

Royal Lancaster

MODERNISATION

M



Up

going

OTIS

D

ISSUE

CUSTOMER NEWS

SPRING 1995

# OTIS

## The Time Is Right For Modernisation

Current economic surveys and market intelligence suggest that there has never been a more opportune time to refurbish and modernise building facilities. Within the lift industry, the modernisation business has altered considerably since the boom days of the late 1980's. Today, building tenants increasingly look at the safety, performance, reliability and aesthetics offered by the lifts in their building, elements which can all be addressed by adopting a programme of phased and modular replacement.

## Phased

## MODERNISATION

### PROTECTING INVESTMENT

As part of an on-going investment, phased modernisation will protect a building's efficiency and rental value.

This approach is probably best understood elsewhere in a building where, continuing investment in aesthetics and other facilities such as heating and ventilation, are recognised means of safeguarding or even increasing rental income. Various elements combine to affect a lift's performance, or more exactly, a lift's perceived performance, over a typical life cycle.

Modern technology naturally evolves; and over time, if managers do not follow an on-going upgrade programme, the building will suffer accordingly. Comparisons with new lift equipment will quickly establish that contemporary performance,

safety and aesthetic standards are not being achieved thus resulting in a fall in building values.

One traditional method of safeguarding lift equipment against depreciation is a comprehensive service contract. This is designed to hold a lift's performance as originally installed. However, the service contract is not intended to provide a technical, stylistic or safety upgrade. In consequence a lift, like a car or a computer will age. Progress dictates that new lift technology will be more reliable, more rewarding to its owner and will reduce down time.

With these elements in mind, and to avoid years of tired aesthetics, lagging performance, which formerly could only be remedied by major upheaval, a phased upgrade programme has distinct advantages. It is a logical and cost-effective course of action which Otis has met with a range of pre-engineered modernisation packages. The packages are configured to interface with earlier equipment and to facilitate easy and economic technical and aesthetic improvements.

### BENEFITS

- Performance enhanced to that of "new" equipment.
- Allows long term budgeting.
- Avoids major and costly disruption.
- Provides maximum reliability and minimises breakdowns.
- Enhances user safety by upholding the latest standards.
- Satisfies users expectations.
- Supports rental adjustment policies.
- Complements a comprehensive service agreement.

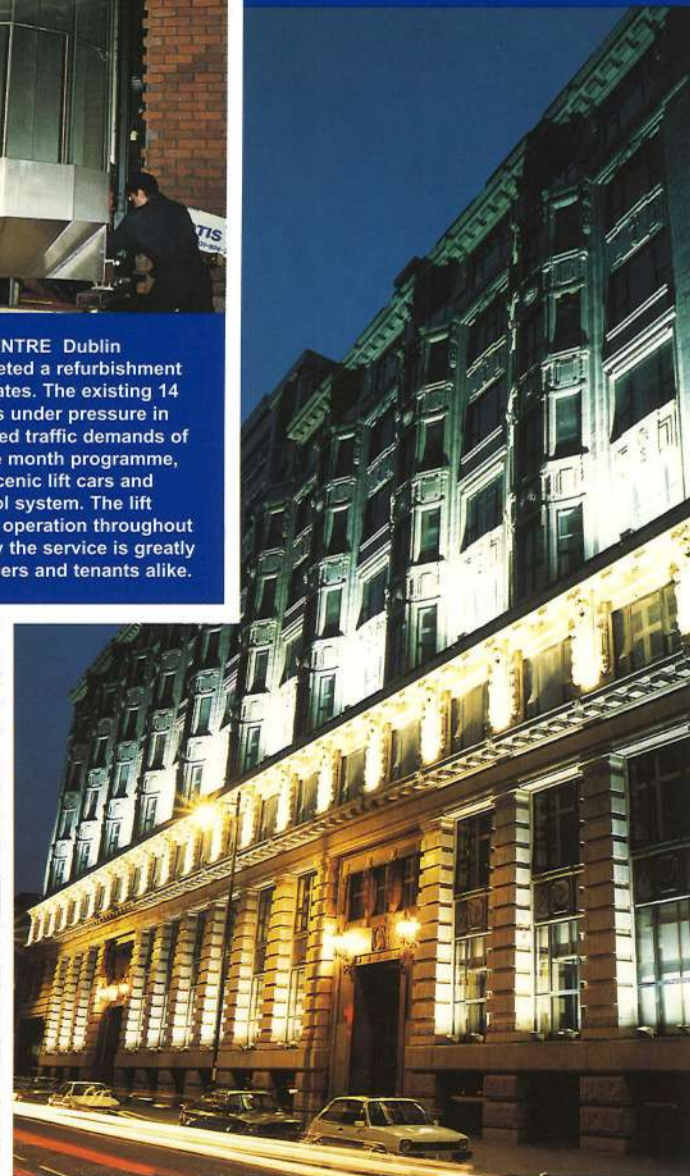
# MODERNISATION

**ROYAL LANCASTER HOTEL, London W2.** Otis is installing E411 controllers to a four car group with an Elevator Management system on levels 1 & 3. The passenger cars are currently being refurbished with luxury fixtures while two Goods lifts are being fitted with new 18 ATF machines and the cars re-lined.



**ILAC SHOPPING CENTRE Dublin** Otis recently completed a refurbishment project for Irish Estates. The existing 14 year old system was under pressure in meeting the increased traffic demands of the Centre. In a nine month programme, Otis replaced two scenic lift cars and upgraded the control system. The lift service remained in operation throughout the works and today the service is greatly enhanced for shoppers and tenants alike.

**BRIDGEWATER HOUSE, Manchester.** A refurbishment contract for the Gerald Honey Partnership which involves refurbishing six lift cars, installing 4 x MCS 311 controllers, 6 x VF Packages together with Remote Elevator Monitoring for two of the lifts.





## VIEW FROM THE M.D.

# THE Opportunity

BY JACK LEINGANG

"Although 1995 has barely begun I don't think it's too early to make some encouraging observations. You may have noticed that construction cranes are again starting to appear against our city skylines. Indeed, if we refer to the NALM statistics, this observation is borne out by a slight improvement in order intake (even after discounting the Jubilee Line as a one-off project).

I conclude that the lift industry has begun to recover from the painful depths of recession. Recovery has begun, but it is slow and patchy. There is no sign of a return to the boom times of the 1980's, and hopefully there won't be. None of us wish to ride that roller coaster again.

If an observer were a little more curious, he would note that many of the lifts operating in the UK were actually installed in the 1950's and the 1960's when there was sustained growth in the construction industry. He would also note that many of these buildings are not up to current standards, and they are in need of renovation if they are to be competitive with the buildings built in the last ten years or so. His conclusion would be that investment in these buildings is badly needed.

#### Product Advantage

Therein lies our opportunity. An opportunity to assist in bringing outdated buildings up to current standards of customer expectations of performance and safety. And perhaps for the first time in our history, we have a complete line of products to address this need. We are well positioned to move ahead.

What is unique about this opportunity is that we can actually contribute to expanding the market potential by active sales efforts. This is not true of new lift sales where there are only so many buildings which are going to be built. In Modernisation, we can help the building owner to understand

what can be done to improve his competitiveness in the market, and part of this effort will revolve around his lifts. As lease terms become ever shorter, his building is subject to more and more commercial pressure. We can help him to remain competitive.

The other principal reason why Modernisation is such an opportunity is Safety. Modern lift technology has many features which enhance the safety of users, be it improved levelling accuracy, better door protection, or simply more reliable equipment. And Safety concerns and regulations move in only one direction, toward more stringent requirements. Once again we can help the owner ensure that he has a building that is as safe as possible, and that will also help him to be competitive in the market.

Thus 1995 holds out the promise of being a better year than any we have seen for quite a period. New sales show signs of pickup, and the competition to secure tenants will provide the opportunity to greatly improve our modernisation business. The products are in place, and we are ready to make the most of this opportunity."

# Up

# going

# OTIS

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Customer News and Going Up 1995  
Deadlines for Contributions:  
Summer: 22nd May  
Autumn: 21st August  
Winter: 5th October.

