

# LIFT-OFF

Number 18

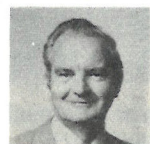
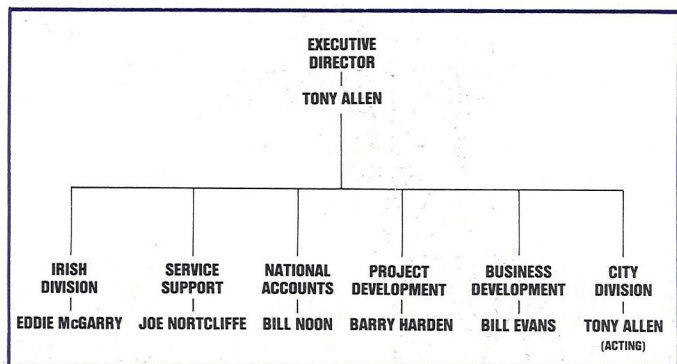
January/February 1985

Internal newspaper of Otis Elevator PLC (UK)

## WHO'S WHO AT OTIS

In the special supplement to Lift-Off September-October 1984 issue we announced the restructuring of Otis UK into nine operating divisions with nine divisional general managers reporting to four executive directors. - Tony Allen, Roy Markham, John Miller and Alan Mainwaring. These directors also have responsibility for the main support and manufacturing activities. In the charts below you can see exactly how the Otis family tree will work. Some appointments have still to be made but they will be reported in future issues of Lift-Off.

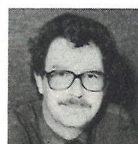
### reporting to Tony Allen



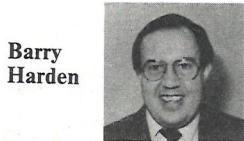
Eddie McGarry



Joe Nortcliffe



Bill Noon



Barry Harden

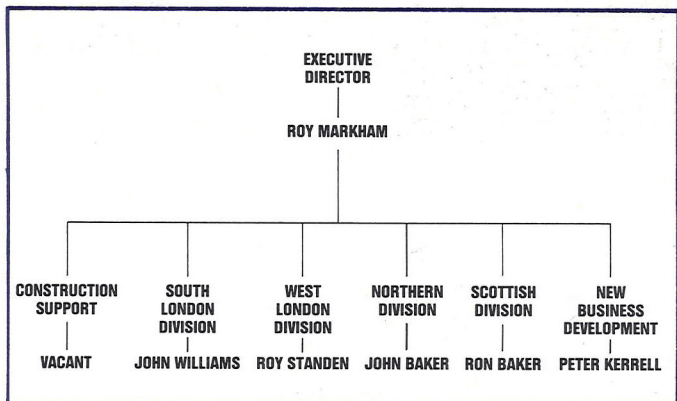


Bill Evans



Tony Allen

### reporting to Roy Markham



John Williams



Roy Standen



John Baker



Ron Baker

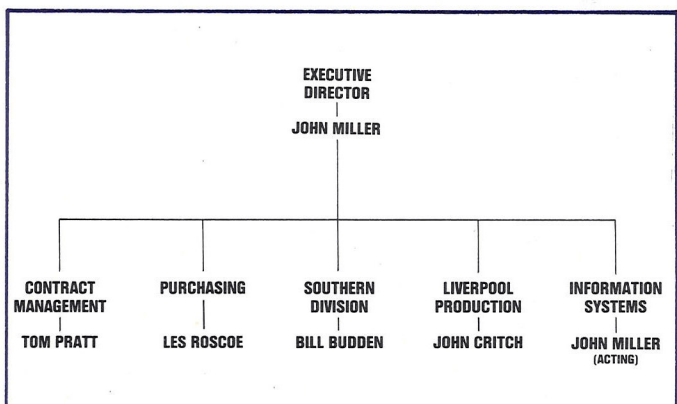


Peter Kerrell



Roy Markham

### reporting to John Miller



John Miller



Tom Pratt



Les Roscoe

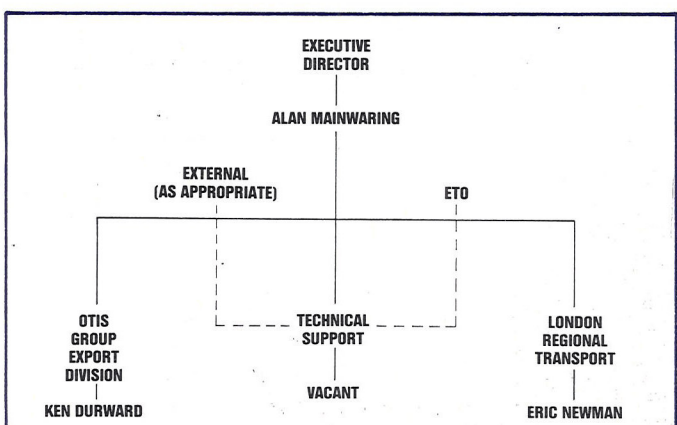


Bill Budden



John Critch

### reporting to Alan Mainwaring



Ken Durward



Alan Mainwaring



Eric Newman

## A NEW YEAR MESSAGE FROM THE CHIEF EXECUTIVE



Dr John Watkinson, chief executive of Otis UK

1984 has been a year of very considerable challenge and change for Otis UK and all employees.

I would like to take this opportunity of thanking you for all your efforts throughout the year and wish you and all your families best wishes and prosperity throughout 1985.

1984 has been a year of mixed fortunes within our company. However, we have notched up some very significant achievements, including the implementation of the workshop charter and the focused workshops at Liverpool, with the impact of change evident across the whole site.

The introduction of the ROSS system (redevelopment of service systems) throughout our service network will bring major benefits in 1985, and we have major new business in the Gatwick Airport contract for 39 new lifts and the Manchester Corporation order of 25 lifts.

The prestige construction jobs of Cavendish Square and Wilton Road are impressive, as is the major modernisation in Basinghall Street in the City.

