

LIFT-OFF

Number 17

November/December 1984

Internal newspaper of Otis Elevator PLC (UK)

**HAPPY CHRISTMAS
TO YOU ALL**

High-tech building gets latest high-tech lifts

WALLCLIMBERS AT VICTORIA

Early in October more than 200 Otis guests from professional teams and consultancy firms were at newly-completed Sovereign House, close by Victoria station in London, to spend an evening inspecting and riding in our lifts.

Maximum interest was centred on the superb atrium, a mass of almost tropical greenery, and with the exciting constantly moving attraction of a bank of three 13-person wallclimbers controlled by Elevonic 301 system.

In addition, the building is served by a conventional 13-person passenger lift, a 10-person lift which can double as a service elevator, and a



A welcome for the guests from Dr John Watkinson, chief executive of Otis UK

hydraulic car lift.

Welcoming our guests,

who included Bill Wilson and Ian Reynolds from ETO, Dr John Watkinson, chief executive of Otis UK, praised the developers, Townsend Thoresen Properties, and architects Alan Bonner and Jon Ratcliff of Architech for their highly imaginative design, and congratulated Mike Crissell of consulting engineers Watkin, Payne & Partners and the main contractor, Costain Construction, for their fine work on a difficult triangular site.

Some years ago it was reported that the Queen had expressed her distaste for the unattractive surroundings of Victoria station – not the best first impression of London for visiting heads of state when she met them off the train.

So it is perhaps not a coincidence that this fine new development should be named Sovereign House.

Its 6700 square metres of high-specification office space rising to eight storeys is ranged in two wings looking on to the full-height tri-

angular atrium which is the central design feature.

The atrium plays a key role in the computer-mounted energy management system which is designed to give accurate economic control of energy consumption.

During winter the atrium is a source of natural solar heating for the building, while in summer its automatic ventilation avoids

excessive heat gain.

External facades are also designed for energy efficiency. The purpose-made cladding is of internally-insulated thermal-break aluminium panels fitted with bronze-tinted solar-control

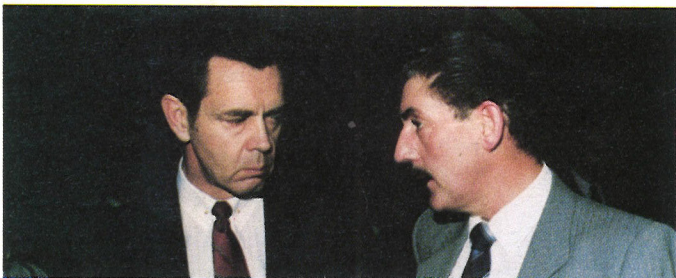
double-glazing units of toughened glass.

The office areas are served with air-conditioning from a roof-level plant with terminal units controlling internal

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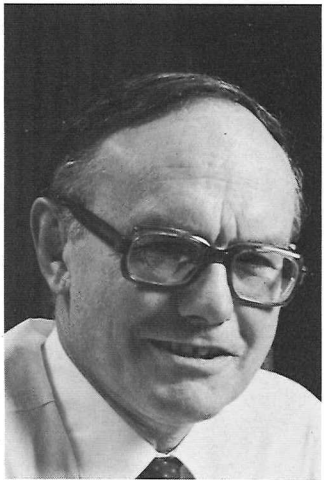
Above, exterior of Sovereign House on triangular site. Below left, main lobby with entrances to the wallclimbers. Below, wallclimbers in flight in the magnificent atrium



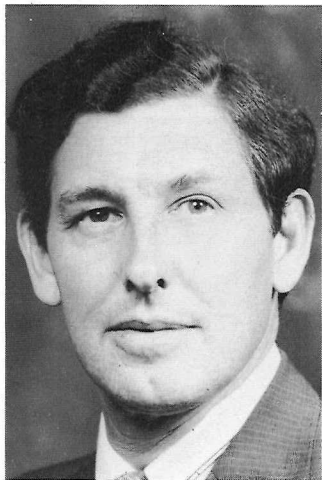
Bill Wilson, president of ETO, with Mr Stuart Howard, chief mechanical handling engineer, Marks & Spencer



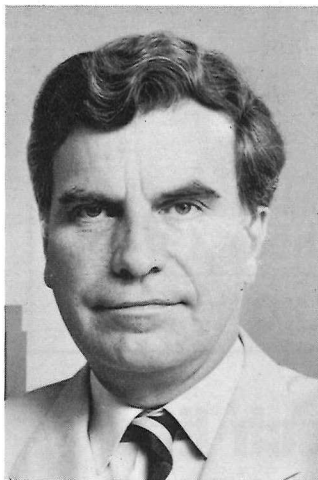
Appointments to Board



R. H. King



John E. Wiltshier



Michael J. L. Stracey

The Board of Otis Elevator PLC welcome three new members. They are serving as non-executive members and their outside experience is of immense value to the Board.