# contract corner

## Regional Successes

David Sellers, Warrington, has been instructed by **Holyhead Port Development** to provide five new units. These include: 3 x Otis 2000 H and 2 x 506 escalators.

As part of an ongoing development for the **Newcastle Development Corporation**, Jack Denholm, Newcastle, reports that Otis has received an order from **Amec Development** to install three Otis 2000 (Luxus cars). The customer particularly liked REM which they will be installing as part of their access strategy together with the model's distinctive disabled features.



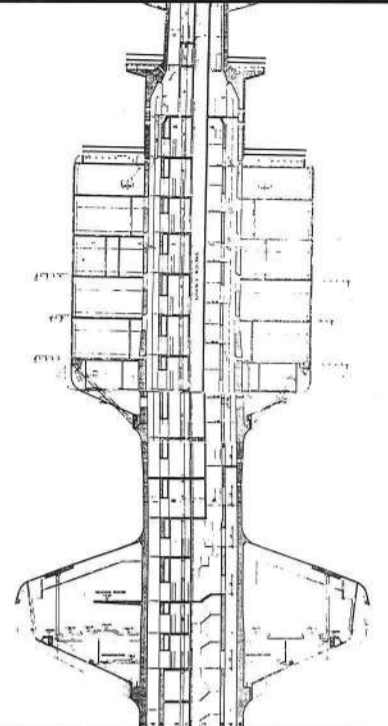
In December the Mayor of Yeovil officially opened the two newly refurbished lifts in the main block of **Yeovil hospital**. Service Sales Consultant, John Funnell is pictured far left with Michael Carter, East Somerset NHS Trust Chairman, Lady Mayoress, Mr Mayor and Mark Gritten MBE Chief Executive, East Somerset NHS Trust.

## STOP PRESS

### MAJOR ORDER FOR STANDARD LIFE.

Otis has received a contract worth £1.3 million for 12 x Preferred Duties and 1 x Otis 2000 for Standard Life for their new headquarters building in Lothian Road, Edinburgh. Sales Consultant Norman Gray commented, "We won this contract because of a great team effort. Thanks go to Steve Gorman, Kerry Palmer and Jim Duncan."

The 370 metre Telecom Tower, Kuwait. The contract for the Liverpool Factory comprises 18 lifts, including 2 x panoramic lifts which will travel at 6.3 m/s. The tower will undoubtedly become one of the major contemporary landmarks in the Middle East.



# Liverpool - Our Ambassador Abroad

Major orders for the Liverpool Factory's Export Division will see Otis engineering expertise extending from the heart of the Middle East to the far reaches of China.

Liverpool is providing 20 lifts to The Central Emergency Hospital, Abu Dhabi. The contract includes 1x circular panoramic, 4 x 1,000kg Geared Preferred Duties, 2 x 450 kg hydraulics, 10 x Bedlifts and 3 x Dumbwaiters.

Liverpool is responsible for transporting passengers thousands of miles away with an order for supplying 14 lifts for the Kowloon to Canton Railway Company. This is the first major order for a complete lift system from Otis Hong Kong since the contract for the Hong Kong Shanghai Bank.

Liverpool received a major order for the First Residential Project in Cairo. The prestigious development affords glorious views of both the river and pyramids and is marketing its penthouse apartment at a mere \$30 million.



2

Following on from a successful Phase 1, Otis, represented by sales consultant Richard Watts, Leeds, has secured the order for six units at **Pearsons Phase 2, Upper Parliament St, Nottingham**. The contract involves 3 x Otis 2000 hydros and 3 x Otis 2000 traction lifts.

## London New Equipment

**1-10 Canon St. London**, an order for 7 x Otis 2000 Gear Units was received by Adam Butler, LNE.

**Bupa House, London WC1**, in a contract worth over £1/2 million for 6 x Otis 2000 Gear Units sold by Pat Morgan, LNE.

Paul Kent LNE, has been awarded the contract for **St. George's Shopping Centre, Harrow**. The contract involves installing 2 x NCE escalators, 4 x Otis 2000, 3 x Cargo 2000 and 2 x Otis Scissor lifts.

## The Scots Have It

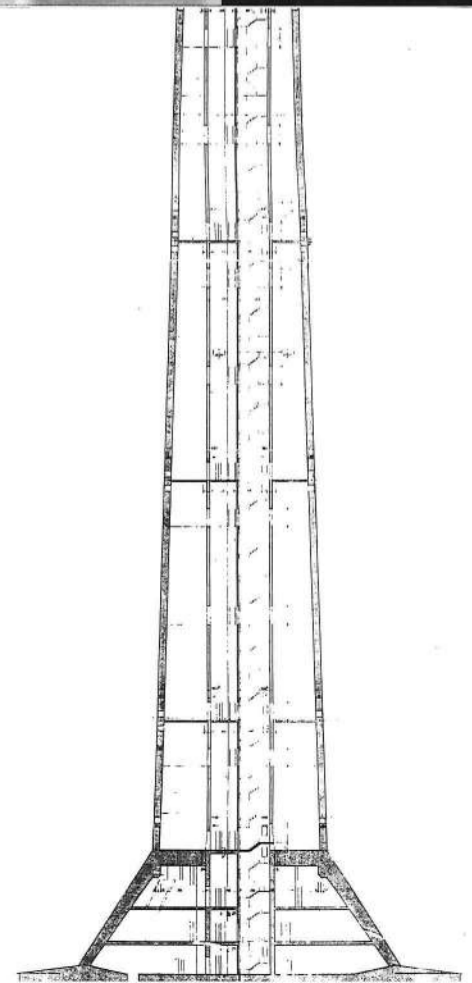
The cranes will certainly be active on the Edinburgh skyline as Standard Life constructs its new headquarters and in addition Norman Gray reports that Otis Edinburgh has secured the order for 6 x Otis 2000 hydros at **St. Leonards**, a new private housing development for Edenvar Housing Association in Edinburgh. The contract will be phased over the next year.

Additionally, Norman Gray has secured the order at the **Stakis Hotel, Edinburgh Airport** for 2 x traction Otis 2000.

## Refurbishment

As part of a phased refurbishment programme, Paul Kent has secured the order to install 8 x NCE escalators at **Brent Cross Shopping Centre**. Work is due to start on site in May.

John Patterson, Leeds, has secured a major contract to install 13 x NCE escalators in the **Rackhams Store, Birmingham** for the House of Fraser. Construction Supervisor Derek Lawrence reports that his team will be working to a tight schedule, removing the three existing escalators and installing the 13 new NCE's between 7pm on Saturday 22nd April and 6am on Monday 24th when Rackhams will be opening for business as usual. *Good Luck to the team.*





## 1st External Wallclimbers for Otis UK

Busy media executives from Channel 4 are now enjoying the views from their three external Otis wallclimbers in Horseferry Road, central London. The project which was handed over to the client last May has received many accolades in the press and looks set to become one of London's contemporary landmarks.

The three 16-person wallclimbers, the first to be installed by Otis in the UK, were designed by The Richard Rogers Partnership using the highest grade stainless steel, and special panoramic glass together with 80mm double-glazed landing doors. Each of the three wallclimbers has its own air conditioning unit and heating facility. The lift cars were delivered by the Liverpool factory to Horseferry Road fully assembled and represent a fabulous team effort from the construction team comprising, Project Manager Mick Gibbons, Site Chargehand Peter Barratt, Testers Dave Cassidy and Carl Travers together with Bert Langley, Martin Palmer, Steve Dickson, Phil Kelly and Steve Demetriou. Special thanks go to John Harrison at the Liverpool factory who was the Project Engineer for the contract.

# PROJECT

# NEWS



Ron Fowler and Mark Hogg

### Customer Feedback from Commercial Union

Dear Mr Leingang

Refurbishment of the Passenger Lifts - 86 Charles Street, Leicester.

*I write to congratulate you on the quality of the staff who you selected to undertake the refurbishment of our two front passenger lifts at Leicester. Whilst I appreciate that a considerable number of staff were involved in this project, I should like to make a special mention of Ron Fowler and Mark Hogg. These two gentlemen worked very hard to present themselves as worthy ambassadors of your Company.*

Yours sincerely  
Mrs Haywood  
SERVICES ADMINISTRATOR

N.B. This site saw the installation of the first E335M in Europe.