Many others around the country deserve a mention but lack of space will not allow it.

Ken Paige's retirement as managing director caused us to consider the best form of organisation for the business and for customer service.

We decided to move to a more centralised approach to be better able to respond to our customers' needs.

This reorganisation took the form of the setting up of nine new business divisions, each with a general manager totally responsible for all

new sales, construction and service activities within his area.

The general managers report to me through four executive directors.

We believe this organisation will be effective and help us in our aim of being closer to the customer.

In 1985 we will have to face up to some tough challenges. The competitive pressures we face will not go away.

Our success in growing our market share and, indeed, holding on to what we already have, will rest upon our ability to deliver a good-quality product on time and at a price our customers can afford to pay.

In order to satisfy these three key areas of quality, delivery and price, we need to improve our performance as a total team.

Always remember that in our company everyone is both a customer and a supplier - so treat your internal customer as you would expect a supplier to treat you.

In the market place the company that survives is the one which is most able to grow and adapt to change. Our market share is not guaranteed. We must find new ways to off-set the innovative edge of our competitors by being more innovative than they are.

We have to find new ways of improving the quality of our service to our customers through improved productivity and efficiency in both field and factory.

Our major current vulnerability is our inability to deliver to our customers and in 1985 we must concentrate on getting this right.

As a result of our reorganisation I believe that we are better placed now than for many years to tackle some of these difficulties. The challenge of such a change in the way we work together will open up a wide range of opportunities within the company for individual employees to influence our performance for the better. I believe we can face the market place with confidence in 1985 and I also believe this view is widely shared within our company.

I thank you for your loyalty and commitment in 1984 and I look forward to your continued support throughout the coming year.

- John Watkinson



# Awards and presentations



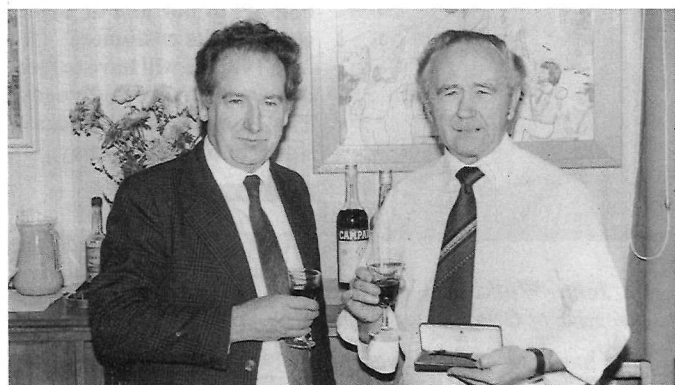
Superintendent adjuster Bob Rayfield (right) received his £500 award from Tony Allen for developing a new key code access device (Lift-Off, November-December 1984)



Congratulations from the chief executive and an award to Cardiff branch manager Frank Seymour (right) on the completion of 25 years' service with the company



Santosh Mathur (left) received a gift of crystal glassware from management colleagues, presented by Alan Mainwaring, at a party at Liverpool works on leaving Otis



Alf Nicholson in contract engineering at Liverpool works received his 25 years' service award from Alan Mainwaring



Harry Jones (left) in the controller workshop at Liverpool works received his 25 years' service award from John Critch



Jim Lea at Liverpool works has completed 25 years of service and has taken early retirement. Award was from John Critch

## ON THE MOVE

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

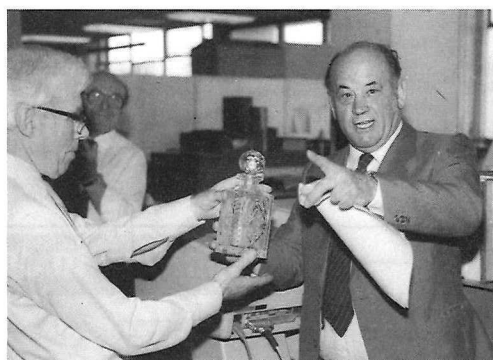
NAME	FROM	TO
J. Baker	Area Service Manager, Central District	General Manager Northern Division
R. Baker	Scottish District Manager	General Manager Scottish Division
W. Budden	Southern District Manager	General Manager, Southern Division
W. Caton	Mate, London Construction	Mate, LSR 23
K. Challis	Advanced Fitter, Plymouth	Senior Fitter, Plymouth
G. Clark	Mate, London Construction	Improver I, London Construction
Y. Collingridge	WP. Operator, Service Admin.	Trainee Secretary UTC & Group
A. Crooks	Mate, London Construction	Contract Estimator, Contract Processing
K. Davidson	Marketing Assistant, Accounts	Department, London
J. Davies	Improver, London Service	Trained Fitter, London Service
J. Deuchar	Advanced Fitter, Edinburgh	Senior Fitter, Edinburgh
J. Disney	Service Sales Representative, Southend	Service Sales Representative LSR 25
P. Dodd	Advanced Fitter, LSR 25	Senior Fitter, LSR 25
W. Duffy	Trained Fitter, Edinburgh	Advanced Fitter, Edinburgh
A. Dunne	Senior Fitter, London Construction	Supervisor, London Construction
P. English	Senior Fitter, London Construction	Supervisor, London Construction
W. Evans	Branch Manager, Brighton	Business Development Manager, Service, Head Office
A. Francis	Export Manager, Export	Major Projects Manager, London New Sales
D. Francis	H/P Adjuster, London Construction	Staff Adjuster, London Construction
S. Glover	Improver, London Construction	Trained Fitter, London Construction
F. Green	Advanced Fitter, Glasgow	Senior Fitter, Glasgow
C. Hall	Senior Service Supervisor, LSR 25	Field Service Manager
R. Hide	Trained Fitter, London Construction	Trained Fitter, LSR 23
M. Ismail	Mate, London Construction	Mate, LSR 23
R. Lowe	Advanced Fitter, London Construction	Advanced Fitter, LRT
E. McGarry	District Manager Ireland	General Manager Ireland
H. McNamara	Senior Fitter, London Construction	Senior Fitter, LSR 24
S. Mainoo-Adae	Accounts Assistant, Finance and Planning	Inter-Comp Assistant, Finance and Planning
W. Masnyk	Advanced Fitter, London	Advanced Fitter, LSR 23
J. Nortcliffe	Zone Purchasing Manager, Head Office	Service Support Manager Head Office
P. North	Mate, London Service	Improver I, London Service
D. Owen	Mate, LSR 25	Improver I, LSR 25
M. Pearce	Assistant Personnel Administrator	Personnel Administrator and Head Office Word Processor Supervisor, Personnel
P. Perry	Senior Fitter, LSR 23	Trainee Supervisor, LSR 25
K. Riley	Branch Manager, Nottingham	Branch Manager, Nottingham and Birmingham
T. Roworth	Improver, LSR 26	Trained Fitter, London Construction
D. Sewell	Manager, Financial Planning and Treasury	Treasury Sales Manager, London
G. Snowling	Mate, LSR 23	Improver I, LSR 23
R. Standen	London New Sales Manager, London New Sales	General Manager London West
J. Stevens	Advanced Fitter, London Construction	Advanced Fitter, LSR 23
T. Tully	Improver, London Construction	Trained Fitter, London Construction
M. Walsh	Secretary to P. Jones	Administration Assistant to Company Secretary Head Office
R. Wells	Improver, London Construction	Trained Fitter, London Construction
H. Willett	Trained Fitter, LSR 25	Advanced Fitter, LSR 25
J. Williams	London Construction Manager	General Manager, London South
M. Williams	Trained Fitter, LSR 24	Advanced Fitter, LSR 24