R. H. King is currently chairman of Burroughs Machines Ltd. He spent 25 years with the Metal Box Company, the last nine years as a Board member. His past appointments also include chairman of Stelrad and non-executive director of Lankro Chemicals Ltd. More recent-

ly he was chief executive of Scottish and Newcastle Breweries.

John E. Wiltshier is currently chairman and chief executive of the John E. Wiltshier Group - 27 companies concentrating on construction, interior contracting and property development, with major international connections. He is also a non-executive director of Pauls PLC.

Michael J. L. Stracey is currently executive vice-pre-

sident (finance) of Sea Containers Ltd and a director of SeaCo Inc. After experience in Canada and the Caribbean, past appointments in the UK include managing director of GEC Light Engineering Group and general manager of Foseco Lycrete Ltd.

Mr King, Mr Wiltshier and Mr Stracey join Mr I. W. Reynolds (chairman), Mr W. A. Wilson, Dr J. F. Watkinson, Mr A. J. Bryant and Mr K. H. Paige on the Board.

ON THE MOVE

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

R. ANTHONY,
J. BLAKE,
D. BOAKES,
I. BRINKMAN,
R. BROTHWOOD,
A. BUTTERFIELD,
TREVOR CLARKE,
C. CRANEY,
ROBERT CROUCH,
J. DAVIES,
G. DONALDSON,
FRANCES FARGE,
M. FEIGHAM,
D. GIBBS,
JAMES GIBBS,
PAT GORDON,
PHILIP GRAINGE,
SUE HAGGART

T. HARRIS,
R. HARRISON,
C. HICKEY,
C. HINSLEY,
R. HOLBORN,
N. HOWES,
L. HUGHES,
D. K. LAMBERT,
JIM LLOYD,
R. LODER,
T. LYDON,
IAN McCLELLAN,
ANTHONY McCREERY,
H. McGLASHAN,
J. McGRANE,
J. McQUILLAN,
CLIVE MARSH,
STEPHEN MARSH,
JOHN MASON,
D. MERRISON,
M. MUNTANE,
I. MURRAY,
TERRENCE NEWPORT,
JOHN NICHOLS,

P. PERRY,
G. RAINBOW,
LORNA REEVES,

B. REGISTE,
STEPHEN SANDS,
MARY SHEPPARD,

R. SPETCH,
M. STAPLETON,
K. SWANSBOROUGH,
T. THOMPSON,
JOHN THYNNE,
TERENCE VICCARIS,
D. WALL,
R. WATERS,
A. WELLS,
A. WHILEY,
P. WHITTICK,
K. WHYTE,
MICHAEL WICKHAM,
S. WILLIAMSON,
I. WILSON,
G. WITCHALLS,
STEPHEN WRIGHT,

From
Mate, London Service 24
Improver, London Construction
Area Sales Manager, Southampton
Improver I, London Service 24
Improver, Birmingham
Apprentice, London Construction
Advanced Fitter, London Construction
Improver, Birmingham
Trainee Estimator, Sales Administration
Fitters Mate, London
Apprentice, Plymouth
Personal Assistant, UTC/Group
Fitters Mate, London Construction
Improver, Birmingham
Advanced Fitter, Luton
Trainee Sales Engineer, Sales Engineering
Trainee Sales Rep, Training
Project Co-Ordinator, Birmingham

Apprentice, London Construction
Improver, Birmingham
Senior Fitter, Brighton
Apprentice, Reading
Apprentice, Reading
Trained Fitter, London Construction
Graduate Trainee, Training
Trained Fitter, London Service 23
Office Supervisor, Export
Fitters Mate, London
Apprentice, London Construction
Improver I, London Construction
Advanced Fitter, Reading
Apprentice, Edinburgh
Fitters Mate, London Construction
Service Salesman, Reading
Mate, Cardiff
Trainee Estimator, Sales Administration
Supervisor, London Service 26
Apprentice, London Construction
Advanced Fitter, London Service 26
Apprentice, Aberdeen
Service Supervisor, Hourly-Paid
Supervisor, London Construction

