured an extensive maintenance contract for nine escalators and seven lifts at St Stephen's Green Shopping Centre in Dublin. John has also sold an extensive modernisation contract at Breaffy House Hotel, where he is holding his wedding reception this summer!

Brian Stonehouse, Yorkshire and Humberside, has secured a phased modernisation contract worth over a quarter of a million pounds for the Council of Doncaster. The first phase consists of an E335M installation. Brian has also successfully secured a modernisation contract at the Civic Centre Newcastle that involves the upgrading of drive systems on three gearless lifts.

Letter to Paul Kent from John Albiston, Butler Associates

We would like to thank all those who worked on Bhs Barnstable for their co-operation on this successful project.

Liverpool F.C. swoop for Top Star 'OTIS'

After intense media speculation it was confirmed that Liverpool F.C. have signed top star 'OTIS'. Negotiations have been led on behalf of 'OTIS' by agent Julian Barnett (North West Branch). OTIS is a very skillful player who is assured on the ball, very reliable under pressure and responds whenever called upon, in fact he is a well respected Star Worldwide, who will bring real quality to the Liverpool F.C. set up at Anfield. Immediately after signing, 'OTIS' was thrust onto the European Stage where he was a major player in Euro 96 at Anfield. OTIS was of course standing by in case of an emergency and this was carried out with great efficiency by all the team. With major ground improvements completed Julian contacted Ged Poynton, Stadium Manager - Liverpool F.C. to discuss the benefits of a new agreement. The outcome of their negotiations is a 20 year contract.

"I just hope I am about to see the testimonial" says agent J.B.

Pictured: Otis Engineer Brian Sinclair outside Liverpool F.C. and Otis Agent Julian Barnett with Ged Poynton, Stadium Manager, Liverpool Football Club.



On behalf of all the hard work carried out by the branches and support departments at all levels our pictures show Otis managers accepting the Annual Awards on behalf of their teams at the Management Conference in Torquay.



Frank Sinclair

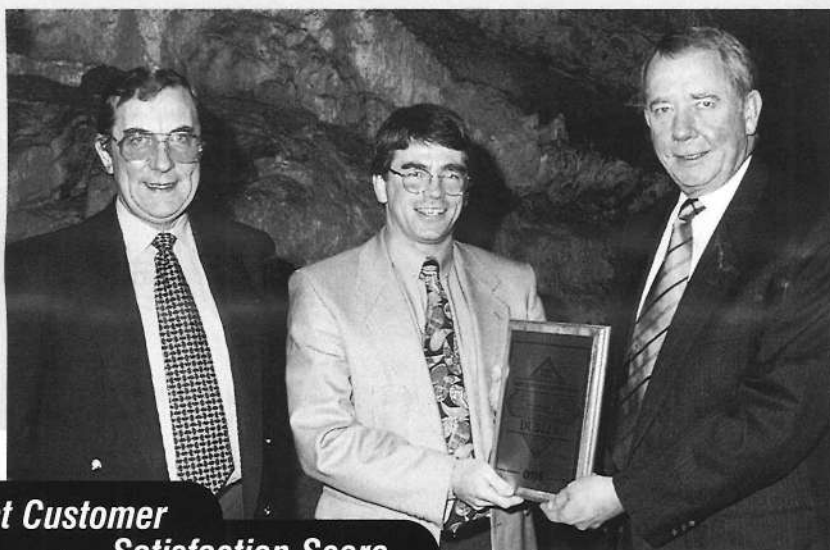
**Branch of the Year
North West**



Colin Jeromson

**Eastern Counties
Runner-Up Branch of the Year**

Recognising People



**Highest Customer
Satisfaction Score**

Barry O'Connor

Ireland



Safety Award

*Left to Right:
Steve Cordery, Peter Jones, George Houston,
Ian Campbell, Mike Hirst, Ron Hood.*

*Front Row:
Barry O'Connor, Ken Gilley, Barney McKenna.*

TRAINING SALES TRAINEES

To mark the completion of their three month training programme, the new Otis sales trainees were to be sent on 'holiday' to France and then Liverpool. Or so they thought! The 24 hours spent in each place revolved primarily around visiting the factories at Gien and Kirkby.

Their hosts at Gien: Alistair Ventris and Jean -Pierre Marc; took the trainees on a tour of the New Equipment Product Centre where the Otis 2000 and Cargo 2000 range of lifts are manufactured. The tour also covered the factory floor, test tower and Product showroom which receives over 1000 visitors a year.

The group were then whisked off to Liverpool, to see where the Traditional Range is produced. The Liverpool factory employs 256 people and is the lowest cost factory site in Europe. As from 1st April, Otis UK has become Liverpool Factory's number one customer for Trad.

Back in London the verdict was that the trips represented a fitting end to a course which has provided a lot of useful information in a highly professional manner in a short space of time. Everyone was very much looking forward to getting started in their respective patches. Only Colin Thomas expressed any desire to go back again over old ground, travelling back to the airport only a couple of hours after the trip had ended to swap the luggage he'd taken for some that actually belonged to him.

Good luck to all trainees in their new positions and welcome to Otis!



Trainees (Right to Left)

Rob Davies (London South), Colin Thomas (London City), Simon Cornell (Midlands), John O'Keefe (Provincial Administration Centre), Giles Brennan (Evans), Sarah Berlini (London and South East), Adrian Crane (Midlands), Anouschka Meredith (Marketing). Absent: Andrew Beardsmore (London South)



Service 2000 Blasts off with 13 Launches To Date



The Service 2000 roll out programme is well on track and over 900 employees so far have gone through the core training programme, allowing the Southwest, South East, Midlands, and Scotland Districts, to be fully accredited to deliver the Service 2000 commitments. These Districts, and their associated branches have formally launched Service 2000 at ceremonies in a variety of interesting locations from museums to lighthouses, Granada Studios to Brands Hatch. We now have plans to train and role out Service 2000 training in all remaining Districts this year, as well as ensuring that everybody in Construction, at the Liverpool factory, Regional Administration, Service and Training Centre and at the Head Office receives cultural training specific to their particular job roles. Many people across all the Districts and Support Departments have participated with remarkable levels of commitment and enthusiasm. Some of these initiatives both from teams and individuals are mentioned below:

Out and About with a Purpose

In the Southwest, **Howard Davey** and **Frank Seymour** have successfully piloted a new sales visit plan, which was originally developed by **Ron Hood** and his team in Scotland. The plan, which will be implemented across the company, ensures that sales people visit customers on a planned and proactive basis, rather than simply reacting to customers' requests.

Down to a 'T'

The South East District has developed a 'T' quotation system which minimises estimating and administration time. This has been designed to be run by the branch administrators and since its inception, **Lorraine Don** of the South-East branch, has secured more than £11,000 in 'T' sales.

Talk Back

In the Eastern Counties office, a team of engineers comprising **Brian Bush**, **Eddie Atkins** and **Mick Booth** have agreed an action plan to contact customers whose buildings are currently unoccupied or where no customer representative is usually available. If the team is successful they will benefit from being able to forge customer communication on a regular basis.