John Critch congratulates Tom Hayden in D40 at Liverpool works on his completion of 25 years' service



Ken Nolan (right), in the architectural products workshop at Liverpool works, received his 25 years' service award from Mike Hirst



George Bull at Liverpool works has taken early retirement and was presented with a gift from colleagues by John Critch



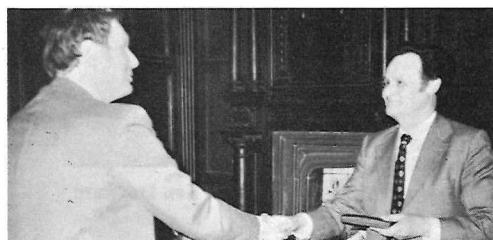
Bill Smith (right) in the zone construction department has retired and was presented with gifts from colleagues by Gordon Pestell



Eddie Wilson (left) in the zone construction department has retired and was presented with a cheque from colleagues by Doug Richards



Three 25-year men in Dublin service department: Brendan Brophy, Eddie McGarry (Irish general manager) who made the presentations, Danny Hutchinson and John Healey



Engineer Trevor Dale (right) received his 25 years' service award at the Red House restaurant, Newcastle, from Newcastle manager David Coe



# ROSS '85 – the continuing story

It is a coincidence that 1984, epitomised by George Orwell as the start of a changing society, was the year when the ROSS project moved from the drawing board and into our branches and offices.

For the first time we are able to sit in our branches and have direct access to our own information.

Coupled with the ability to amend or update this information locally, we have made the first steps towards the independence that is essential for our branches in the future.

## FRIENDLY

The friendliness of the system means that errors are highlighted at the time of input.

Then at the touch of a button the information is accepted, thereby removing the administrative and processing delays we had experienced before.

The benefits of this are not just internal – the branch is enhancing its image in the eyes of the customer by setting new levels of response and accuracy, an important but often forgotten element in the all-round quality of service the customer expects from Otis.

Supervisors have discovered the freedom easily to add or remove units from maintenance.

They can also transfer units between routes and build maintenance visit plans for each unit to reflect our customers' needs.

A supervisor can now assign a unit for maintenance as soon as the customer signs a contract, thereby guaranteeing that the customer is not forgotten in our early days of serving him.

## INVOICES

The branch administration people now find it easy to raise invoices for chargeable T jobs. A series of tedious clerical duties has been replaced by simple routines.

On average a customer now receives an invoice within one week of a job being closed, instead of six weeks.

The invoice provides a full description of work carried out to back up the charge, plus the name and phone number of the salesman in case the customer should have any queries.

We are also able to offer a variety of invoice presentations in order to meet a customer's particular requirements.

The linking of each branch by our own communications network has brought the whole company closer together.

If we add to this the use of a common system which makes every branch's administration identical, we are assured of a consistent approach to our major customers throughout the country that our competitors cannot match.

In many branches the computer terminal and ROSS systems that run on it have become as essential as a typewriter or a telephone in carrying out everyday business.

The demand has been such that some branches require up to three terminals where a year ago there was none.

## BENEFITS

During 1985 more benefits both to our customers and ourselves will be achieved as further sub-systems of ROSS are introduced.

The most significant of these will provide us with a better understanding of the value of our customers' business, and of where we are most at risk from our competitors.

The union representatives of our field mechanics have worked with the project team

to develop a replacement set of field documents which are simpler to use and which can be recorded locally.

One benefit of this will be the reduction from two weeks to one week in the processing of the payroll for all field personnel.

As the year goes on we will keep you up-to-date on how each new event will affect you.

Much of what has been achieved is due to the endeavours of the many people who make up the team.

These include those branch and head office people who have played an active role in defining our future needs or have participated in the piloting of the new facilities.