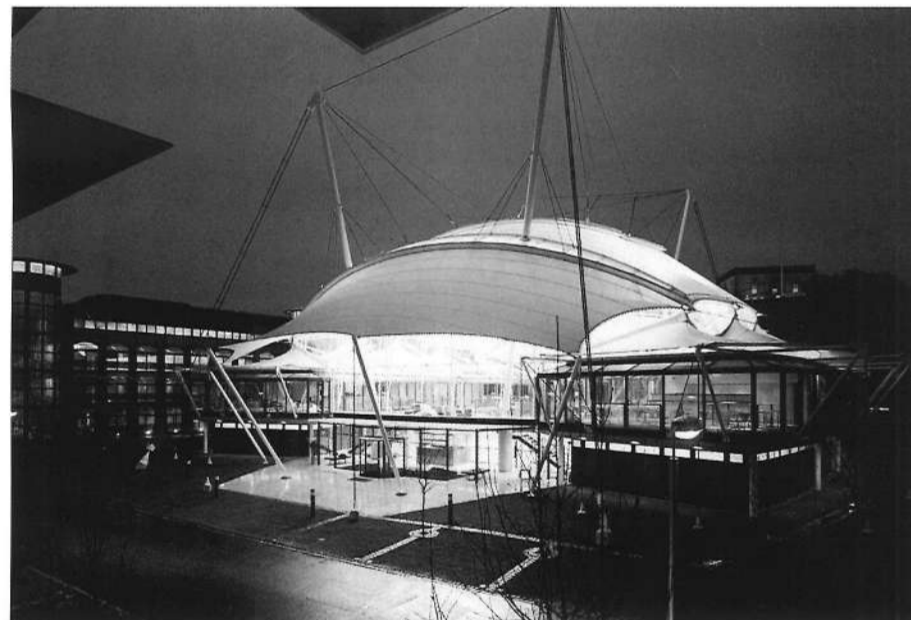


photo: Graham Gaunt

### H.M. THE QUEEN'S VISIT TO BLACKPOOL TOWER



H.M. the Queen is escorted round the top of Blackpool Tower.

photo: Barry Greenwood

### Inland Revenue Offices

NOTTINGHAM

Designed by architects Michael Hopkins & Partners the new £50m project has been described in the press as 'one of the largest and probably the best government commissioned building for a decade'.

Paul Kent was the sales consultant with Supervisor Derek Lawrence together with a team from London Construction of Tony Merrick, Charlie Flynn and Ron Welbourn who recently finished on site after installing 12 x 13 person machine-below traction units.

News from LUL



Peter Hann's team at LUL has secured an order for an intensive 10-week programme of major enhancement work across nearly all the units on London Underground.

The equipment includes: Door Safety Edges, Passenger Alarms and Door Trac Systems in contracts worth around £250k.

Dave McGraw in LUL's Escalator Division reports that major refurbishment work has begun on the Escalators at Piccadilly Circus and on the Metropolitan Line worth between £350-£400k.

# Recognising Achievements



## BRANCH OF THE YEAR

CHANNEL ISLANDS

Barney McKenna,  
Branch Manager  
accepts the Award.

Between 24-26th January, a very successful Modernisation Conference was held at Effingham Park, Sussex for the launch of the new modernisation packages.



## BRANCH OF THE YEAR

RUNNER-UP  
DUBLIN

Barry O'Connor,  
Branch Manager  
accepts the Award.



## DISTRICT OF THE YEAR

SOUTH EASTERN DISTRICT

Steve Cordery accepts on behalf of Ernie Marnham, for Brighton, Reading & Eastern Counties.



## CUSTOMER SATISFACTION

BELFAST

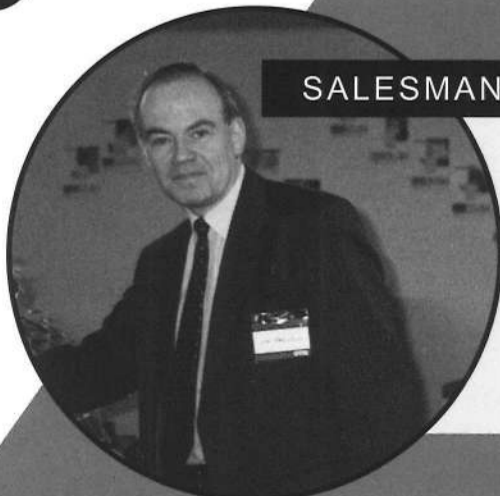
George Houston,  
Branch Manager  
accepts the Award.



## SERVICE SALESMAN OF THE YEAR

Paul Dodd

Service Salesman of the Year.



## SALESMAN OF THE YEAR

Jim Hamilton

Sold the most  
models in 1994.



## PRE-ENGINEERED PACKAGES

Special Award for Sales  
of Otis Pre-Engineered  
Packages.

left Stan Chapman  
right Graham Coles.



For those interested, the "BS" stands for British Standard, "EN" is the prefix assigned to European standards and "ISO" stands for International Standardisation Organisation.

BS5750 was a British development and has its history rooted in wartime factories. Munitions factories were notoriously dangerous places to work - mix up the ingredients wrongly or connect up the wrong wire and - well, the rest as you might say was history. So procedures were developed to ensure that the process remained in control - and very effective they were too.



"CRIKEY, EUSTACE DIDN'T FOLLOW PROCEDURE OP 7.15 AND LOOK WHAT'S HAPPENED"

# Quality Corner

## BS5750 is updated... and renamed ISO9000

BS5750, the Quality Management System standard required by our customers and adopted by Otis has been updated and at the same time renamed. Reflecting its international status, it is now known as BS EN ISO9000 - or simply ISO9000 for short. Did you know that Britain is leading the world in the development of Quality System standards?

The concept is really no different today, although the methods and techniques have advanced considerably. The concept simply put is: -

- 1 Decide what your customer requirements are
- 2 Develop and agree methods for delivering your products and services to meet these
- 3 Write this down into procedures
- 4 Stick to them

That's ISO9000 in 4 lines!

We are working to simplify, improve, streamline and redesign these procedures to reflect changing customer requirements and regulations. To succeed with this, everyone must be involved.

Re-accréditation is due this year ISO9000 is a CUSTOMER requirement. We would not even be put on most tender lists, let alone win the business, if we did not have accreditation. Once we have the contract, ISO9000 ensures we deliver to our customers' requirements. Conformance to this standard is CRITICAL to our business. Our original certificate was issued by AOQC in September 1991 and expires on 31st August this year.

If you want to know more about this, or what you can do to help, the Quality department have produced a leaflet explaining the Quality Management System and the requirements to achieve re-certification.

## TRAINING

**In what can be seen as a positive sign of our times ... Otis is recruiting apprentices and sales trainees for the first time in four years.**

The Training and Development Department has announced two new programmes to help meet the growing needs of the business. Stephen Clark, Manager, Training and Organisational Development commented, "The Company is making a direct investment in two areas which are critical to our future, the amount of new business we generate and the skills base of our field employees. In the first programme, a group of six Sales Trainees will be given an intensive three month training programme before joining the sales force. The programme was advertised internally and we have received an enormous response. The quickest return on our training investment is to

improve our sales activity and this activity should see real results in the second half of the year.

**First intake since '91**  
Continues Stephen, "We will be recruiting 12 apprentices this year, the first time there has been an intake since 1991. The apprentices, 5 from London, 5 in the Provinces and 2 in Ireland will receive a thorough training in all aspects of installation, maintenance and modernisation and will complete their training in 1998. They will be the first group of apprentices to be assessed against the new National Vocational Qualification (NVQ) standards."

**Apprentices - an investment**  
Stephen added, "Like everyone else I am delighted that there will be an apprentice intake this year. Apprentices are a direct investment in the future of the business and I hope that we will be able to recruit a similar number each year in the future."



Anyone who would like more details about the Apprentice intake should contact Peter English at the Training Department at Twyford Abbey Road.