Advanced Fitter, London Service 23
Trained Fitter, London Service 24
Assistant Training Administrator, Training

Improver, London Construction
Trainee Sales Engineer, Sales Engineering
Assistant to Zone Management Accountant,
Finance and Planning
Salesman, Reading
Apprentice, Manchester
Improver, London Construction
Fitters Mate, London Construction
Service Rep, Birmingham
Service Supervisor, London Service 24
Apprentice, London Construction
Fitters Mate, London Construction
Advanced Fitter, London Service 24
Salesman, Cardiff
Advanced Fitter, Reading
Apprentice, Glasgow
Trained Fitter, Luton
Advanced Fitter, London Service 26
Apprentice, Reading
Apprentice, London Construction
Trained Fitter, London Construction

To
Improver, London Service 24
Trained Fitter, London Construction
Area Sales Manager, Brighton
Mate, London Service 24
Trained Fitter, Birmingham
Trained Fitter, London Construction
Senior Fitter, London Construction
Trained Fitter, Birmingham
Estimator, Sales Administration
Improver I, London
Trained Fitter, Plymouth
Secretary to Group Director of Quality
Improver I, London Construction
Trained Fitter, Birmingham
Senior Fitter, Luton
Sales Engineer, Sales Engineering
Trainee Sales Rep, London Service 23
Field Training Co-Ordinator for ROSS
project, Birmingham

Trained Fitter, London Construction
Trained Fitter, Birmingham
Senior Fitter, London Service 23
Trained Fitter, Reading
Trained Fitter, Reading
Advanced Fitter, London Construction
Personnel Assistant-Records, Personnel
Advanced Fitter, London Service 23
New Sales Projects Supervisor, New Sales
Improver I, London
Trained Fitter, London Construction
Improver II, London Construction
Senior Fitter, Reading
Trained Fitter, Edinburgh
Improver I, London Construction
Service Branch Manager, Reading
Improver II, Cardiff
Estimator, Sales Administration
Senior Supervisor, London Service 26
Trained Fitter, London Construction
Senior Fitter, London Service 26
Trained Fitter, Aberdeen
Supervisor, London Service 26
Senior Supervisor & Sales Rep.
London Service 23
Senior Fitter, London Service 23
Advanced Fitter, London Service 24
Assistant Training & Safety Administrator
Training
Trained Fitter, London Construction
Sales Engineer, Sales Engineering
Senior Finance Analyst, Finance and
Planning
Service Branch Manager, Southend
Trained Fitter, Manchester
Trained Fitter, London Construction
Improver I, London Construction
Service Sales Rep, London Service 23
Field Manager, London Service 23
Trained Fitter, London Construction
Fitters Mate, London Service 24
Senior Fitter, London Service 24
Salesman, Reading
Senior Fitter, Reading
Trained Fitter, Glasgow
Advanced Fitter, Luton
Senior Fitter, London Service 26
Trained Fitter, Reading
Trained Fitter, London Construction
Advanced Fitter, London Construction

TRAINING TALK

More trainees have joined the company

Another six graduates started with the company on 10 September under our graduate entry training scheme.

They are Mark Atherton (mechanical engineering), Alfredo Frassoni (business studies), Chris Wrigley (business studies), Harrie Barron (business, economics and management), David Boyers (civil engineering) and Tony Robinson (mechanical engineering).

We also have two sandwich students: James Gardner, on industrial secondment while working for his business studies degree, and Chris Pietrzykowski who is studying for an electrical engineering degree.

They had a week's induction training in which they were introduced to Otis and UTC products.

Now they are spread around the country learning more.

Alfredo, James, David and Chris Pietrzykowski are in London, Mark in Brighton, Chris Wrigley in Glasgow, Harrie in Manchester and Tony in Southampton.

The company have also taken on more government-sponsored trainees.

Valerie Webster is current-

ly working with the company secretary, Hermin Billy is in sales engineering, Nahid Ettiman is in the cash allocation department, Diane Trowers in credit control and Nurchglayan Gelan-Kadir in Zone accounts.

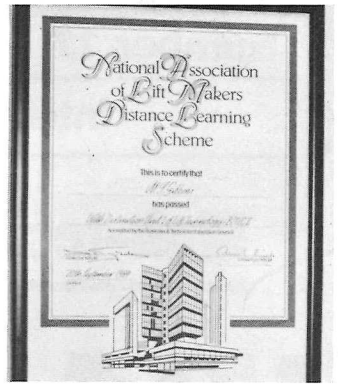
Two induction training courses attended by some 15 new staff have been held at Clapham Road. These will be followed by lift appreciation training to give them a really good insight into our products.