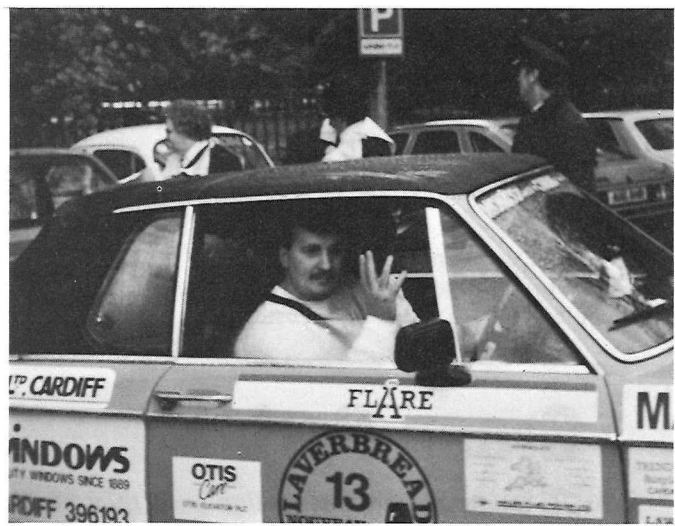
The Information and Systems Department have transferred our business needs and ideas into working systems. And all of you have helped by continuing to use and apply the ROSS systems in your day-to-day work.

This provides the momentum for us to continue through to the successful completion of ROSS in total.

Remember, if you have any queries on the systems that have already been implemented, contact Jean Gorman on extn 222 at Liverpool works.

And don't forget our project theme: "You always have a friend in ROSS".

So never forget your friends when you have a problem. **The ROSS team.**



The car setting off for the Laverbread Nouveau Enduro and carrying the Otis name

## How they took the laverbread from Swansea to Paris

If you want to know about laverbread just ask a Welshman. We understand it is some strange delicacy they eat in Wales.

But the fact is that over 50 cars entered a Laverbread Nouveau Enduro for a fun run from Swansea to Paris to raise funds for Dr Barnado's.

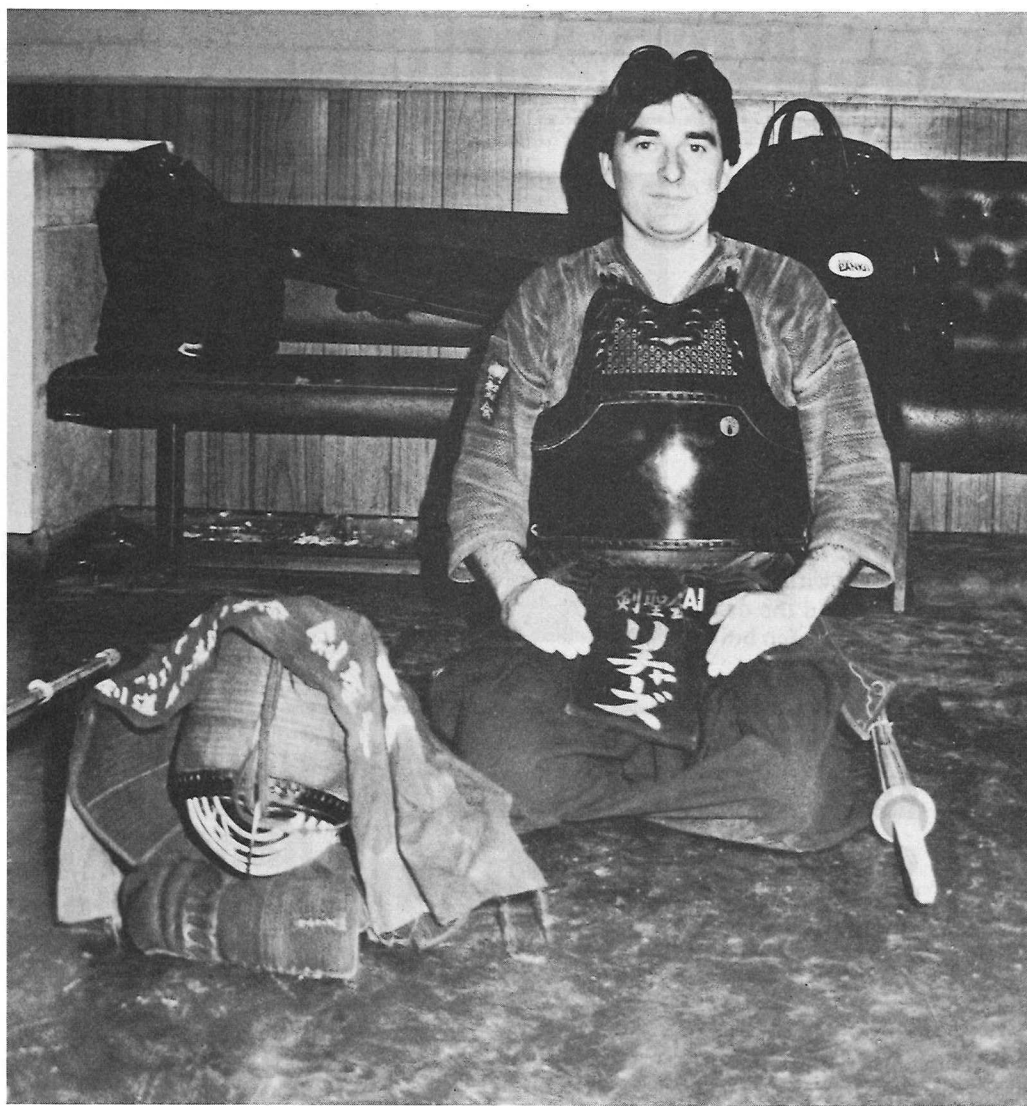
Obviously based on the annual Beaujolais Nouveau races, each car had to carry 1/2 kilo of laverbread which could not be eaten or otherwise disposed of until arrival

in Paris.

Otis Cardiff office sponsored competitor Anthony Reid £50 for Dr Barnado's and he carried the Otis name on his car from Swansea to Paris.

In Paris there was a laverbread champagne lunch prepared by a top chef and French journalists were introduced to a Taste of Wales.

Beaujolais Nouveau wine travels well. We hope the same went for Welsh laverbread.



Ray Richards in full ceremonial Japanese armour and, below, in action with his sword. The photographs are by John Powell

# This warrior is at Clapham Road

Some ten years ago London service adjuster Ray Richards became interested in the traditional Japanese martial arts of kendo and iaido.

Kendo sword fighting originated over 1000 years ago and by the 8th century there were annual contests in the old capital of Kyoto.