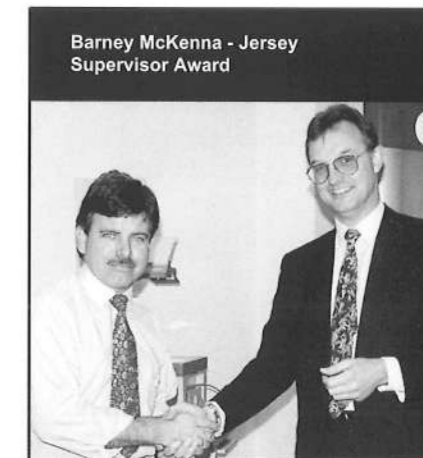
Mark Casey of Glasgow being presented with his Indenture Agreement by his Customer Co-ordinator Sarah Scott.

# Field FOCUS

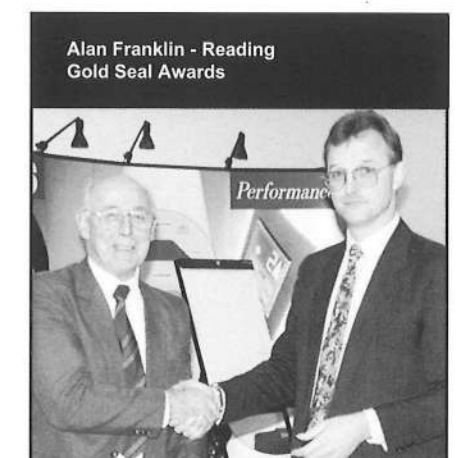
## recognising People

SUPERVISOR AWARDS

Among the winners receiving awards from Lindsay Harvey are:



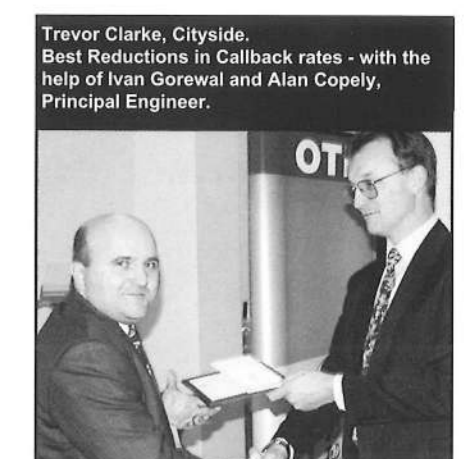
Barney McKenna - Jersey Supervisor Award



Alan Franklin - Reading Gold Seal Awards



Peter Harris - Victoria Harvey Cheque for Callback Rate



Trevor Clarke, Cityside. Best Reductions in Callback rates - with the help of Ivan Gorewal and Alan Copely, Principal Engineer.

## Shop Stewards Conference

19-20 JANUARY 1995

### FIELD ENGINEERS AWARENESS DAY

Supervisors Dave Hilton and Terry Ward accompanied an enthusiastic group from the Manchester branch to Twyford Abbey Road. The purpose - to familiarise some of our more recent recruits with the excellent backup and support provided by the Service and Training Centre. Manchester extend many thanks to Berna McGuckin and the Otisline team, Nersey Rastan, Paul Banks, Jim Hartwell and Alan Cabanna.

Roy Markham reviewed the commercial performance of 1994, together with the risks and opportunities faced by the Company in a highly competitive market. John Nichols re-enforced the Company's commitment to Health and Safety, aiming to make our respective places of work even safer, through training and the provision of handling and protective equipment.

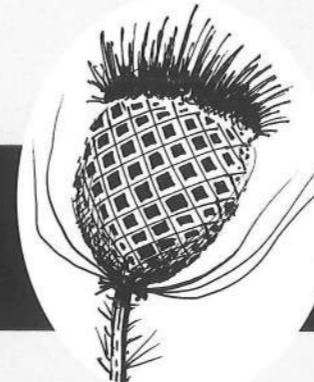
#### Contented Customers

Lindsay Harvey and Trevor Perry stressed the importance of responding to our customers in a timely manner, while improving our performance commercially as a quality - driven company. Training Manager, Stephen Clark explained his future plans which included the need to introduce employee One-on-One counselling sessions so that development needs and training programmes can be identified.

#### A Partnership for the future

A common view emerged that the current Working Partnership was in need of review to reflect the business needs during the later part of the decade. Discussions will begin shortly to explore ways and means by which Otis can ensure we maintain and grow our market share through a modified Working Partnership.

## Highland Fling



Otis in Scotland recently held a major event at the prestigious Gleneagles Hotel which comprised a seminar for Insurance Inspectors, a Customer Reception and a Communication Meeting for Field and Staff. Some 35 surveyors from all over Scotland attended.

The seminar was followed by a highly successful and lively customer reception which culminated in some healthy sporting competition. Some participants tried their skills at falconry and those with a taste for faster activity went 'Off the Road Driving' returning mud splattered but exuberant.

Roadshow Organisers produced an exhaustive team effort in the guise of: Ron Hood, Divisional Service Manager, Susie Turnbull, Customer Co-ordinator, Bill Noon, Andy Cleaves, John Nichols, Paul Banks, Robin Crooks, Colin Jeromson. Thanks also to: IanMcFarlane, transporting equipment, George King and Kevin Watt erecting car, Customer Service Teams, New Sales and Construction for all their hard work.

#### TalkBack

Lindsay Harvey presented company results and the key objectives for 1995. Ron Hood presented Scotland's results to date which with New Sales on Plan, the best model multiples in Europe for Construction, the Service operation on track, together with a strong and supportive admin team bodes well for a successful year ahead.

### The Highland Division

The much heralded 'One Week Lift' is a familiar concept to Jim Duncan, Supervisor in Scotland Construction, who has been given a special award for the best multiple over an eight year period.

Starting with the first Otis 2000 which they installed in Dalgetty Bay Leisure Centre nearly one year ago, Scotland Construction supported by Ken Gilley and Arthur Green, has installed over 40 lifts within the specified target hours. Jim is quite sanguine about this consistently solid achievement saying firmly, "It's all down to hard work, a lot of good training and the full commitment of a great team." The 'team' is; Testers Ian Fraser, Peter Janek, and Derek McKay together with fitters George King, Gordon Henderson, Kevin Watt, Walter Reid, Willie McKenzie, George Seaman, Dave Johnson, Eddie Hopkins, Donald Keen, Harry Beckett, Alan McNaughton, George Higgins, Willie Logan and Willie Nicholson. Not forgetting great support from Contracts Manager, Gill Burke.

### George keeps Quality in sight

Dunbar & Boardman has given George Knight, Reading branch, an excellent report for the standard of his maintenance on the lifts at the Apex Plaza, Reading. As Lindsay Harvey commented, "It is excellent to receive such a positive report from a third party and this can only be attributed to the high level of Service that you provide in Reading City. Congratulations on receiving such a positive quality audit and well done for producing the high level of maintenance with a callback rate of 2.08."

### CERTIFICATES OF ACHIEVEMENTS 1994

<b>Lowest Call-back Rate</b>	
Barney McKenna	Channel Islands
<b>Best Reductions in Call-backs</b>	
Peter Harris	Victoria
Tom Collins	Glasgow
Terry Ward	Manchester
Trevor Clarke	Cityside

<b>Gold Seal Award</b>	
Alan Franklin	Reading

<b>Most Gold Seal Awards</b>	
Dave Hilton	Manchester

<b>Survey Completions</b>	
Bill Williams	Birmingham
Wyn Williams	Cardiff
Ernie Neal	Eastern Counties
Clive Whitear	Clipstone Street

<b>Highest T Completions</b>	
Dave Knight	Victoria
Graham Roberts	Liverpool

### PILOT SCHEMES

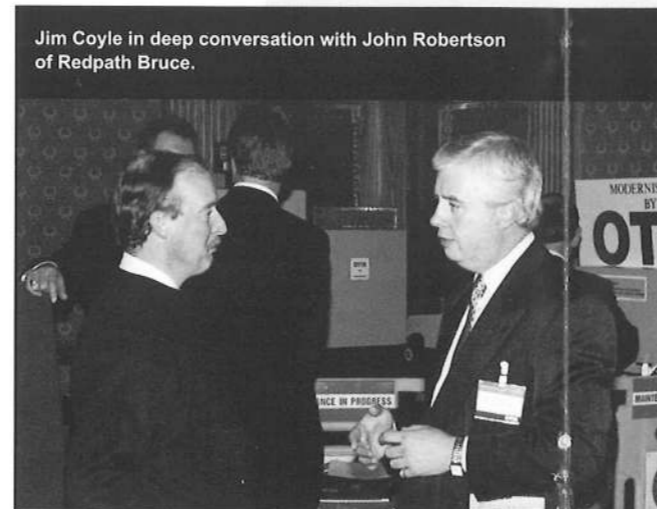
Pilot schemes for the new modernisation packages are currently ongoing throughout the UK. Pilots include: Commercial Union, Leicester Palace Hotel, Bournemouth The Hilton, Southampton Hendon Police College, Hendon, NW1.