There has been a one-day review of the Essentials of Management course. This course was held last March and the review was an examination of course elements to see how they had been applied in practice.

At the time of going to press a Supervisor's Development course was to be held at Leamington Spa and to include several people from Wadsworth.

Divisional general managers have been sent the certificates won by Otis candidates in the NALM distance learning examinations and it is hoped the awards will be made at local get-togethers.

All the candidates (pass list in the last issue of Lift-



NALM certificates will go to the 38 Otis candidates who passed their distance learning exams

Off) studied lift technology in their own time and displayed a high degree of self-discipline and perseverance. Among them, interestingly, were several Head Office administrative staff.

Top Otis mark in the NALM exams was achieved by Michael Gibbons, a third-year apprentice at Nottingham office.

He has also gained a silver award in the annual Craftex competition run by the Engineering Industry Training Board central division. Both he and the company received certificates. Congratulations, Michael.

Showpiece for Cleveland

Cleveland Shopping Centre was opened on 24 October by the Mayor of Middlesbrough at a ceremony attended by representatives of the developers (Legal & General Assurance Society) and various sub-contractors.

Showpiece feature of the building is the wall climber installed by the brothers

Derek and Phil Nesbit and supervised by Alan Nesbit of Newcastle branch.

The lift car has 18-person capacity and a speed of 1.5 mps travelling over 10 metres.

The view from the car includes the 1:8 scale model of Captain Cook's ship, *Endeavour*, which sailed from

Teeside on its epic voyage of discovery. The model is suspended within an atrium.

It was a most successful opening day and included entertainment from the well-known comic Tom O'Connor.

ATTENTION

London Sports & Social Club are back. Watch notice boards at Clapham Road, Adler Street and Cavendish Square for news of exciting forthcoming events

WALLCLIMBERS AT VICTORIA

from page one

temperature and humidity. The system is complemented by perimeter heating beneath all windows.

The main boiler in the basement will run on gas or oil to allow cost-effective fuel selection.

Sovereign House is designed overall to meet the highest modern standards of operational efficiency. The clean, flowing functional lines of its exterior reinforce its technological brief and Otis UK are proud to have been chosen to supply the high-technology lifts.

These are the Clapham Road girls who so efficiently looked after our guests. Top left, Shirley Carter, Frances Farge, Julie Snowling, Sharon Hale and Shirley Kent. On left the catering team of Maureen Steer, Terry Coyle, Linda Fowden, Rhona Bean (canteen manageress), Mary Kenny and Sylvia Reilly.



£500 award for Bob's key code device

Bob Rayfield, superintendent adjuster based at Bristol, has been awarded an ex-gratia payment of £500 for developing a new key code access device for lift installations.

On the service side it is seen to have sales potential as a security safeguard and will be developed as a package.

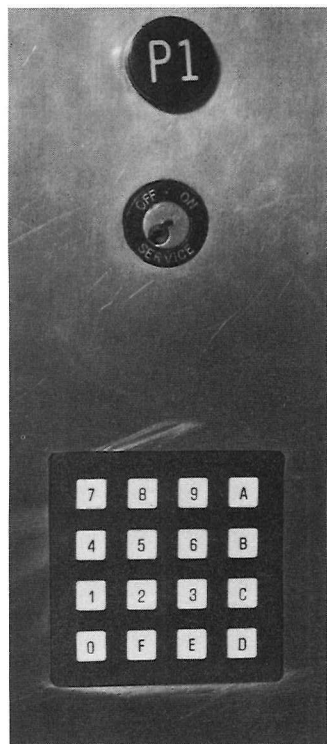
For new sales it will be an option in-car or on landings for Flexline units.

It all started when Laing Properties had a problem in one of their big office developments in Bristol.

Anybody entering the underground car park had access to the lifts and therefore to any part of the building without security control.

The easy answer was to arrange for lifts to stop always at the first floor. The doors opened and video cameras in the lobby surveyed the lift occupants who were shown on screens in the security section.

That was fine. But it was a



Above, the key code pad. Above right, Bob demonstrates on site in Bristol

nuisance for senior occupants of the building, on their



way to the top floor, always to be stopped at the first floor and video-scanned.

How about a system, to be used only by people who knew the code, which would over-ride the first floor stop?

Bob Rayfield solved the problem with the key code pad shown.

As the cars were about to be refurbished Bob produced a version which fitted flush into the operating panel.