Over the past 200 years the training armour and bamboo practice swords have represented the kendo ideal of respect for life and compassion for humanity.

The prime purpose of the contests is not to win, even though contestants try hard to do so, but to further understanding of oneself.

Iaido (sword drawing) is the great sword art of Japan and it began with refinements in the art of sword-making. The true spirit of iai does not necessarily mean to cut an enemy but to cut the enemy within oneself.



Victory in iai is the non-revengeful heart and the

cessation of conflict through not drawing the sword. It is, in fact, a training process.

In 1983 Ray Richards went to Japan for 16 months to train in the home town of his UK kendo leader.

Every day he was up at 5.30am for practice in kendo from 6 to 7. Then he would cycle across town to another training hall for iai practice from 7.30 to 8.30.

There was also evening practice four times a week from 6pm to 8pm. Ray says: "You can imagine that after 16 months even if I didn't become very good at least I got very fit".

In fact, at the end of his time in Japan, he was graded a very respectable 2nd Dan in kendo and 3rd Dan in iaido.

But he intends to go on training and saving his money and hopes to go back to Japan in 1986 for a short stay and further grading.

# TASK: TO DESIGN A HOTEL

The prestigious Otis Architectural Award is back for 1985.

The contest, run in association with the *Architects Journal*, is open only to architectural students this time.

Contestants must design a small hotel over shops near the British Museum in London complete with all services and lift.

Closing date for entries is

3 May 1985 and the award will be announced on 11 June.

First prize is £2000 and an open-ended return ticket to the USA to visit UTC.

Second prize is £1250; third prize £750.

If any Otis person knows an architectural student who would be interested in entering, all details can be obtained from Cathy Foster.

The judges will be Dr John

Watkinson, chief executive of Otis UK; Peter Carolin, architect and editor of *Architects Journal*; Paul Koralek, architect, Ahrends, Burton & Koralek; Frank Newby, structural engineer, Felix J. Samuely & Partners; Tom Barker, services engineer, Ove Arup & Partners; Nick Hare, architect, Nicholas Hare & Partners and lecturer at Cambridge University.

## LET US HEAR FROM YOU

News and photographs for the next issue of *Lift-Off*, out at the end of March, should be with Cathy Foster at Clapham Road (extension 566) not later than 28 February.



# Executive 'brickies' build Liverpool wall

An internal wall has been built at Liverpool works to separate un-used space from used space.

Four capable bricklayers made their contribution. They were Dr John Watkinson, chief executive of Otis UK; Pierre Fougeron, president of ETO; Bill Wilson, retiring president of ETO and Ian Reynolds, senior vice-president of ETO.

To mark the occasion a special brick with each 'brickies' name and the date engraved on it has been built into the wall.



Dr John Watkinson



Pierre Fougeron



Bill Wilson



Ian Reynolds

## These are information and systems managers at Liverpool

In the absence of an information and systems manager, John Miller, executive director based at Liverpool works, will continue to manage the department directly.

Responsibilities within the department on a day-to-day basis are in the hands of the following:

Keith Annison is project manager for factory systems. He is responsible for the business systems of the workshops including the field workshop, works accounts (excluding payroll), contract control, factory purchasing, contract engineering and specifying and engineering (EDC).

Jean Gorman is project manager for service systems and payroll and wholly responsible for systems development, maintenance, and support of all systems associated with zone business and all company payrolls.

Bill Heafield is development manager and responsible for all application software running within Otis. In addition Bill assumes the project manager's role for finance projects.

To support Bill in his dual role Keven Carroll is appointed chief programmer to assume technical responsibilities within the development area.

Bill Kelly is technical support manager responsible for technical areas of the information and systems department.

Alan Morgan is computer operations manager in charge of all operations staff and hardware, including PCs.

Terry Hart is development support manager and responsible for the acquisition, installation and support of all PC hardware and software and for all aspects of word processing.

## NEW CONTRACTS

### At Shell Centre, in the City, and for British Home Stores

London service district 24 has successfully re-negotiated the maintenance contract for 84 units with Shell UK

These include 62 lifts and 12 escalators in the Shell Centre on the South Bank plus 11 further lifts in other associated Shell premises.

Re-negotiation took six months of meetings with Shell and their quantity surveyors.

The Otis team included Roy Mills, Bill Noon and Harry Bunn.

Roy Mills pays tribute to John Saunderson's maintenance team. "Their excellent record of work for Shell made our task a lot easier".

At the Shell Centre John's men are supervisor Terry West plus the five men permanently on site - chargehand Ron Reaves, Harold Parnacott, Barry Everson, George Holland and Bill Day.

This new contract continues our very happy association with Shell Centre which goes back to our installation of the original lifts in 1957.

Our good customers British Home Stores are giving themselves a new look. And Otis are very much part of the change.

For the store at Corn Market, Belfast, Mike Morley has sold one 35 degree compact 506 escalator type EA1061 and two 30 degree compact 506 escalators type EA1051.

Supervisor Bertie Brown and his team will be starting work on this contract in the spring.

The existing store is to be extended at the back by main contractors John Laing.

Otis personnel involved were estimator John Bond (budget), estimator Joe Kilgallon (tender), admin typist Beatrice Wilson, sales typist Ava Mapp and order booking by Jimmy Green.

The BHS store in the new Marlowe Arcade in Canterbury (salesman Mike Morley, supervisor Des Millar) will open at Easter and will be followed by the extension to the store in Hull (salesman Steve Lawler, supervisor Alan Nesbit).

BHS preference is for the compact 506 escalator with glass balustrades, underhandrail lighting and three flat steps at the upper and lower landings where space permits.

Their new look interiors have been designed by Steward McCoil Associates with wider shop aisles, subtle lighting and soft colour schemes, placing the emphasis for customers on quality and value for money.

Reporting the £1 million contract from Gatwick Airport in our last issue we omitted the name of the salesman. Our apologies to Glen Rattle. Our friends at Becker will be supplying the hydraulic lifts for this contract.