**Highbury Magistrates Court**  
The pilot began in May '94 for 5 x MSC 300, DO 2000M Gal operators LSVF. The supervisors on the job were Tom Crisp and Bob Smith. The two fitters were Eric Prockter (40 years service) and Peter Barrett (38 years of service) together with Tom Crisp, Repair Manager (33 years) who between them have over 100 years of service with Otis. Eric and Peter are affectionately known to the members of Cityside as Gerry 1 and Gerry 2!

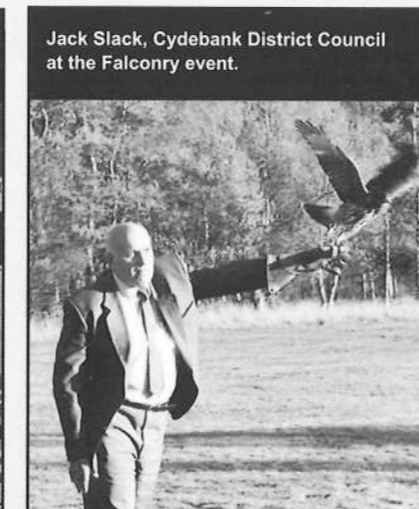


Eric Prockter 40 years service

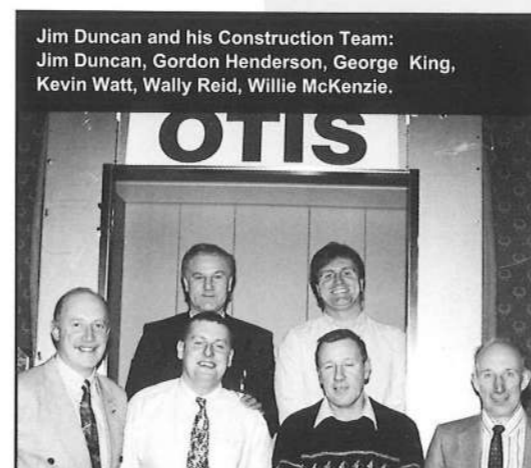
Peter Barrett 38 years service



Jim Coyle in deep conversation with John Robertson of Redpath Bruce.



Jack Slack, Cydebank District Council at the Falconry event.



Jim Duncan and his Construction Team: Jim Duncan, Gordon Henderson, George King, Kevin Watt, Wally Reid, Willie McKenzie.



The Highland Division Construction Staff: Derek McKay, Ian Fraser, Gill Burke, Jim Duncan and Peter Janek.

## DIALOG A field tip if you are metal drilling

A field tip for all engineers. If drilling any metal and you want to avoid the swarf from going everywhere, place a magnet 6" type FO233FI underneath to catch any swarf. It is very effective.

Thank you for your recent Dialog with your suggestion to avoid swarf being thrown off the working area when drilling metal objects.

Having reviewed your suggestion, I can initially see two areas where this would be extremely effective. Firstly, when drilling above the upper body level, bearing in mind that we should be wearing protective equipment, there still appears to be an advantage in using your suggestion.

Secondly, in prevention of swarf ingressing into other parts of the equipment.

I have passed your Dialog to John Nichols, and we will publish your suggestion in the next issue of the Field Employee Safety Bulletin.

Once again, thank you for your Dialog and the time taken to put forward this suggestion. It is these types of improvements that make us more effective in the way we work.

Regards  
Trevor Perry

Director  
Construction and Field Operations

Dialog offers employees an opportunity to put into writing whatever may be on their minds - a question, concern, complaint, comment, compliment or simply a desire for clarification. Complete anonymity is provided at all times.



# Safety

## 1st

by Derek Smith

8

### Worthy Winner for No Lost Time Accident Draw



Gren Cropper, Company Safety Advisor is pictured here presenting the cheque to Ralph Eminson. Mike Turner, Service Supervisor looks on.

Ralph Eminson, Principal Engineer, Nottingham Branch, has won the first No Lost Time Accident draw which was made by HR Director Tutch Shirane in January.

All employees who did not sustain a lost time accident in 1994 were automatically eligible for the £1,000 prize. Gren Cropper commented, "I've known Ralph for over 25 years and can honestly say that in all that time I cannot recall that he has ever had to have time off because of an accident at work. He has always set a good example to his other work colleagues, and he has been a marvellous teacher and guide to any apprentices lucky enough to serve their time at Nottingham. Many congratulations."

Photograph courtesy of John Nichols, Company Safety Manager.

### Supply of Machinery Regulations are now UK Law.

So what does this mean to Otis?

Well service lifts, escalators and goods only lifts are considered to be machinery and as such must comply. This means they must be designed and installed to be safe for all who work on or use them. You probably have already seen the CC mark on toys and other products in the shops. It confirms to everyone that the product is safe and meets European Safety Legislation.

Along with the mark comes instructions for installation, service and use. Some new safety features have had to be incorporated into products in order to meet the new laws. For example escalator machine rooms now have steps for safe entry. Early compliance with this new legislation has been part of our safety strategy to be the safest company in the business.

Look out for the mark on escalator decking and service lift cars.



#### SAFETY AWARDS

John Nichols presenting one of the UK Branch Safety Awards to David Penman, Scotland Central, for No Lost Time Accidents in 1994.



Today, Fred Gorman, Victoria Branch is recovering from a serious accident - Safety Manager John Nichols reports what happened and explains how this type of incident could have been avoided.

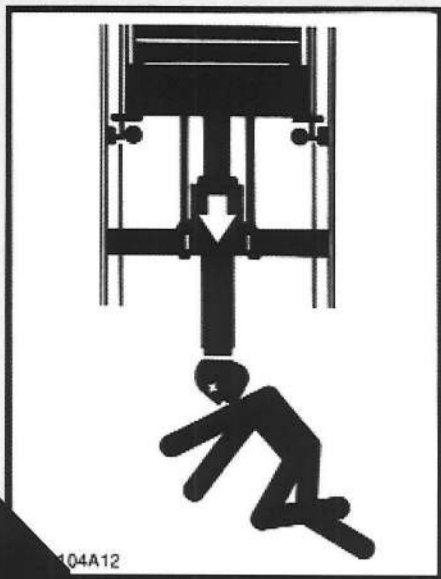
Fred Gorman, Lead Engineer with 22 years experience was working with his principal engineer Les Cleaveland on the lifts at the Peter Jones department store in Sloane Square, London. It had been reported that the lift was making some noise. They rode in the lift together and it was decided that the guides should be lubricated. Fred got out of the lift at the 7th floor which was close to his site store, and Les placed a car call to take the lift down.

Fred stopped the lift with the release key, accessed the car top and pressed the emergency stop switch, ( a turn and lock type) he then shut the landing doors and went to get some oil. On his return Fred gained access to the top of the lift car climbed to the back turned round, leant over the crown bar and re-made the emergency stop. The car ascended and Fred was caught between the overhead sheave and the crown bar. Fred called to Les to "Take it down", and by now the car had levelled into the floor, the doors opened, and Les looked up to see Fred trapped.

### Safety Rules

Please - Always, Always, Follow the Correct Top of Car Procedure'.