He later developed a prototype for Otis production with a face plate for ease of fitting.

Enter the lift, key in a four-digit code, and the lift will

over-ride the first floor stop. The code can be changed at any time if necessary.

Laing were delighted with the system and have ordered five more for this office block.

Very obviously, the system has wider security uses. You could, for instance, with the addition of a time clock, restrict use of lifts from seven at night until seven in the morning except for authorised personnel.

Bob will be due for a further ex-gratia payment of £500 when 100 service packages incorporating the design have been sold.

Return to Arnhem after 40 years

Stan Figures, service salesman at Manchester branch, celebrated his 39th wedding anniversary in Amsterdam last September.

How it came to happen goes back 40 years.

The Otis company in Holland sponsored an air show at Arnhem in September - on a date very near the 40th anniversary of the ill-fated 1944 Allied airborne campaign of the Second World War.

The story of that campaign was told in the film, *A Bridge Too Far*.

Mr. S.K. Drilling, managing director of Otis in Holland, contacted Kay Penney in London with an invitation:

"If there are any Otis UK employees, past or present, who were in any way involved in the Arnhem campaign, we would like them to come to Amsterdam as our guests for the weekend of the air show".

Ten Otis people made the trip, but only Stan is still an active employee although due to retire shortly.

Forty years ago he was in the RAF attached to a Canadian fighter squadron based on the Continent after D-day.

The airborne landing had just been made and Stan, an armourer and bomb disposal expert, was sent ahead with a comrade to check a field for mines before the squadron could move up and land

its Spitfire fighters.

He says: "We went through the American paratroop lines, and saw the Poles drop, and there was fighting going on everywhere.

"There were no mines, thank goodness, and the Spitfires were able to land. But we lost a lot of planes and many of my good comrades".

Forty years later there was no fighting.

Stan and his wife, Marjorie, flew to Amsterdam with the Otis group for the weekend of a lifetime.

The group were put up at the Amsterdam Hilton, taken on a canal tour of the city, and entertained



Marjorie and Stan Figures in their home outside Manchester. Otis UK received a telex from Holland: "A pleasure to have the people with us who contributed to the freedom of our nation many years ago"

throughout with true Dutch hospitality.

But there were sad memories, too. They visited the Arnhem cemetery, immaculately maintained, and Stan found the graves of two of his comrades - Canadian fighter pilots who died in the campaign.

For Mrs Reed of St Helens, also, it was a sad visit to Arnhem. Her brother had been a captain in the 1st Airborne Division and some years ago died from wounds he received.

On the Saturday it was Stan and Marjorie Figures'

39th wedding anniversary, and in the room that evening, on ice, was a bottle of champagne with best wishes from Otis in Amsterdam.

The complete Otis UK group consisted of Mr & Mrs R. Martin, Mr Sparling with Mrs Farrell, Mr Saunders with Mr Nicholls, Mr & Mrs H. Reed and Mr & Mrs S. Figures.

They all send their sincere thanks to their Otis friends in Holland - Mr Drilling, Mr. Duchart, Mr van Watteringe and Mr de Groot - for a never-to-be-forgotten weekend.

NEW CONTRACTS

£1 MILLION JOB AT GATWICK

Otis UK have booked a major lift contract worth over £1 million for the new terminal at Gatwick Airport. The order comprises:

Two groups of four 40-person traction passenger lifts

Two 40-person hydraulic passenger lifts

Four 4000kg traction goods lifts

Two 15-person hydraulic passenger lifts

One 13-person traction lift

Four 2000kg traction goods lifts

Six 1000kg traction goods lifts

Eight 1000kg hydraulic goods lifts

Two 2000kg hydraulic goods lifts

Two 250kg service lifts.

The contract was negotiated by London Sales Department and involved a rigid specification from the British Airports Authority. It was secured in the face of fierce competition from the major UK lift companies.

Work is scheduled to start on site in August 1985 with the new terminal fully operational by 27 February 1987.

The scheme will be in two phases and by the time Otis arrive on site the shell of the building will be fully completed and watertight.

All operational controllers will be of our latest micro-processor type and Custom line equipment will be used extensively.

Estimator was Joe Kilgallon, specification typist Beatrice Wilson, with Doug Mora now working on the contract layout drawings.

Des Millar in Brighton office and Tony Govett provided valuable overall planning information and there was advice and back-up from Sales Engineering staff.

Rob Spetch at Reading (now Southend branch manager) has sold three compact 506 escalators type EA1061 for the CRS store at Cheap-side, Reading.