Spirit of Service 2000

In Wales principal engineer **Phil West** used his initiative and carried out a survey which recommended making minor adjustments to equipment at Coleg Glan Hafren College. As a result of this good work, he has received a £14,000 repair order and been asked to quote for further maintenance and modernisation work.

Going the Extra Mile

At the South Coast branch, engineer **Graham Smith**, received a complimentary letter from his client at the Tyrrel and Green store in Southampton (a branch of JLP) appreciative of his genuine concern and attention for site problems which went far beyond the call of duty.

I&S

The Information and Systems (I&S) department has planned and implemented the re-equipment of all the District and Branch offices with new computers. The computers provide a company standard suite of software (Microsoft Office) and Electronic Mail facilities which, when the project is completed at the end of '96, will enable much faster Internal Communications, with less paperwork and at a lower cost. InfoCentre manager **Eugene Egan** explained, "The new computers are at first a challenge for all of us, due to the new technology. This means re-training users and, initially, obviously increases demand for our support. However, the branch personnel have been fantastic in their readiness to learn and adapt to all the changes."





2000 WALES



2000 NORTH WEST



2000 CHANNEL ISLANDS



2000 THAMES VALLEY



2000 EASTERN COUNTIES



2000 SOUTH WEST



2000 SOUTH EAST

Launch Event Timetable for 1996

London South	July
London City	July
London West	October
LRT	October
Ireland	November

Reliability

With the help and co-operation of Field Operations, the Midlands District has developed and implemented a standard procedure for reducing call-backs by focusing on 'Rogue Units'. The procedure has been successfully tested by **Bill Williams** and his team and is now being implemented across the country.

STOP PRESS

Unfortunately due to print deadlines, we were unable to include photographs of the most recent launches in: Yorkshire and Humberside, North East, Scotland and London South.

See next issue for full details.

Otis UK abroad...

Telecom Tower KUWAIT

Kuwait City, Sunday 10th March: The fifth highest Telecommunication Tower in the world known as "The Liberation Tower" was inaugurated by His Highness the Amir, Sheikh Jaber Al-Ahmed Al-Jaber Al-Sabah.

The tower's height (370m) dwarfs most buildings in Kuwait, and has been designed to meet the telecommunication requirements of the Kuwait nation beyond the year 2000.

Construction work came to an abrupt halt during the invasion and occupation of Kuwait by Iraqi troops in 1990. Work recommenced in June 1993. The initial contract for the supply of lift equipment was awarded to Schindler. However, after the invasion, this contract was re-tendered and awarded to Otis Kuwait on the condition that all existing, usable lift materials on site must be used wherever possible and integrated with Otis equipment to a fully compliant contract specification; in conjunction with colleagues in Otis Kuwait, Liverpool rose to this technical challenge.

The total project has 18 Otis lifts including four external panoramics - two 1600kg units at 6.3m/s travelling 150 metres and two 630kg at 6.3m/s travelling 220 metres, which provide a panoramic view over Kuwait. The demanding technical development and interface work between Schindler and Otis equipment has been successfully completed and is a testament to the skills and expertise of the UK company and Otis Kuwait. The principal contributors were **Mike Bukata** from Liverpool and **Mike Lyons** from FOD.

The final handover of lift equipment is expected later this year and this project is anticipated to become an excellent benchmark for Otis products and technical ability throughout the Middle East region.

LIVERPOOL CUSTOMER BOARD No. 1 Customer



A presentation to Mr Mohamed Rasheed, Managing Director of Otis Kuwait, as the No. 1 Customer of Liverpool Factory for 1995. From left to right: Mr Ian Moore; Mr Rasheed; Jaques Lalo, Senior Vice President - Middle East Region, and Gilbert Monneron, Managing Director of Otis Switzerland, who is also Chairman of the Liverpool Customer Board.

Twin Peaks

It's been billed as the battle of Sears versus Petronas Tower - at stake, whether the United States or Malaysia could claim the world's tallest building.

The winner confirmed by the arbiter of tall buildings, has voted Malaysia into the record books. Petrona Towers is taller than the Sears building by 10 metres (33 feet). Petronas Twin Towers is an 88-storey building which constitutes Phase 1 in a £1.25 billion project in the heart of Kuala Lumpur. The towers are equipped with 58 Double-deck lifts, 10 single-deck lifts, 8 geared units and 20 escalators. Half the lifts serve the first 40 floors of each tower and half serve floors 41 -86. The high rise gearless units are all equipped with Elevonic 411 and have been manufactured at Otis' Bloomington factory in Indiana in the US. The escalators were manufactured in Otis' factory in Penang. Installation began in late 1994 and is expected to be completed before the end of 1996.

Tip Top Towers

The pair of towers have been much remarked upon and described variously as 'a pair of baby sweetcorn planted flat end down', 'something out of a Buck Rogers comic' or 'like rockets from Thunderbirds'!

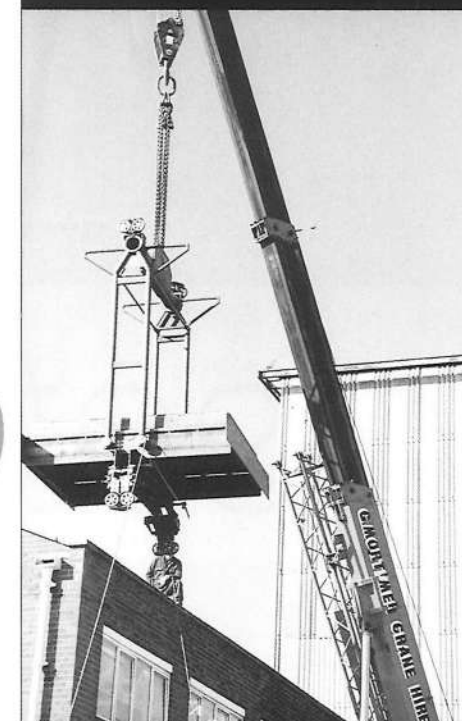
Alan & Steve - a Malaysian story

"If the people in the UK could imagine their glasses getting steamed up on the outside instead of the inside of the car, then they may know what it's like to be in Malaysia" exclaims **Alan Whitley** with a gentle laugh. Alan should know. He has been in Malaysia since January 1994 as Manager for Tower 1 of the Petronas Twin Towers in Kuala Lumpur.

Working in an entirely new setting with the climate, people and practices being so totally different from what he was used to, it was difficult in the beginning to understand the way people think over there. However the cultural differences are a strength for Alan now. Even his family are enjoying the cultural mix. This is evidenced by the fact that before coming to Malaysia, his children did not like Asian food, now it's all they will eat!

Steve Bell, also from Otis UK, concurs with what a dramatic change occurs in one's perspective after living here for a time.

Liverpool Works hit the buffers for Otis Hong Kong



The tubular car frame and platform being craned into the product centre prior to the test in March. The client was impressed by Liverpool's ability to carry out the complex design and manufacture of the prototype car frame and platform and it's flexibility in carrying out the specified tests within the tight timetable. The client has to have all sixty lifts installed ready for the new Hong Kong airport opening in April 1998.