- 1 Set the emergency stop switch to the Stop position.
- 2 Set the Inspection Switch to the 'Stop' position
- 3 Turn on the Car Top Light



## NAO wins multi-million contract in Guam

Otis NAO has won a £3.5 million to supply 13 lifts, 22 escalators and 8 trav-o-lators for a new Guam International Airport Terminal now under construction. Otis Guam employs a total of eight construction and service employees, therefore NAO mechanics will be brought in to work on this major project. The trav-o-lators, some of which will be 200 feet long, are being manufactured in Stadthagen, as are the escalators. Otis beat major US players, Montgomery, Dover and Fujitec for the job.

The island of Guam, the western-most territory of the US is 1,500 miles south of Japan and attracts more than a million tourists a year mostly from Japan, Taiwan and Korea. The resident population is 110,000, with another 25,000 military personnel.

## Otis wins historic contract for Moscow church reconstruction

The Russian Orthodox "Christ the Saviour" church in Moscow, once the largest church in the city, before its destruction by Joseph Stalin, is to be reconstructed and will include 28 Otis lifts. Shcherbinka Otis Lift won a £800,000 contract after outbidding Schindler and Kone in the first project in Russia decided by sealed bid and public tender opening. "This victory," said George Channin, Area Director, "establishes Shcherbinka Otis Lift as the main supplier of lifts for the most prestigious building project in Moscow."

# Working on top of a car can be very dangerous

Les put in a down car call, and after about a metre of travel, Les wrenched open the doors. Fred was then able to press the emergency stop, switch over to inspection, drive the lift down to the 7th floor and climb onto the landing. Les had run up the stairs to see if his colleague was safe. Fred was taken to Chelsea & Westminster Hospital with severe bruising to his chest and back.

In the light of this very serious incident the following Correction Actions are being implemented. A "Tool Box Talk" is being given to all Field Staff by mid April to re-enforce the safe working practices that must be adhered to when working on car tops. The FOD and Safety departments are developing an Audio Visual Warning System with a time delay to fit on Top of Car Inspection units. The first prototypes of the system will be fitted to four units on Fred Gorman's site by the end of April.

Two years ago Manny Cazzar died in a similar environment, that is, working on top of a lift car. This was the last fatal accident in Otis UK.



**OTIS**  
*grows in China*

Otis celebrated its 10 year anniversary in China with ceremonies in Tianjin. China Tianjin Otis Elevator Company (CTOEC), established in 1984 is the largest foreign joint venture in Tianjin, China's third largest city. The joint venture's market share in China has grown from 7.8 percent to 25 percent. After Japan, China represents the largest single market for lifts and escalators in the Pacific.

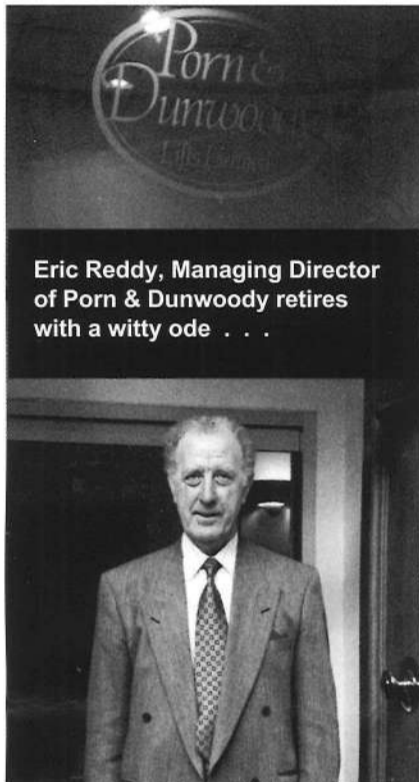


## OTIS BIG CONTRIBUTOR TO UTC'S 4TH QUARTER FINANCIAL RESULTS

United Technologies Corporation reported net income of US \$165 million in the fourth quarter of 1994 exceeding the expectations of Wall Street analysts. Otis' operating income increased 32 percent in the quarter to \$112 million from \$85 million a year ago. Operating profits rose in all regions except Latin America. Increases in the Asian Pacific region were particularly strong.

# Diary

10



Eric Reddy, Managing Director of Porn & Dunwoody retires with a witty ode . . .

I've had a little difficulty,  
Since joining OTIS plc,  
In understanding their accounting,  
and their terminology.  
There's 'O' 'T' 'T' 'LS' & 'BEX',  
And major repairs are prefixed with 'S',  
'FHR' - 'SG & A' and many more than  
I could say,  
And every month around the twelfth,  
'IMRS' presents itself,  
Are you on plan? What's your 'PBT',  
Does this compare with your 'LE'?  
I have to say it's all been fun,  
But my retirement has begun,  
And you will note before I go  
I have not mentioned my "BO"!

( "BO" = Before Otis ! )

After finishing his National Service with the Airforce, Eric joined P&D in 1953 as a draughtsman. Eric remembers his time as Construction Director was one of the happiest periods of his life. "It was very hands-on and I really enjoyed the engineering and the close contact we had with the customer". He adds with a twinkle, "In those days there was always someone else to blame, you know being the MD can be rather lonely at times." Eric leaves P&D at a busy time, the company is well on target to meet its plan and is currently completing two major refurbishment orders at Kempson House and at the London Victoria Company. Eric is a keen walker and also enjoys hunting around antique shops. We send Eric and Linda every good wish for the future.

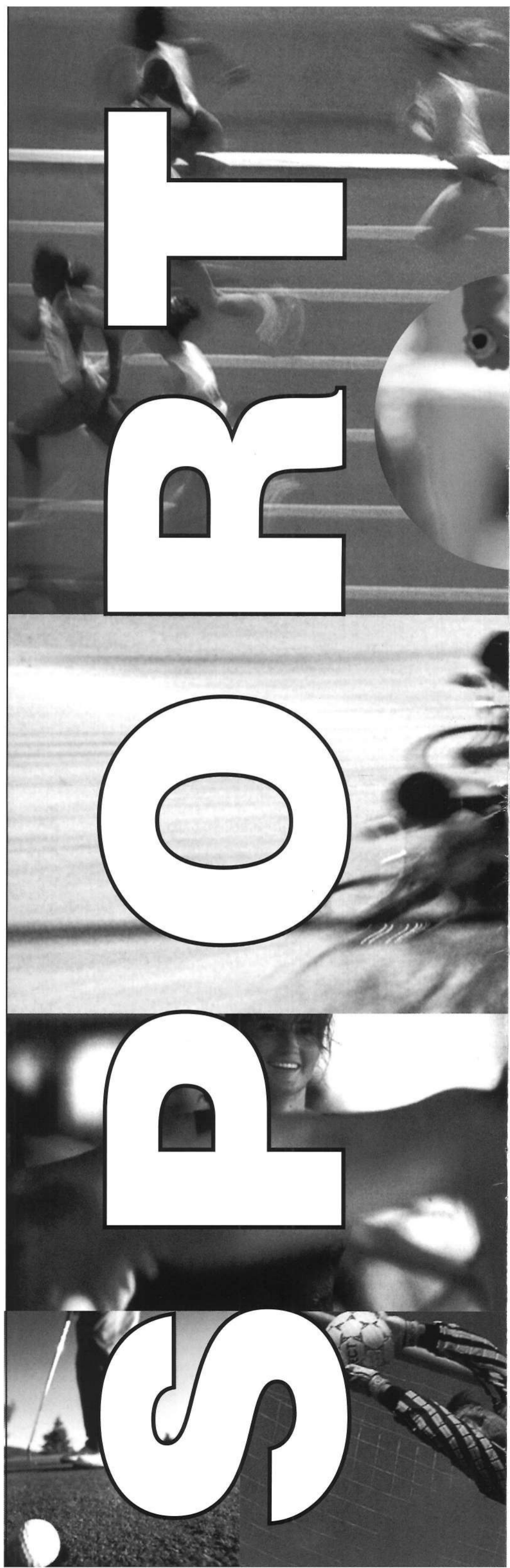
## Otis Exhibits at the King's Hall

Jim Hamilton and team show off Otis 2000 to an admiring Irish audience in Belfast. A busy schedule of customer events is now under way for 1995.