## New EETPU national committee chairman

Chris Marshall, chairman of the Otis national committee of the EETPU, representing hourly-paid employees in the field, left the company in December.

The national committee has appointed Les Mardell, senior London service shop steward, to the position of chairman until the annual elections in the new year.

Chris has decided to pursue his career outside the lift industry and his many friends and colleagues throughout the company wish him every success in the future.

He became chairman of the national committee early in 1978 following the lengthy national dispute in 1977.

Over the years he has played a major part in establishing a more effective industrial structure within the company and in developing the national committee.

Les Mardell has worked for the company for 12 years and has liaised closely with Chris during the past two years. Everyone wishes him well in the challenging task he has undertaken.

## CATHY'S COLUMN

### Otis will try to sponsor your sport

Here's good news for sportsmen and women at Otis.

The company is willing to consider the sponsorship of employees (and only employees) in their sporting activities.

Please send applications in writing to me at Clapham Road.

Let me have details of your sport, your own involvement, dates and venues of your major competitions and past (if any) achievements, plus some idea of the costs involved.

We will do what we can to help.

We have received a letter from the Lord Mayor of London, Sir Alan Traill, congratulating us on our float in the Lord Mayor's Show.

He says: "Your float was indeed a happy and attractive sight".

Well done, everyone. It was a fine effort in which a lot of people gave up a lot of

their own time to help make this traditional day a great occasion.

A word about Lift-Off. It is a newspaper for Otis people and over this year we will try to make it even more interesting with up-to-date news and a better balance of articles.

To do this we need your help.

Every branch and department has received a Lift-Off Fact Sheet. This gives useful hints on how to write articles and take photographs for publications.

Please take the time to read it.

And please, please don't be put off because you reckon your spelling or grammar isn't up to much.

If you have important news just telephone me, or jot it down on a memo sheet. We will turn it into newspaper style words.

To everyone who has contributed in the past - many thanks. For the future, the more news you send in, the better Lift-Off will be.

Happy New Year. - Cathy Foster.

## Green Park House, Croydon

Below are the construction crew, fitter Morgan Flood, fitter Carl Guiver, chargehand Martin Palmer, fitter John Hassell, graduate trainee David Boyers, mate Terry Burnett and mate John Hancock



This is a Laing contract on a Prudential development for a group of four SM1093 lifts, ten-person capacity, speed 1.60 mps, with microprocessor controlled 15 ATL machines. Two units are 10 stops and two units 11 stops. Also being installed is a 15-person capacity wallclimber, 10 stops, with UMV driven 27 BT machine, speed 1.00 mps with L4 relay controller. All units were under test during January.





# It's miles better!

Wherever you go you just can't get away from that slogan.

It's on posters in shop windows, on banners across the sides of buildings and in the rear window of almost every passing car.

'Glasgow's Miles Better'.

They are very proud of their city in Glasgow (the second biggest in the UK) and in recent years a lot of time, energy and money has gone into general refurbishment.

## NEW CENTRE

The old docklands have been razed to the ground and a new exhibition centre will be built there, along with another exhibition complex planned for the Anderson Centre, where three Otis lifts and two escalators are currently being refurbished.

Otis Glasgow branch covers the west of Scotland up to Oban in the north, all the way down to the English border in the south, and then east as far as Falkirk.

## DIVISION

The offices in West Campbell Street also house Scottish division general manager Ron Baker with his staff, and branch 74, which was formed to handle the business of two local companies acquired by Otis, and is run by Eddie Whyte and service supervisor Jim Coyle.

The divisional staff consists of general manager Ron Baker, the surveyor for Scotland and Ireland, Rupert Thomas; the personnel and training officer for Scotland, Jimmy Campbell; new salesman Dennis Cairns; construction supervisor for Glasgow and Edinburgh, John Dennis; special projects manager John Fulton; and secretary to Ron Baker and the division Morag MacLennan.

The main branch staff consists of manager Alan Brown, service supervisors Tommy Collins and Joe Harris, service salesmen Malcolm MacDonald and Ken Wright, telephonist Ann Reid (who also works ROSS) and secretary Jean Smith.

There are 15 service routes with 30 engineers. Ten other men are on repairs and there is one service adjuster. Eight men are on construction.

There is a lot of refurbishment work going on at the moment in Glasgow. In fact the volume of this business is just about double the total for 1983 and the number of quotes sent out by the branch has trebled.

Received last autumn was an order from Marks & Spencer worth almost £250,000. Alan Brown says they were so pleased with the work done by Otis in Belfast that they asked us to try again in Scotland.

Marks & Spencer have taken over the Woolworth store in Sauchiehall Street (where the work was carried out) and have also asked the branch to quote for work in Dunfermline and Hamilton.

A big customer is the House of Fraser (their head offices are in Glasgow) and work has been carried out in two of their stores recently.

## COUNCILS

A great deal of work is carried out for Falkirk District Council, Clydebank District Council, Scottish Special Housing, Strathclyde Regional Council, Lewis's, Trusthouse Forte, British Home Stores and Boots. There are units in major hospitals like the Western Infirmary, Dumfries Hospital and the North Ayrshire Hospital.

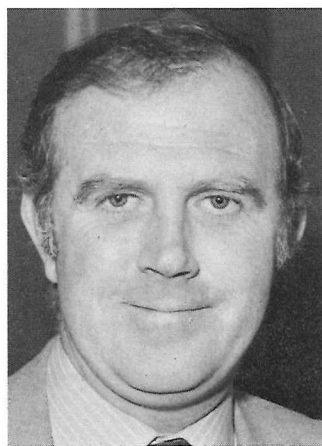
Alan Brown started as an apprentice at the age of 16

## SPOTLIGHT ON GLASGOW BRANCH

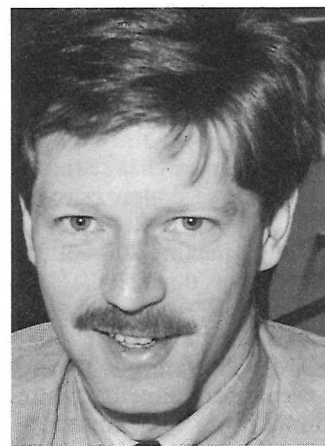
Branch manager Alan Brown in the office at West Campbell Street