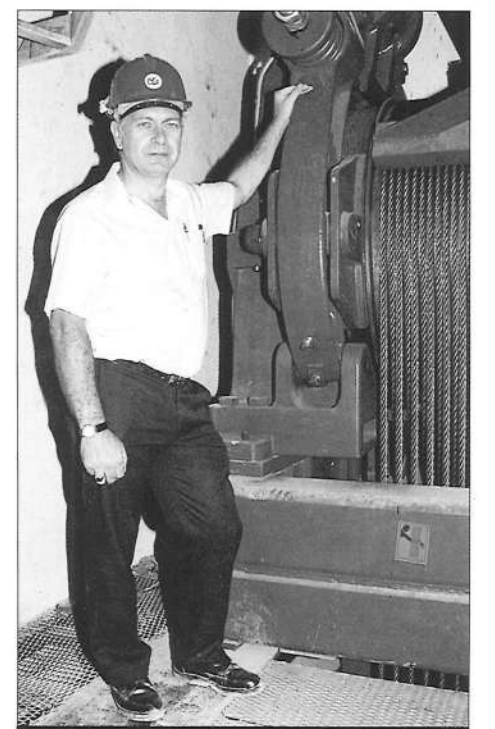
The Liverpool manufacturing centre has successfully completed the first major milestone in designing and testing the car frame and platform for 60 lifts being supplied to Otis Hong Kong. Senior members of the MTRC Railway were in Liverpool early in March to witness the culmination of a development process to design and test a revolutionary tubular car frame and platform. The original design, conceived by Ove Arup, was developed by Liverpool's MTRC team of Contract Engineers lead by **John Hilton**. **John Rawlinson** the dedicated Otis Liverpool MTRC Quality Engineer ensured the approved quality plan was closely followed during the busy programme of design, specifying, industrial engineering and fabrication.

To ensure the integrity of the new design a series of complex theoretical calculations and tests were performed. The culmination of this process was to drop a car frame and platform from a height of 400mm loaded to simulate the weight of the car enclosure and 125% of the duty load. The loaded car frame and platform reached a speed of 2.8m/s before being stopped by the hydraulic buffers. The test was repeated twenty five times. The test rig was constructed in Liverpool Works "Product Centre" and will be used for further testing of a complete Glass Car Enclosure.

Liverpool works project team lead by **Gordon Stevenson** is now busy developing the detailed design to manufacture a complete glass car for inspection by the client and testing in July.

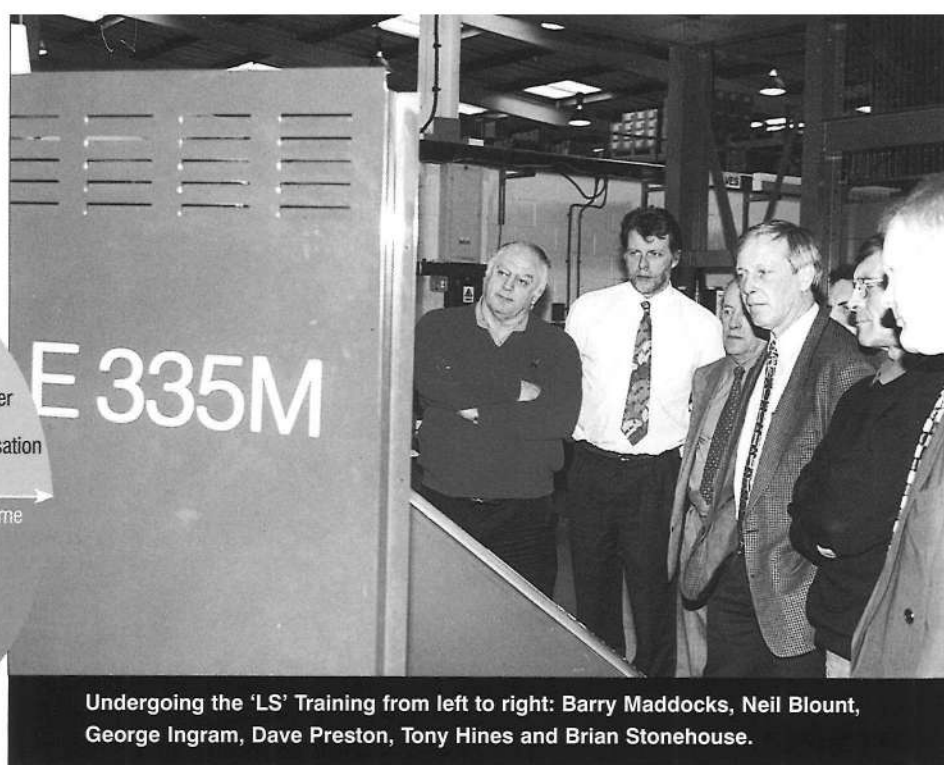
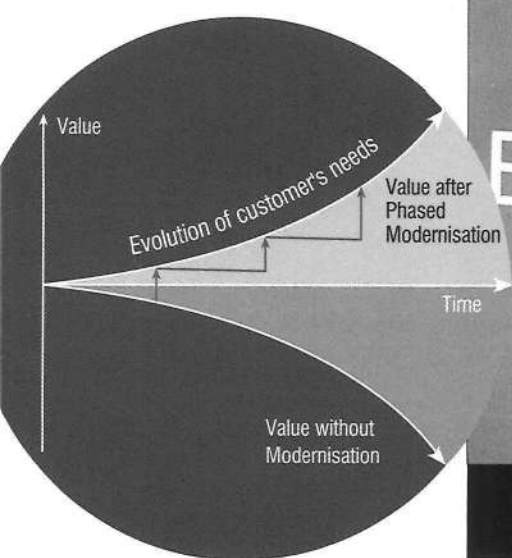


Alan Whitley and Steve Bell at the base of Tower 1 with their local counterparts.



Alan Whitley strikes a proud pose with a 339HT machine - the largest lift machine in the world.

*Regina Morris, Marketing
Pernis Otis Elevator Company*



Undergoing the 'LS' Training from left to right: Barry Maddocks, Neil Blount, George Ingram, Dave Preston, Tony Hines and Brian Stonehouse.

Modernisation2000

Mod Update

Service 2000 is all about providing customers with a superior service that maintains the performance of their equipment. Modernisation 2000 complements Service 2000, allowing customers to improve the performance of their equipment and add value to their building as it ages, through a programme of phased modernisation. Phased modernisation is a simple process whereby work is completed in stages using pre-engineered modernisation packages. These packages have been designed to improve the safety, performance, energy savings, aesthetics and reliability of their machinery.

As 45% of the Otis portfolio throughout Europe is older than 20 years obviously the modernisation market has enormous growth potential. In the light of this and of current buoyant 'S' modernisation sales, Marketing has been supporting the Service Operation with a 'LS' product training programme. This was designed to enhance the Sales Consultants' and Supervisors' knowledge of specific modernisation packages namely: the MCS 220M and E335M controller, Otis Variable Frequency Drives (OVF) the DO 2000M door operator and the Lambda II detector. Marketing would like to thank **Ron Cooke** and **Ian Champion** and his team for all their assistance with the programme.