For further details , please ring Marketing at Clapham Road.



From left to right;  
Robin Crooks, Jim Hamilton and Damian Nelson



## The Sports and Social Committee



Are you interested in working out in a gym, playing team football, or do you enjoy a regular game of squash, climbing York Minster, casting a fly across a peaceful lake or getting fit learning Rock N' Roll? Where there is a will there's a way and the Sports and Social Committee want to know.

A small band of people met with the purpose of discussing The Sports and Social Club. This was the first formal meeting for several years, in fact there was a certain amount of mirth at the minutes which appeared harking back to 1981!! Tony Allen bravely took the Chair and explained that the purpose of the meeting was to ascertain exactly what activities were still underway, (these turned out to all be of the sporting variety) and to pool the ideas of those present. It was agreed that Otis would like to start up the club once again but that the self elected committee (please step forward if you would like to join) need to find out what employees would like to do both in the sporting and social areas.



## Marathon Man

At the approach of his 40th birthday John Corley, Regional Contract Administration Manager, Stockport, decided to do battle with his figure and take up jogging. Ten years later he was running 10 miles. Here he describes the fun and the apprehension of completing a Half-Marathon.

"What am I doing here?"  
"Well that's what I felt on the 2nd October on the Long Walk in Windsor Great Park under a threatening sky, surrounded by thousands of fit looking people. It was the day of the Building Industry Windsor Half Marathon and something of an act of bravado.

The event was in its 13th year to raise money for The Spastics Society, CRASH the building industry's charity for the single homeless and The Prince Philip Trust. I was running with 2,000 or so other competitors ranging in age from 10 - 78.

Luckily there were few hills on the course and the weather was overcast and cool, ideal for runners.

Much to my surprise I completed the course over 13 miles in under two hours. Well that's it I am never going to do another Half - Marathon... well not unless Otis enters a team.

**Closet marathon runners... please step forward (Ed)**



Robin Hood alias Geoff Farge, Major Accounts, takes to the bow and arrow at the Mod Launch in January

## OTIS GOLF SOCIETY



At last years annual Otis Scotland Golf outing, at the Carnwagh Golf Club, Customer Eddie Ryan received the Arthur Gracie Trophy from Principal Organiser Dennis Cairns. Ken Wright, Glasgow, took the prize for the lowest score.

The following competition dates have been arranged for 1995. For further details please contact Peter Farrelly, Major Accounts, Clapham Road.

10th March	West Essex Golf Club
12th May	East Herts Golf Club
13th July	Shooters Hill Golf Club
29th September	Mayland Golf Club

# Special Olympics

*"Let me win,  
but if I  
cannot win,  
let me be  
brave in the  
attempt."*

Volunteers are invited to come forward to help at the following events. Please remember that any help you can contribute from driving a minibus to acting as a life saver, to helping to raise funds will be greatly appreciated.

#### Local Co-ordinators

**Scotland**  
 Sarah Scott Glasgow Office *North West*  
 Kate Bukata Liverpool Factory *Personnel North East*  
 George Ingram Leeds Office *West Midlands*  
 Reg Mowat Birmingham Office *East Midlands*  
 John Hands Nottingham Office *South West*  
 Martin Mullens Bristol Office *London Central*  
 Chris Solomon Victoria Branch *Outer London*  
 Nersey Rastan TAR *South East*

All of these people are waiting for your call. They will help you to get involved and will let you know where and when the next events are taking place.

## CALENDAR OF EVENTS

### MARCH

17th March 1995	Uni-Hoc North Shropshire	West Mids
18th March 1995	10 Pin Bowls Regional Champs	York & Humber
TBC	Glos. Annual Swimming Gala	South West

### APRIL

2/3/4/April 1995	North West Equestrian Champs	North West
9th April 1995	Regional 10 Pin Bowls Champs	East Mids
23rd April 1995	Walsall Swimming Gala	West Mids
29th April 1995	5-a-side Football Birmingham Nrt	West Mids

### MAY

13th May 1995	Solihull Regional Swimming Gala	West Mids
14th May 1995	Regional Games - Athletics Champs	GT London
20th May 1995	Eastern Regional Games	Eastern
23rd May 1995	Annual Athletics Mtg. Glos	South West
TBA	Athletics	West Mids

### JUNE

3/4 June 1995	City of Portsmouth Games	Southern
18th June 1995	Regional Athletics Champs	York & Humber
24th June 1995	B/Nrth Challenge Games	West Mids

### JULY

1-9 July 1995	SPECIAL OLYMPICS WORLD	Summer Games USA
22nd July 1995	Regional 5-a-Side Football Champs	York & Humber



## UPDATE FROM JOHN DISNEY, UK CO-ORDINATOR.

Team Otis UK is the envy of the Otis world and in raising over £10,000 has shown that its generosity knows no bounds. In addition, we are fortunate to have received generous contributions from many of our suppliers and customers. Now that Spring is upon us and the weather is improving, outdoor activities for Special Olympics are starting up again throughout the UK. As you can see from the attached list, these sporting events need help and support. Please give what you can when you can.

## STOP PRESS

27th - 31st March is Special Olympics UK week and a number of Special Olympics commercials are being shown at local Odeon cinemas throughout the UK from Aberdeen to Torquay.

This 12 page edition containing much good news bodes well for 1995. As you see Customer News forms the front and back colour cover of Going Up. To be published quarterly in tandem with G.U, this communication is intended to keep our customers informed of the latest developments and products within Otis.

Thank you for all your contributions and please keep sending them! Going Up should be the 'eyes and ears' of our community and as such contain the news and views of its readers. Here's to a happy and successful 1995.

Felicity Stonehill

### ELEVATOR ETIQUETTE



From Clues For The Clueless by Scott Adams, available from Nicholas Brealey Publishing at £4.99 (Tel:0171 430 0224, Fax: 0171 404 8311)

# M O D

Success

## 6 **New** Products

### ELEVONIC 335M

This is the latest in modernisation control systems. Designed for use in medium to high rise buildings, the system replaces older controllers formerly reliant upon mechanical relays. E335M uses proven microprocessor technology to deliver a consistent, accurate performance, for single lifts or multi-car groups.

### MCS 220M

This Modular drive addresses the needs of buildings with low to medium rise traction lift installations. Advanced motion control is available with the LSVF-W option. This may be ordered at the time a customer purchases the controller or purchased later as an 'add on'.

### DO 2000M

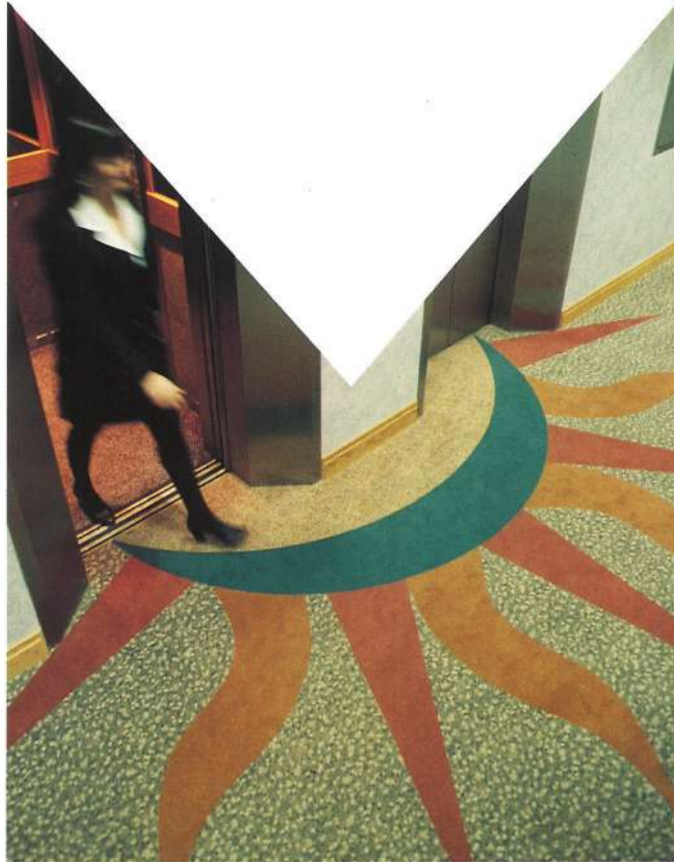
This is an advanced variable frequency door operator system ideally suited to replace older operators on lifts serving medium rise building applications. Fast door operation improves passenger journey times and handling capacity.