The escalators have tinted glass balustrades and underhandrail lighting.

They will serve ground to first floor with two at the front of the store and a single escalator at the side to serve the cafeteria.

In addition there is a 3200 kg goods lift with a travel of 11.861 metres.

Frank Sinclair of Liverpool branch and Northern sales manager John Hughes have sold three 510 heavy-duty escalators for the extension

to Manchester Airport's International departure lounge. They will have tinted glass balustrades and underhandrail lighting.

The extensions at Manchester Airport are necessary because of the rapid rise in passenger traffic attributable to business growth and holiday flights.

Ray Bealey of Manchester office and Northern sales manager John Hughes have secured a major order for the supply of 25 VR 8-person 2-speed drive passenger lifts for the City of Manchester Housing Department. They are to replace existing equipment and will increase the workload at Liverpool works.

We win Golden Hand for '83

The company has received a 1983 Golden Hand Award from the Engineering Employers Federation.

This is the second year running that we have received this coveted safety award by still further reducing accidents below our 1982 target.

When the award scheme was introduced in 1975 the overall notifiable injury rate per thousand manual workers employed by federated companies stood at 45.

In 1983 this figure was down to 19 (25 in 1982) and the rate for the Engineering Employers London Association was down to 15 (20 in 1982).

Company safety officer Tony Miles is a happy man and sends his warmest personal congratulations to all field personnel.

It makes Tony and his team feel that their many safety training sessions have really paid off.

He is not, of course, completely happy. Tony will not be completely happy until we go through 12 months with absolutely no accidents at all.

In the meantime he wants to achieve a hat trick by winning a further award for 1984.

Because of heavy pressure on space our Spotlight feature has been held over to the next issue - out at the end of January.

**SEND
YOUR NEWS
FOR
NEXT ISSUE'S
LIFT-OFF TO
CATHY FOSTER
AT CLAPHAM
ROAD (EXT. 566)
BEFORE
4 JANUARY**

CATHY'S column

Communications manager Cathy Foster will be writing regularly in Lift-Off

When I arrived in Los Angeles as a member of the British Olympic yachting team I popped into the Otis office on Beverley Boulevard and met branch manager George Hithens and his assistant Terri McCortney.

We arranged to meet again because I was there a month early for acclimatisation and intensive training at Long Beach.

In the meantime, Chuck Alexander, the service manager, arranged for a super meal on the Queen Mary which was permanently moored outside the Olympic Harbour as a tourist attraction.

This was very much one-up for me because the rest of the team dined on inevitable hamburgers that night.

After the Games in which I placed 7th in the 470 dinghy class (not brilliant but respectable out of 32 entries) I put on my official uniform to meet everyone at Otis LA.

With typical American hospitality they had put on a party and the whole canteen was decorated with posters, balloons and British and American flags.

I was presented with a bouquet of roses and a plaque made out of wood from an old escalator and inscribed 'Otis Los Angeles Honours Cathy Foster'.

Otis LA service engineers had a special interest in the Olympics because they provided full call-out all the time - not one engineer took time off or holidays during this period.

My thanks to them all for making me feel so at home in a strange city and to George and Terri for all their help.

Also, a special thank you to Otis UK for sponsoring me through the Otis Olympic Sports Sponsorship scheme. I would have given up years ago without their help.

I officially joined Otis on 3 September as communications manager and they said: "Go to Liverpool and meet as many people as you can. And, by the way, they're holding a barbecue".



Cathy with the plaque presented to her by Otis office in Los Angeles

I imagined a cosy affair with about 20 people. Then I was handed 400 sausages to split-up. And all those steaks too!

Well, they told me to meet people, and I did. Over 400 of them while I was handing out those steaks.

The idea came from Director of Manufacturing, John Critch. Then Alan Blackburn, Peter Larsen and Mike Hirst arranged the transformation of the green jungle behind the factory into something resembling a country and western show.

The grass was cut, bales of hay set around as seats, a huge bonfire built along with a stage and lighting systems.

Two enormous barbecues appeared (made in the Field Workshop) and at 7.30 the show began.

Cordon bleu chefs arrived in white uniforms, the bonfire was lit, the disco started and the food queue didn't finish until 9.30.

The disco gave way to the Singing Duo, then a steel band, then limbo dancers and finally what seemed to be a plastic sack race.

Those wisely declining to take part in this craziness sat happily around the roaring bonfire.

I had a great time - and I met people!