Phased Modernisation answers Customer needs by;

- Avoiding one off heavy expense
- Avoiding long unavailability of the lift
- Avoiding heavy and disturbing work
- Providing the latest technology for each modernisation module.

Modernisation jobs in London and the South East are on the increase and reaching ever higher percentages at their quality audits.

One of the main success criteria is the local Branch quality audit undertaken on completion of the job together with the hours expended. In the recent past we have proved that the highest quality jobs are the ones achieved within the target hours, proving that the best does not cost the most.

Says **Mick White**, Modernisation Manager for London and the South East,

"London is improving by leaps and bounds.

I would particularly like to mention the help and good work done by John Bagg's team at the Modernisation Centre at Twyford Abbey Road.

Pre-booking review meetings are proving very popular with customers and ensure Otis provides what is expected, as efficiently as possible to the highest possible standard."



Cutlers Gardens, London EC2

Left to Right: Tony Parker, Mick Joyce, Mick Lambert, Mick Desmond, Mick Heaton, Dean Reeves, Paul Norwood, Robbie Nye, on Annual Leave, Terry Gooch.

40 Lime Street, London EC1

At this prestigious job for Land Securities, Otis has installed new 18 ATF machines together with VF control systems, new fixtures, car linings and provided a complete re-wire. The job was completed twelve weeks ahead of schedule and achieved a 100% quality audit rating. Mick White attributes this success to the close relationship between the Otis Modernisation team and the Otis Service Branch, London City and notably such individual effort from Supervisor **Alan Rumbol**, engineers **Terry Jones** and **Tony Mills**, **Tom Crisp**, Repair Manager and Field Manager **Barry Rains**. Since the first lift was completed, there has been only one query from the site in the last 12 months, a sound endorsement for the new microprocessor system.

Church House, Victoria, London SW1

Modernisation work for this Church Commissioners building involved Otis in replacing three lifts with Elevonic 411 Ward Leonard together with providing new car linings, fixtures and undertaking a complete overhaul of the existing gearless machines. The team involved included **Alan Rumbol**, **Paul Chapman** and **Tony Lawlor**.

Cutlers Gardens, London EC2

Modernisation work is underway at this luxury office development for client Standard Life, project managed by Bureau Four and consultants The Gerald Honey Partnership. After installing new E321M controllers with new motors and undertaking a complete car re-line and re-wire, work has begun on the second phase to upgrade six further units. **Tom Hester**, Project Manager; **Barry Rains**, Field Manager; Chargehand, **Terry Gooch**. Service Audits of the 1st Phase lifts achieved 100% rating.

Dolphin Square, London SW1

Phase 5 for this luxury development of apartments much favoured by MPs and the media has now been completed on schedule and on budget for client David Collins at the Dolphin Square Trust. Phase 6 has now been booked and will begin in October.

Royal Lancaster Hotel, London

Since we featured this project in the last edition of Customer News progress here has moved apace. The Otis team has regained all slippage to the schedule and work has now begun on the last lift. After some problems in the early stages the 'Mod' team comprising **Eddie Edwards**, **Paul Denman**, **Joe Dacey** and tester **Geoff Snowling** worked closely and successfully with the branch at London West, (formerly Clipstone St.)

Cambridge

Mike Grist, Eastern Counties has successfully sold a modernisation contract at Cambridge consisting of all the 'LS' packages, BS safety work and car refurbishment.

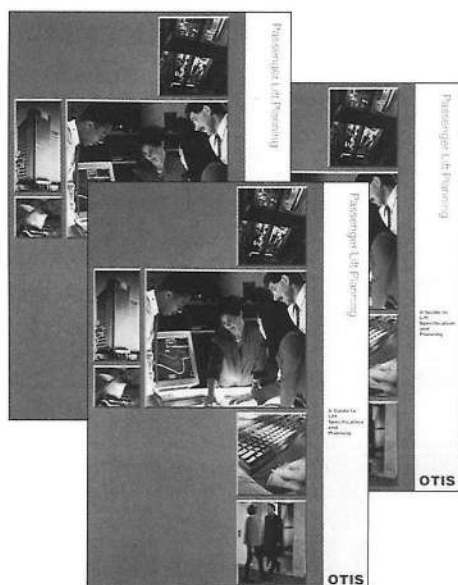
Doncaster Council

Brian Stonehouse, Yorkshire and Humberside, has secured a phased modernisation contract for Doncaster Council. The first phase consists of an E335M installation. Brian has also successfully secured a modernisation contract that involves the upgrading of drive systems on three gearless lifts.

40 Lime Street, London EC1.



New Products



The Passenger Planning Guide

The second edition of the hugely popular planning guide, showing architects and project managers involved in the design process how to make the best lift system design decisions during the initial stages of a project, was released in April. According to Marketing Manager **Erin Brau**,

"The new planning guide is a significant development in planning terms, simplifying what can often be a complicated procedure. It is an essential tool which ensures that the right lift design choices are made to put passengers' needs first."

Version Two contains substantial improvements to the earlier edition, including enhanced design and graphics, easy-to-read tables, and a wealth of information such as specification guidelines and details of the Otis 2000 and Otis VR lift.

HelpMate®

Following a distribution agreement signed in December 94 with Helpmate Robotics, Otis is now the sole distributor for the mobile **Robot Helpmate**, a robot for transporting and distributing light loads. Specifically adapted to hospitals, Helpmate operates 24 hours a day carrying out the repetitive tasks such as distributing meal trays, medical instruments, samples and mail, leaving qualified staff to get on with their work.



Unlike previous transport systems, which had either to follow a track in the floor or stay within very well defined routes, Helpmate needs no specific infrastructure in the building where it operates. Not only can it open automatic doors, but the robot is able to move from floor to floor by calling the lift and operating it by radio signal. In the USA, Helpmate is now attracting great interest and is in use in over 50 hospitals across the country. Since its launch in Sardinia late last year, four installations are already in operation in hospitals throughout Europe. Helpmate will visit the UK in early July as a demonstration unit. Our first reference site will be Northwick Park Hospital, Harrow, Middlesex, which will be operational in August 1996.

Tony Francis Product Marketing Manager for Helpmate in the UK comments,
"We are currently talking to Healthcare managers around the country and interest is growing."