### LAMBDA II

This is a door detector specially designed for a range of door sizes to ensure the comfort and safety of passengers by, ensuring that they do not come into contact with lift doors.

### MOD 2000 Car Operating Panel and Landing Fixtures

Specifically designed for the modernisation market, these both aesthetically pleasing and capable of rapid installation with minimum disruption to lift users.



### new product LITERATURE

If you would like to

receive copies of the new

Modernisation product literature

please telephone Anne McEvoy

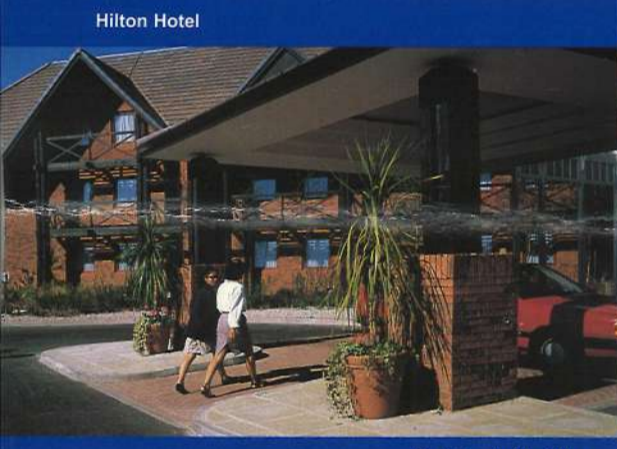
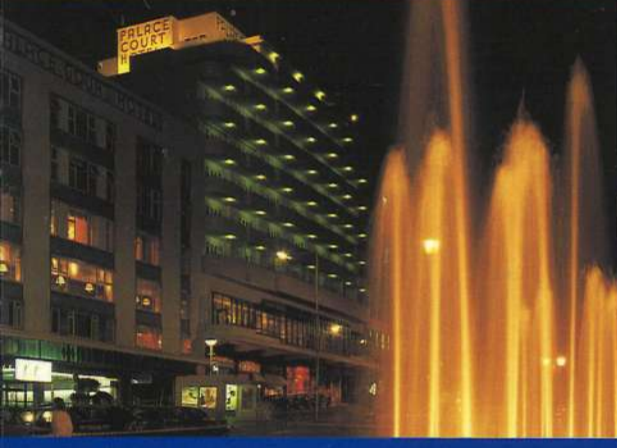
on 0171 735 9131.

## Piloting the New Products

In the last nine months, all new modernisation products have been piloted at specifically selected sites throughout the UK to meet the company's quality approval process and to maximise the efficiency of our installation methods for our customers.

Pictured below. The Palace Court Hotel, Bournemouth and The Hilton Hotel, Southampton, which were both pilot sites for the DO 2000M Door Operator.

Palace Court Hotel



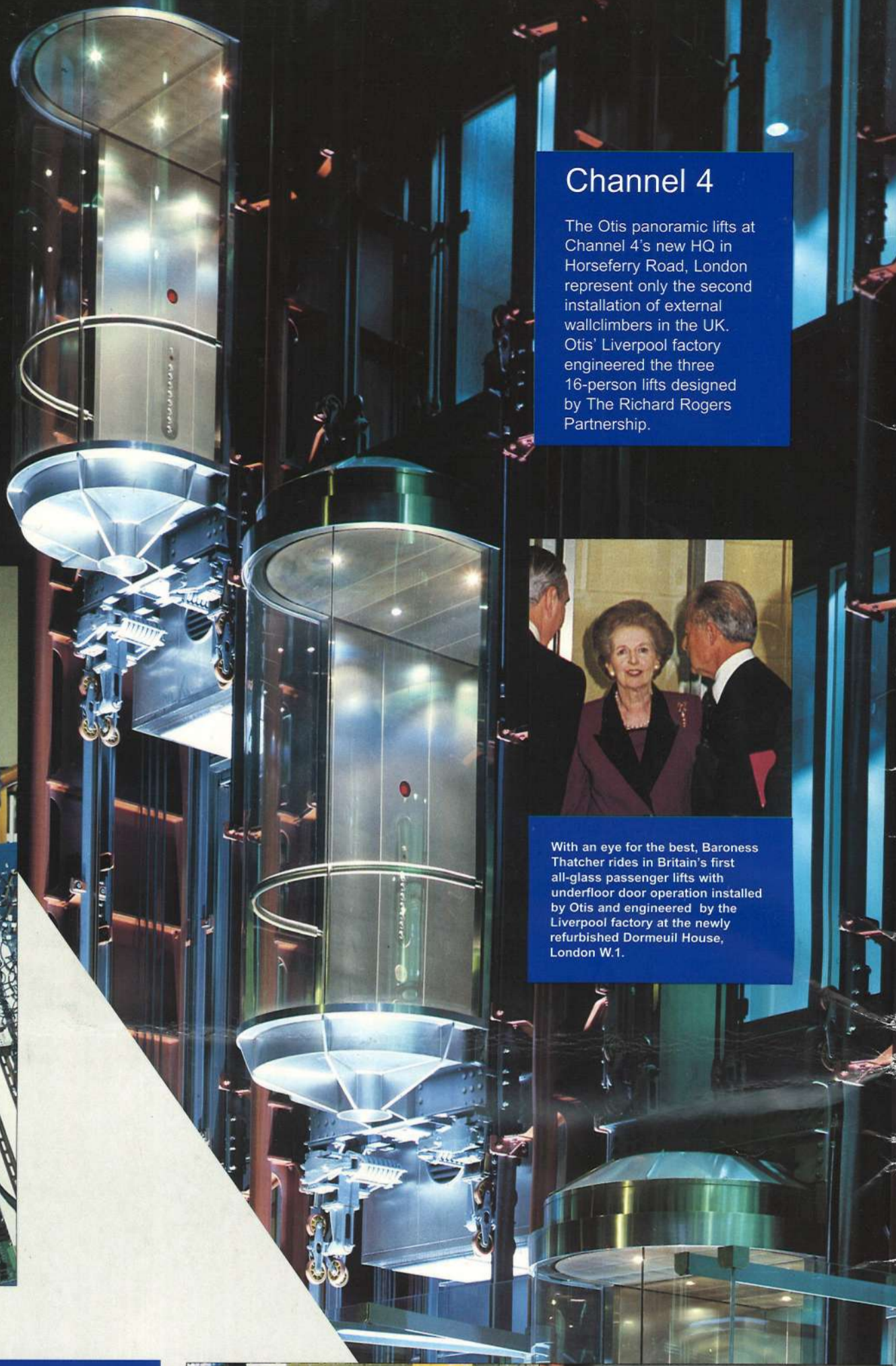
Bob Rayfield at the Commercial Union Building, Leicester, displays the first E335M controller to be installed in Europe.

## Channel 4

The Otis panoramic lifts at Channel 4's new HQ in Horseferry Road, London represent only the second installation of external wallclimbers in the UK. Otis' Liverpool factory engineered the three 16-person lifts designed by The Richard Rogers Partnership.



With an eye for the best, Baroness Thatcher rides in Britain's first all-glass passenger lifts with underfloor door operation installed by Otis and engineered by the Liverpool factory at the newly refurbished Dormeuil House, London W.1.



*"Let me win,  
but if I  
cannot win,  
let me be  
brave in the  
attempt."*



## OTIS IN THE COMMUNITY Special Olympics

The response from the UK has been fantastic says Claudia Chamberlain, Co-ordinator for Special Olympics Worldwide.

To show our commitment to Special Olympics Otis UK has undertaken a Film Premier, a Treasure Hunt, a Charity Ball, Discos, Dress Down Days, Karaoke and Horse Racing Evenings, Go Karting, a Childrens' Panto, a Football Match and lots of Fun Days. To date the UK has raised over £10,000.



# OTIS

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