Thanks go to John Critch, head chef, John Kemp, Peter Larsen, Mike Hirst and their wives, to Anne Griffiths and her team for preparing the food, to Dave Allen for the electrics, to everyone who helped including the indefatigable Alan Blackburn.

MERGER PLANNED FOR NEXT YEAR

Wadsworth & Becker will be merging during the first few months of next year. Operational & administrative details are still being finalised and we hope to give more details of the new company in our next issue.

The head office and manufacturing facilities of the new company will be based at the present Wadsworth headquarters in Bolton, and the amalgamation of Beckers hydraulic skills with Wadsworth's specialist engineering capabilities will produce a company which will be a stronger, better-balanced force in the lift market.

NEWS IN BRIEF

Autumn meeting of the Otis Golf Society (London) was held at Richmond Golf Club on 18 September and a record turnout of 32 players competed for the Max Stoker cup.

Conditions for golf were ideal and eight players bettered their handicaps.

The trophy was won by Phil Allen with 41 points. George Ketley and Ted Brough were second and third respectively with 39 points, decided on the back nine.

The afternoon stableford competition was won by Doug Skinner with 37 points. Mike Burrell and Bob Rayfield were second and third.

This year 241 Otis people were at the annual Long Service Association dinner at the Baronial Hall, London, on 19 October.

Chairman for the year was Stan Hull who made sure everyone had a most enjoyable evening, with good food, good speeches and the chance to meet old friends again and make new ones.

Fifty-eight came from Liverpool in two coaches, traditionally seen off from the works by John Miller and John Critch.

Mrs Louisa Coles, who is now retired as the village representative of the WRVS at Borough Green, Kent, was this year awarded the British Empire Medal in recognition of her work.

Her husband, Dennis Coles, was a director of the company for many years and David Coles continues the family connection with Otis.



Presenting the Otis-Wadsworth trophy. Len Harper, Bill Hogg (Wadsworth works director), Bill Harrison (the champion) and Bert Oakes, chargehand in Wadsworth machine shop

BOWLS IN BOLTON

Otis and Wadsworth joined forces this season to help Back O' the Bank Bowling Club in Bolton run an open championship.

Their support paid for the trophy and for the advertising.

There were contestants from Rochdale, Stockport, Liverpool, Oldham and many other towns in the area.

Bert Oakes, chargehand in Wadsworth's machine shop, was a major organiser, and

Clive King, a Wadsworth supervisor in Liverpool, reached the final eight in the championships.

Prizes were presented by Bill Hogg, works director at Wadsworth.

At Billericay Sports Hall on 25 September Southend branch beat Luton Branch 5-4 in a hard-fought five-a-side football match.

Over 50 people attended the game which was followed by a splendid buffet.

Julie from Luton and Carolyn and Hazel from Southend stood by to render first-aid but none was needed. They seemed a bit disappointed by that!

Southend. Ray Hughes, Steve Johnson, Alan Moore, John Harvey, Alec Rose, Reg Frith, Eddie Atkins, Jonathan Swan, Patrick Fromling, Frazer Bush, Dave Collins.

Luton. Bob Watson, Frank Henry, Ernie Neal, Dick Swanson, John Cooper, Ash Patel, Jim Gibbs, Mark Taggart, Nigel Johnson.

Last year four girls from Breckfield Comprehensive School, Liverpool, swept the board at all events in the



Breckfield trampoline championships in Otis kit performing at the Liverpool International Garden Festival

National Trampoline Championships and returned triumphant with the champions' trophy.

This year the school had difficulty in raising the money to fund travel around the country as the girls defended their title.

Headmaster Ian Hall says: "But before the stroke of 12 our fairy godmother arrived in the shape of Otis Elevator PLC."

"Otis equipped the team

and provided financial help".

And once again the team went on to win the national championships and retain the trophy.

So successful were they that they were invited to do a display at the Liverpool Garden Festival - transported with their trampoline by Otis, of course.

At Breckfield School they know that Otis really does care

Last summer 19 young people plus leaders from Sefton spent a month in Malawi to engage in social and project work.

One of their leaders was Ted Walker of Architectural Products Workshop at Liverpool works.

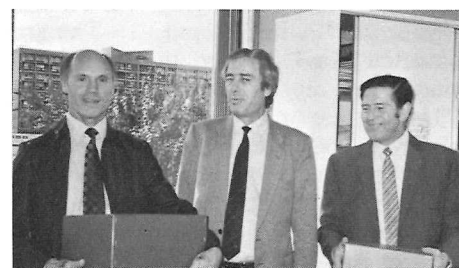
Through Ken Durward the group was supplied with Otis T-shirts and hats and the Sports & Social Club at Liverpool gave a gift of footballs to the young people of Malawi.