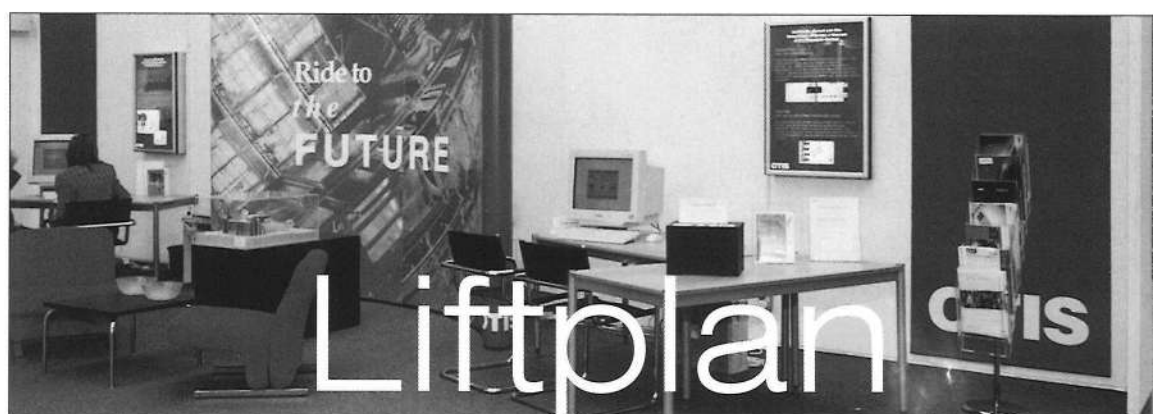
606 NCT

The Otis 606 NCT Trav-O-Lator was launched in the Spring of this year from the Stathagen factory in Germany. Developed in response to the demand for a Trav-O-Lator where safety is the first priority, the 606 NCT has some unique features which exceed the world's highest safety standards. The tapered handrail entry box has specially developed deflectors which ensure that nothing but the actual handrail can approach the critical zone, thus dramatically reducing any potential hazards. The safety switch location will protect against casual interference and, thanks to the specially designed progressive comb at the end of the Trav-O-Lator, most standard trolleys can now be transported smoothly and safely. The first of the new Trav-O-Lators to be sold by the UK company are being installed at a major development, Jarvis Street, Dublin early this Summer.

Liftplan®

Liftplan is a specialist 3-Dimensional software tool designed for architects and building project managers enabling them to plan their passenger lift systems in-house.

It is designed to give users maximum flexibility by providing three alternative routes for planning. All three routes will finally match users requirements with lifts from the Otis 2000 hydraulic and electric traction range. You can simply choose your preferred lift from the products presented and then create a customised electronic CAD drawing for direct use in your own CAD system. Marketing, Sales Engineering and the New Equipment Sales Consultants, have been promoting Liftplan through a series of customer meetings and lunches around the UK.



Liftplan

Pictured is the Otis display themed 'Ride to the Future' at the Architecture Tomorrow show at the Building Design Centre, Islington, where Otis demonstrated Liftplan to delegates.

606 NCT



The Otis 606 NCT Trav-O-Lator was launched from the Stathagen factory in Germany.

Field Focus

Focus on

Scotland



“Braveheart”

A hydraulic scenic lift serving five floors has recently been installed in the Old Military Prison, Stirling, which has been transformed into a ‘living history’ museum.

After a site visit by Otis it was discovered that existing overhanging stone and concrete reams would prevent installation of the lift. **Jim Dowell** in the Liverpool factory came to the rescue producing an engineering solution of an off-set scenic lift and the unit was successfully installed by Glasgow Construction Team supervised by **Ian Fraser**, fitted by **George Higgins** and **Willie Logan** and tested by **Derek McKay**.

The Old Prison is situated next to Stirling Castle and the spectacular viewing area on the roof looks onto Bannock Burn field, where the Scottish Army defeated the English Army in 1314, hence it is known by the Glasgow office as the “Braveheart Lift”.

*Written by Dennis Cairns,
Central Scotland/North West.*

A Healthy Commitment

The fact that Otis has been maintaining the lifts in the Victoria Hospital Kirkcaldy for 28 years provided a supportive track record when **John Balsillie** secured a major contract for an extensive modernisation programme on the group of high speed lifts, bedlifts and goods lifts in the 14 floor hospital.

Improvements included speech synthesizers, smoother ride and improved waiting times and according to **Frank Davidson** Assistant Facilities Director of Victoria Hospital, the modernisation has lead to a 23% improvement in traffic management and fewer (hopefully no) breakdowns. It was also agreed to introduce a colour scheme in order to indicate the different types of lifts, in particular the high speed lifts, to users.

The team comprised Project Manager **Alex Rankin** and Construction Manager **Jim Duncan**; **Kevin Watts**, Lead Engineer; and Testers **Ian Fraser** and **Peter Janek** who spent 70 weeks on the challenging task. Due to the environment it was essential to keep a lift service operative at all times. Therefore the engineers worked on one lift at a time, often out of hours, to cause minimal disruption.

Customer **Frank Davidson** commented that, “*The results of the modernisation have fulfilled all my expectations.*” The only complaints he received were from staff who didn’t like seeing themselves in the mirrors, which were installed to prevent vandalism, when on early or late shifts!



Not so Standard

As one of the largest private employers in Scotland, Standard Life is currently erecting it’s magnificent headquarters in Edinburgh.

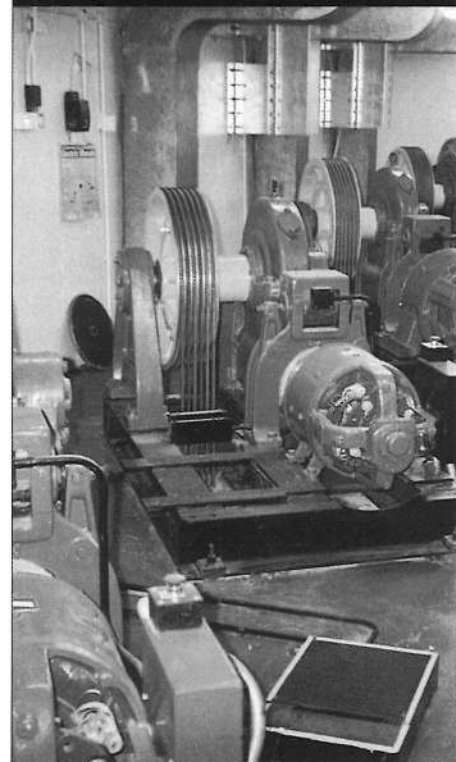
Ron Thomson, Assistant Property Investment Manager of Standard Life who funded the project, described the management of the construction as a ‘flagship project’ due to the teamwork and co-ordination on site.

Contractors were selected who would supply a product to reflect the top quality of the building. After being shown around the Twyford Abbey Road showroom, Canary Wharf and various other sites around London, Otis were chosen to supply twelve traditional lifts and one Otis 2000 hydraulic lift.

The Construction Team led by **Jim Duncan** and **Steve Gorman** earned the accolades of **David Fairbairn** of Sir Robert McAlpine, who described them as a ‘good, pro-active team’. He stated that he hardly noticed that Otis was on site; an indication of the smooth installation of the whole project.

Congratulations on the good work to all who worked as part of the Standard Life ‘team’, and of course to **Norman Gray** who secured the order.

Victoria Hospital, Kirkcaldy:
Modernisation of two high speed gearless passenger lifts to E411 controllers and three bedlifts in addition to two goods/passenger lifts to 311M Direct Drive controllers.