Ron Baker, Scottish division general manager



Tommy Collins



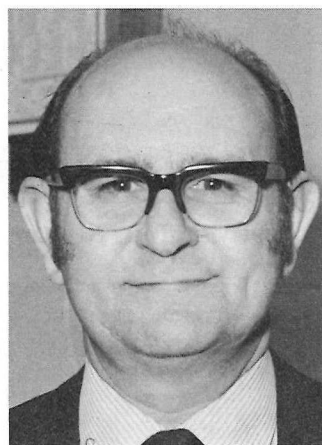
Ken Wright



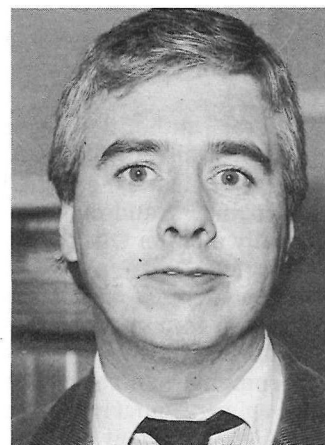
Eddie Whyte



Dennis Cairns



Joe Harris



Jim Coyle



Malcolm MacDonald

with Otis in Newcastle. He later had a short spell abroad in East Africa and returned to Newcastle as an adjuster. In 1980 he went into service sales and became Glasgow branch manager in March 1983.

At the age of 35 he has clocked-up 18 years' service with the company - a missing year was spent working for Rank on business machines as an electronic tester and trouble shooter.

But, as he says, the pull of the lift industry is always there - and he came back.



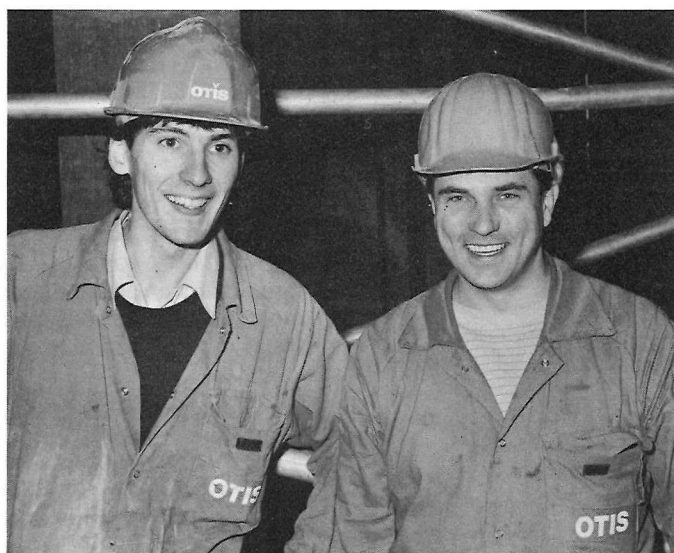
Morag MacLennan



Anne Reid



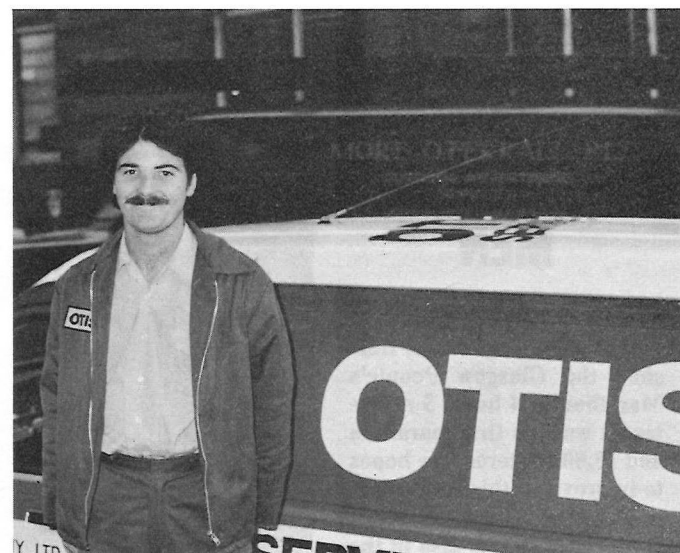
Jean Smith



Apprentice Donald Keen and construction fitter Harry Beckett on site at 25 Bothwell Street, Glasgow, where they were installing a duplex LM 893



Service fitter Ian McGuire and service fitter Malcolm McDonald on site at the College of Building and Printing operated by Glasgow District Council



All ready to go. Service fitter Jim McGuire caught outside the Glasgow branch office before setting out to answer a customer's call



# They serve London boroughs

## BRANCH 26 AT CLAPHAM ROAD HAS A VERY SPECIALIST ROLE

London service branch 26 was set up by Trevor Perry, Ernie Marnham and John Mason in the remarkable time of 3½ weeks to become operational on 1 September 1983.

Based in Clapham Road, its purpose at the time was to service the then new GLC maintenance contract. But it has now developed into a specialised branch dealing

with the special needs of local authorities.

Just after Christmas 1983 Trevor Perry left to take over the West London service district (branch 23) and Ernie Marnham moved into the manager's seat at branch 26.

Two additional supervisors (Terry Newport and Derek Coombes), plus a sales representative (David Gardner), have since been appointed.

Along with the GLC the branch now has contracts from the London boroughs of Lambeth and Redbridge and is making inroads into work for other local authorities.

Although London service branches continue to deal with local councils any new work from local authorities is now handled by branch 26.

### DIFFERENT

As Ernie Marnham says: "It is a rather different ball game from purely commercial work."

"Local authorities have their own direct lift departments, staffed by qualified lift engineers, and they continually monitor Otis performance".

All branch 26 work is on its own IBM computer and billing is straight to the client via computer. This again was set up very quickly by the local management in conjunction with graduate trainee Rosemary Green.