Congratulations

David Orton, ex-apprentice is the first tester to be fully accredited as a field engineer under the new rules defined by Field Operations.

Did you Know?

Did you Know that: The most Northerly model (in Scotland) is maintained in Wick Primary School in Wick, Caithness.



Understanding the Otis Engineer's Perspective



Above: Howard Davey presenting Phil West, Principle Engineer with his Safety Award.

Demonstrating New Safety Kit

Below (Left to Right) Mark Wittlestone, Neil Maffey, Clive Marsh, Martin Collins, Paul Lima, Phil West and Denis East



It doesn't take an expert to explain that the Otis Safety Policy cannot succeed without the support of the whole workforce! A policy is not worth the paper it is printed on unless it is carried out and supported by those charged with its implementation. "How then, can Otis go about ensuring that it gains the support of its engineers and achieves the highest safety standards?" says **John Nichols**. I think you would agree they might try asking you, the Otis Engineer. It is essential to consult you at the sharp end.

"Otis has expended effort to improve safety through better equipment, improved communications and clearer procedures. However, the way we behave also has an important effect on safety and accidents."

So the Safety Department in conjunction with the AEEU are working with an Eric Karas, who is taking a BSE at Nottingham University. His dissertation is on safety.

Success or failure depends not only on the work itself and the attitudes of those we work with, but also on how we ourselves look at things at work and how we view safety. By completing the safety questionnaire, it is your opportunity to tell us where our safety effort needs to be directed.

The questionnaire will be anonymous, a return envelope will be post paid and addressed. These will be sent out in late August, if you receive one please take the opportunity to complete and return it.

John Nichols, Safety Manager

Road Rage Can Kill

Nine out of ten motorists claim to have been victims of road rage but according to an AA survey, only six out of ten admit to losing their own temper at the wheel. Most of us, at some-time have flashed our lights in anger, fewer may admit to having honked horns, tailgated or yelled out of the window at the anti-social behaviour of fellow motorists. Today we may be thinking twice before reacting and showing our own irritation and frustrations.

In the light of much media coverage about people being forced off the road, it is perhaps timely to mention that Otis has embarked on a two year defensive driving programme for all service and sales staff in the UK.

The one day, part theory, part practical, course is designed to improve drivers' awareness to the dangers that they face as well as improve their driving techniques.

Says Otis Training Manager, Paul Banks,

"We started the programme in London during the Summer of 1995 as we felt that this was the area where our staff were under the most pressure."

"By definition our drivers work in urban areas and can often be driving to emergency call outs. We have a training and safety culture within the company and we are always looking for ways to improve the safety of our staff".

"Ever heard of REM?"

despairs REM Product Manager Robin Crooks, as he surveys this photo taken at a site in Oxfordshire. Perhaps only Heath Robinson would have approved of this sophisticated approach to handling a lift malfunction. Simply stick on the ear muffs, honk the canister, and say a fervent prayer. Robin and his new team members Mickey French and Chris Chambers form the F.O.D. REM Technical Group providing product support. Currently the team are working alongside REM deployment manager, Ken Champion running one of the World-wide REM (City) deployment projects at the South Coast branch. There are currently 270 units installed with REM in the Southampton area. (REM has subsequently been installed on this site.)



IN CASE OF LIFT MALFUNCTION

What You Said

Results of the Going Up Reader's Survey

You may recall that the survey was mailed out with the Winter 1995 edition of the magazine to all current employees and pensioners. 375 completed surveys were returned, showing a 13% response rate, a figure which is well above a market average of 6% for similar exercises and one which displays a healthy and positive response from readers wanting to participate in making future issues of Going Up more interesting and relevant for everyone. There were several requests for more recognition and coverage of the Otis engineers and their work in the field. Requests for more humour in the magazine were made - readers want more amusing incidents that occur within Otis that no-one hears about. More information about 'Service 2000' was requested. The majority of respondents liked the layout and design of Going Up but said that there could be more photographs and colour. 30% of respondents would prefer a smaller magazine format. The human interest articles, 'Recognising People' were the most popular followed by information on company developments, New Products and Contract Corner. Thank you to everyone for taking the trouble to complete the survey and for your many useful suggestions, comments and criticisms. These have been taken on board and I hope you will notice in the next few issues that many of the ideas and comments are being acted upon.

Some of the comments received:

'More news from the shopfloor; there is too much on the business and management side. Would like photographs of employees actually working and not posing for the camera.'

'Would like to see some photos of office personnel, maintenance stores etc. or are they the forgotten army? All we see lately are construction. Lets hear more about the people who kept them moving after construction and the office staff who deal spare parts.'

'Please re-introduce the 'On The Move Column' I found it interesting to read of promotions to people who I have contact with.'

'As the magazine is produced for the employees it should include more input from them. The reintroduction of 'local reporters' from each Branch would seem helpful order to match this commitment.'

'I would like to see articles on Otis personnel working in unusual situations and sites.'

'Its good to have customer interviews and to also hear from dissatisfied customers, then we can learn from our mistakes.'

'Easier to read in a smaller format but do not reduce it to newsletter standard.'

'Keep up the good work.'

Up
going

Otis Diary

Welcome to Otis!

Alan Shaughnessy

Treasury Analyst - Head Office

Karen Mason

Branch Administrator - Head Office

Julie Pike

Customer Co-ordinator - Eastern Counties

Elizabeth Mitchell

Customer Co-ordinator - Eastern Counties

Lucy Cotter

Marketing Administrator

Anouschka Meredith

Marketing Graduate Trainee - Head Office

Rob Davies

New Equipment Sales Representative -

London South

Colin Thomas

New Equipment Sales Representative -

London City

Simon Cornell

New Equipment Sales Representative - Midlands

John O'Keefe

New Equipment Sales Representative -

Provincial Administration Centre

Sarah Berlini

New Equipment Sales Representative -

London and South East

Adrian Crane

New Equipment Sales Representative - Midlands

Andrew Beardsmore

New Equipment Sales Representative -

London South

FEANI

Gary Pike, National Accounts, has become a member of FEANI, the European Federation of National Engineering Associations.

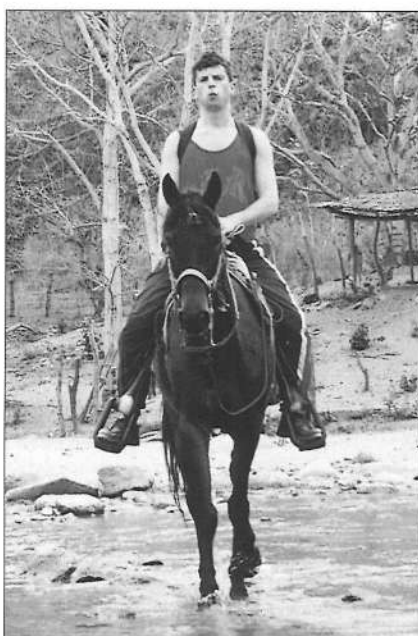
He joins **Mike Hirst** in LRT who also holds the qualification to practice as a professional engineer throughout Europe.

Baby Talk

Congratulations to **Tanya** and **Andy Cook**, a daughter Katrina (7lb) on Sunday 30th June and to **Jo** and **Dave Boyers**, a daughter Kathryn Rose (6lbs 15oz).

Double Knot

Geoff Hamilton, Sales Engineering tied the knot to his Mexican born bride Mayella in two very different settings. Once in traditional Richmond, Surrey and secondly in a Mexican country house on a mountain top! Geoff pictured here on horseback, is still recovering from his wedding reception where all the guests danced to a traditional Mariachi band.



Long Service Association

Sparkling Diamonds

Len and Lydia Kempton celebrated their diamond wedding anniversary after sixty years of marriage. Len was formerly a clerk with London Service.



Past Faces

Charlie Norris, 79 years old, poses as a pirate at the Festival of Motoring at Bexhill-on-Sea. Charlie worked for Otis for many years in Construction before retiring, when he stayed on, working with **Dick Elford**, as a handyman at Head Office.

Splashing About for a Good Cause

Supported by Otis banners, tee shirts and stickers, Evans Area Service sales manager **David Sell** completed the world's longest endurance canoe race on Easter Day to raise money to buy breast screening equipment for Amersham General hospital.

The ex-paratrooper together with his friend and Otis customer, **Peter Shoesmith** of British Gas, paddled the 125 from Devizes in Wiltshire to Westminster in London to be one of only 55 that finished out of 179 starters. Tears, champagne, blistered hands and medals rewarded this epic adventure, through which Dave raised £600. 'We paddled from dawn to dusk for a total of 26 hours and lifted our canoe over 73 locks.'

OTIS in the community



Sponsorship

As part of our policy of investment in the community **Howard Davey** decided to sponsor a local school. By coincidence he was approached by **Mark Seymour** (Frank's son), who is a primary school teacher in a socially deprived area of Cardiff, to sponsor the football team of 9 year old boys at Ninan Park School, in Grangetown, Cardiff. As can be seen from the photograph the boys now proudly wear the shirts and are also having some success on the football field.

'It was a great experience and I'd like to thank everyone at Otis who gave so generously to such a good cause', said Dave. His next big canoe challenge is a 60 mile paddle with his step father, 75 year old **Bill Sparks** who is the last of the 'Cockleshell Heroes'.* Supported by the British Armed forces the pair will be met by VIPs from the French government in Bordeaux harbour where Bill will be presented with France's highest bravery award.

* The Cockleshell Heroes were a small 12 man team who in 1942, as part of the Special Boat Squadron, were put to sea from a submarine under the cover of darkness. Their daring mission - to paddle through the icy waters of the Bay of Biscay, down the River Gironde, through to Bordeaux harbour where they were to plant limpet mines for the German naval ships anchored there. **Bill Sparks** was one of six to survive the mission.

Splashing out for a great cause:
Dave Sell pictured with fellow paddler **Peter Shoesmith**



DIALOG

I was supplied with a deburring tool about two years ago, which has sat in the front of my van until last month when I found it very useful. It was perfect for testing for crown wire breaks, in wire ropes - especially behind the ropes as it works in the up as well as the down direction.

Dear Colleague,
Thank you for your Dialog with the suggestion that the deburring tool could be used to detect crown breaks in wire ropes. I think it is an excellent suggestion as these breaks, particularly on the rear side of the ropes, are extremely hard to see and in most instances are detected by going over the ropes carefully with your finger with the possibility of personal injury.

I will issue a service letter in the near future to bring your suggestion to the attention of our service work force. Please accept the enclosed 'Otis Field Ideas' pen as a token of our appreciation.

Trevor Perry
Director, Field/Construction Engineering



"I ALWAYS LET THE CUSTOMER WIN -
THAT'S CUSTOMER SERVICE"

Golf

On a humid but dry day at the end of May, the Directors Customer Golf Day was once again held on the sparkling greens of Moor Park in Hertfordshire. This year the first two prizes for the Singles tournament were a trip to the Otis ETO Golf Tournament in Marrakesh. After two very fine rounds, the top prizes were awarded to **Robert Moore** of Novotel UK Ltd and **George Ray** from Trollope and Colls.

Some readers may have noticed that *Going Up's* regular illustrator Jonathan Pugh, is now cartoonist for *The Times*. His acutely observed caricatures and cartoons of national news stories grace the national's front page on a daily basis.



Marathon Man Blackhurst Storms to Victory

Darren Blackhurst, Supervisor Glasgow Construction, winning his first major fell race in the 27th running of the Manx Mountain Marathon in April. The race involved a gruelling 30 mile trek across the Isle of Man's highest peaks from Ramsey to Port Erin. Amidst a record field of competitors and enjoying unbroken sunshine for virtually the whole of the race, Darren apparently ran a superbly judged race and stormed into the lead taking an advantage of seven minutes over his next opponent in second place. Darren completed the race in just over five hours.



The team consisted of (from left to right) **Mick Turner**, Service Supervisor. **Richard Jesson**, Repairs. **Chris** from the Saks Hairdressers shop in the Broadmarsh Centre and **John Cheetham**, Service.

1996 BROADMARSH TRIATHALON CHALLENGE

The East Midlands Office was asked to take part in the Triathlon Challenge by the Broadmarsh Shopping Centre in Nottingham. Otis carries out the maintenance of the lifts and escalators of the centre.

The aim of the challenge was to raise money for the British Olympic team to go to Atlanta.

The event took place at Holme Pierpoint, National Watersports Centre, Nottingham, and involved a two mile run, a six mile cycle and a 1.5 mile run.



Dream Team in the Evening Sun!

Top Row:
Paul Dodd, Mike Sinclair, Peter Amura, Martin Fuller.
Bottom Row:
Richard Braxton, John O'Neill, Graham Brightwell.

FOOTBALL

In April all London branches entered a six-a-side football tournament held on the astro turf at Kennington Park, close to the head office at Clapham Road. The event organised by **Gillian Bromfield** (Accounts) was well supported by London staff and field personnel from both Otis and Evans Lifts. Twelve teams took part playing in three groups. The final was between old Liftonians, from the West London Clipstone Street branch and Cityside A from the City branch. The game was hard fought and finished with Cityside A as the victors by one goal to nil. This was Cityside A's second successive victory. Back at The Roebuck, **Bill Evans** thanked **Gillian Bromfield** for organising the evening's activities and entertainment, then thanked the two referees **Tom Hester** (Modernisation Project Manager) and **Barry Rains** (Field Manager, City branch) for their support. **Bill** presented **John Disney** (General Manager, Evans Lifts) with £170.00 for the Special Olympics appeal.