Ernie Marnham started with Otis 14 years ago as a fitter and after another four years became a fitter.

He was resident fitter at the Shell Centre and also at the BP tower block in the City and it was in the City that he spent most of his service career.

He was a supervisor from 1977 to 1981, then had two years as a service salesman. He joined branch 26 as a supervisor when it was set up in September 1983.

Ernie and his supervisors have a total of 90 years collective experience in the lift industry. And that is a lot of knowledge and experience available to branch customers.



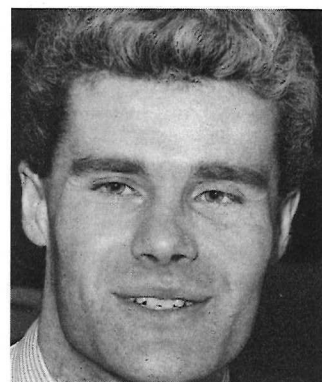
Manager Ernie Marnham at Clapham Road. He says: "This is a different ball game"



Supervisor Terry Newport



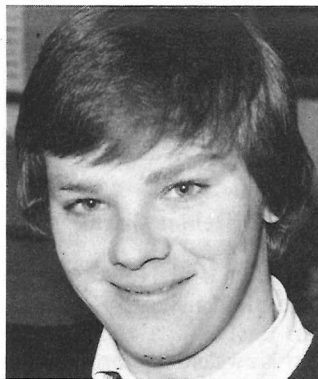
Senior supervisor John Mason



Sales representative David Gardner



Supervisor Derek Coombes



Repair clerk Ian Coleman



Admin supervisor Paul Green



Typist Bino Thondrayen



Clerk typist Jeanette Gilbert



Typist/telephonist May Glover

## SPORTS AWARD FOR CATHY

Cathy Foster, Otis communications manager, has been voted joint runner-up in the Yachtsman of the Year Award.

Placing seventh in her class at the 1984 Olympic Games in Los Angeles, Cathy was the first woman helmsman ever to take part in the Olympic Games.

The other runner-up was Jo Richards, bronze medalist of the Flying Dutchman class, who was sponsored by Otis when he first started. The winners were the British Youth Squad.

The Yachtsman of the Year Award is sponsored by Domecq sherry and decided by yachting journalists. The winners and runners-up all receive a crate of Domecq products.

## TRAINING TALK

Fire safety wardens have been chosen and around the end of January training started at Clapham Road to ensure that they know their duties.

The company takes safety very seriously and during fire drills the wardens will be responsible for the orderly evacuation of the building.

Between January and March the personnel and training department will be visiting some ten universities around the country to interview students interested in joining Otis as graduate trainees.

The final decision as to who will be taken on will be made by line managers during April and May.

## MARATHON MEN

Fitter Jim Whyte, on Glasgow branch's Ayrshire route, finished the Glasgow People's Marathon in 4 hours 3 minutes. It was his first marathon and 15,000 entered. He hopes to improve on this result next time. Second-year apprentice Derek McKay was also in the marathon with a time of 4 hours 12 minutes which he said was disappointing. We say Brave Men Both.



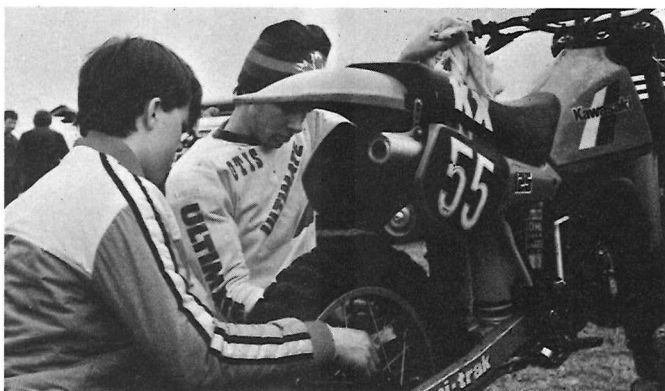
Sponsored by Otis, Bristol apprentice Ian Rideout did well in last year's motor cycle scrambling season.

He won a number of West Country events and finished 21st in the British 125cc championships competing against many professional riders.

This year, if all goes well, he hopes to compete in the British 250cc championships.

There will be six rounds throughout the year, almost certainly to be covered by Channel 4 TV, so look out for Ian riding in his Otis colours.

## It's a scramble



Ian (on right) checks his machine at an event

## The price of a lift in 1932

All enthusiastic servicemen like to see old lifts still in operation. They are a working reminder of the fine craftsmanship which went into their construction and installation.

But when resident engineer Ron Bailey, covering Worcester and Hereford and reporting to the Birmingham office, attended a call to a retired doctor's private home at Bewdley, he was in for an interesting morning.

### £350

The three-person passenger lift had been installed back in 1932 and was giving good service.

In addition, the owner of the house still had all the original sale and installation documents.

They make remarkable reading in 1985.

The estimate for the job, from the then Birmingham branch manager, J. W. Schoon, came to £350.

This was for a three-person lift, oak or mahogany car, approximate travel of 24ft at 100ft per minute, ground to second floor with three stops.

### AUTOMATIC

In his covering letter to the customer the Otis branch manager was eager to point out that the lift would be controlled by an automatic push button system:

"- that is, a full set of buttons would be fitted in the car corresponding to the various floors to be served, momentary pressure on any one of these buttons causing the lift to travel in the desired direction and stop automatically at the desired floor".

### NOBLE

Eager to clinch the sale, the branch manager went on to point out that "we have had the pleasure of fixing electric passenger lifts in the residences of" - and then followed a long list of noble names ending with HRH The Prince of Wales at St James's Palace and HRH The Duke of York in Piccadilly.

The customer was obviously impressed, the installation was carried out, and that 53-year-old lift, operated by 'momentary pressure' on any one of its push buttons, continues to give good service.

### MEMORIES?

The company of course, was Waygood-Otis in those days, and the Birmingham office was at 62-63 Lionel Street.

How about it, Long Service Association members? Was anybody there in 1932?