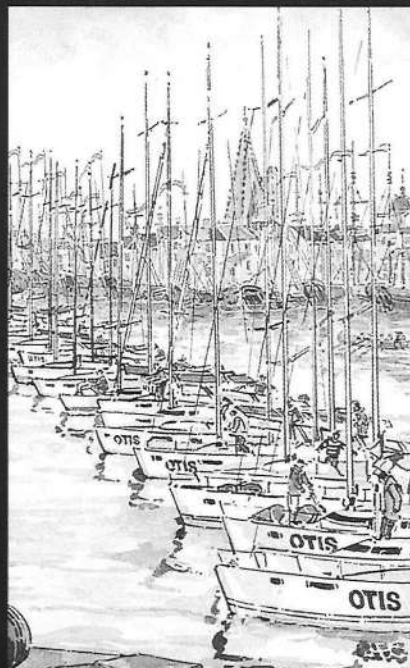
Calling Sunday Footballers

The Otis Sunday Football Team play every Sunday morning in the Sunday Metropolitan Football League Senior 1 Division. The area we can play is South East of the Thames A2, A20. We are looking to be promoted to the Premier Division next season and are looking for good, dedicated players within Otis. Call **Barry Rains** in the City Branch and enjoy Sundays and the social life that goes with it.

sport

Ahoy! to Le Roast Beef!

High seas and robust Gaelic language from some highly competitive French skippers did not deter the brave Otis sailors and their customers who entered three boats for the Elisha Graves Otis sailing competition, generously sponsored by The Rover Group, Auto Lease and Bridon Certex. The crew's elegant attire was kindly sponsored by solicitors Edwin Coe. The British boats put up a strong performance and came in 15th, 19th and 26th out of 84.



Captain Pugwash, alias George Houston, trims the spinnaker. ▼

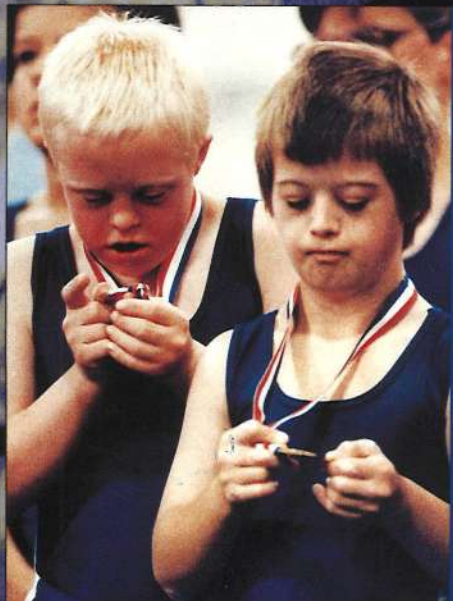




*Paul Anderson, National Director
for Special Olympics in the UK
updates Going Up.*

As many of you at head office will already know, the Headquarters of Special Olympics in the United Kingdom, has been established on the ground floor of the Otis Building in Clapham Road, thanks to Jack Leingang and John Disney (National Co-ordinator for Otis with Special Olympics). I would like to thank all the members of staff at Clapham Road for the most helpful way in which they have made us welcome as a charitable organisation in a highly geared and competitive entity.

I would particularly like to thank Pat Creed, who from the day that she became involved in supporting Special Olympics on the reception desk and now in the offices of Evans Lifts, has been untiring in her free time and weekends in supporting Team Otis. If we had a Pat Creed in every company in London, Special Olympics would have no problems.



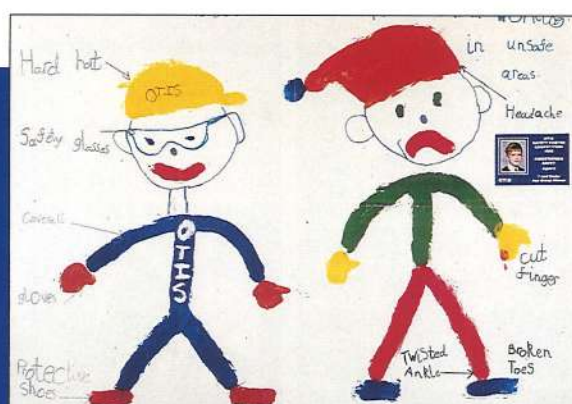
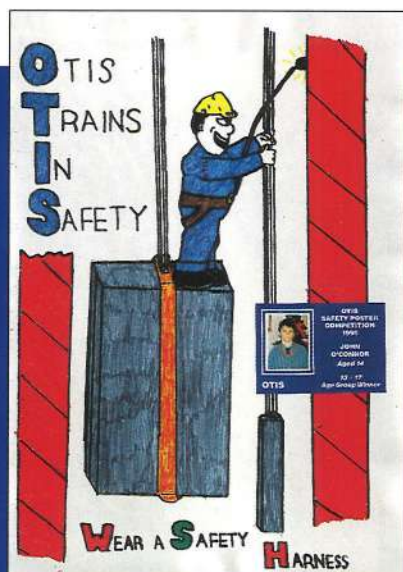
Fourth National Winter Games

In March Special Olympics held their Fourth National Winter Games at the Abernethy Sports Centre in Lecht, Scotland, where the national squad for the World Winter Games to be held in February 1997 in Toronto, Canada was chosen. Special Olympics would like to thank Ron Hood, District Service Manager for Scotland and his staff for helping in organise transport and support for our games.

Coming Up

Special Olympics will be holding their '96 National Championships in Athletics, 5-a-side Soccer, Bowls, Table Tennis and Ten-pin Bowling at the Palmer Sports Stadium in Reading and at the Hollywood Bowl, The Point, Bracknell, between Friday 26th July and Thursday 1st August. All support for this event would be most welcome.

Finally may I thank all those who took part in the raffle on behalf of Special Olympics which raised over £200. The Special Olympics quarterly 'Around About' giving details of future events is available from the office in Clapham Road. Once again I would like to thank all those who so generously support Special Olympics.



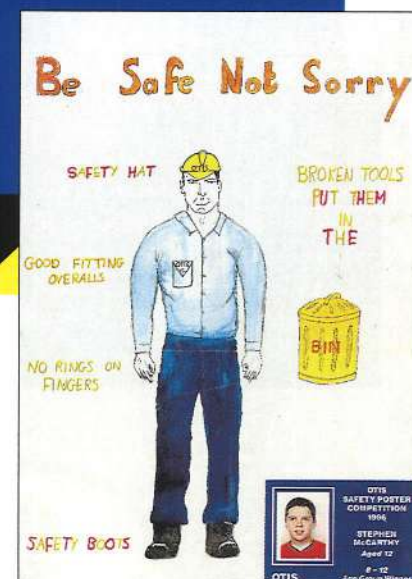
Winners

Pictured here, the winners of the Otis Safety Poster Competition 1996.

Far Left, The winner of the 13-17 age group, John O'Connor aged 14, alongside 6 year old Christopher Davey's entry, winner of the 7 and under age group.

Below, the winning entry in the 8-12 age group by 12 year old Stephen McCarthy.

Safety Competition



OTIS

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



In response to the feedback received from the Going-Up survey, we will be looking for volunteers from each branch and department to become Otis reporters.

This is a chance to join the active process of producing each issue of *Going Up*, by cajoling your colleagues for newsworthy items, be they amusing snippets, technical tips or field focus items. Watch out for the marketing missive.

Felicity Stonehill, Marketing, Head Office.