25-year awards in London

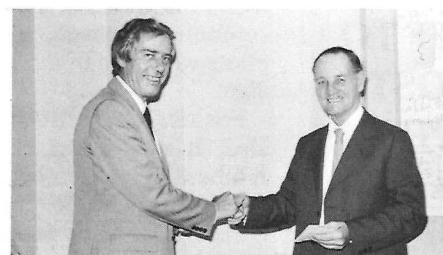
In addition to the five in the photographs an award also went to Barry Raines, West End service sales, and was presented by branch manager Trevor Perry at a party at School Dinners restaurant in Baker Street.



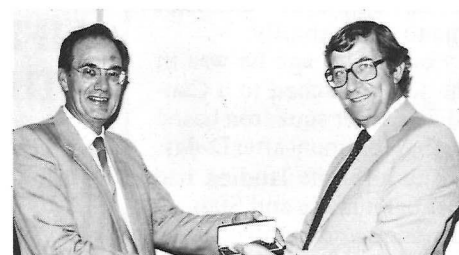
Richard Riddle, contract settlement manager. Presented by executive director Roy Markham



Chargehand Reg Merrison and fitter John Driscoll. London South general manager John Williams (centre) presented the awards



George Horobin, sprayer and finisher for London Construction. John Williams presented the award



Glen Rattle, sales representative. Roy Markham presented the award



Party in the Otis Los Angeles office in honour of Cathy while she was competing in the 1984 Olympic Games

Getting closer to the customer

During October, Southend and Luton branches both held promotion days at which they entertained customers and potential customers.

The Southend promotion was on 10 October at Seckford Hall, near Woodbridge, Suffolk, and was attended by over 50 guests.

They were welcomed by branch manager Robert Spetch, who introduced all his staff, and with the aide of video, slides and exhibition material, explained exactly what Otis can do for customers.

The guests included representatives of Essex County Council, Ford Motor Company, Southend Borough Council, Sedgwick Group, British Telecom, Hammerson Group, Essex Area Health Authority, Basildon Development Corporation, the Gordons division of Distillers Company and Debenhams.

As always, with these promotions, the branch manager and his staff were the hosts, but back-up was provided by Bill Noon and Mark Shenker from Clapham Road, Frank

Henry, area sales representative, and Les Dickens, Les Bennett and Tony Govett from the Southern division.

Cathy Foster was present in her new job as communications manager, along with Tony Allen, adding weight as an executive director.

The Luton branch promotion was held the following day at the Garden House Hotel, Cambridge, with branch manager Ernie Neal and his team as the hosts.

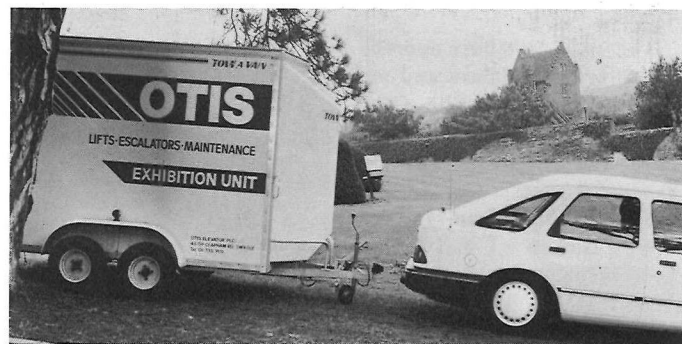
Again, they were backed up by Clapham Road and the Southern division with the

welcome addition of Bill Budden, Southern division general manager.

Among the guests were representatives of Bedfordshire County Council, Luton Borough Council and Watford Borough Council.

Ernie Neal says a plus was being able to introduce to each other customers and members of various councils and organisations.

There is no doubt that these promotion days organised around the country by the branches fulfill an important business function.



Mobile exhibition unit used to back-up promotion days held by local branches.

They bring customers and prospective customers into friendly social contact with

our staff and allow time for guests to discuss their problems and requirements.



Mr C. M. Stroud of Sedgwick Group, Mr Harkness of Eastern Counties News and R. Woods, Otis man in the Norwich area



Mr Waterman of British Telecom and Tony Allen

AT THE SOUTHEND BRANCH PROMOTION



Mr Saunders and colleague from Essex Area Health Authority with Rob Spetch



Mr B. Knock of Debenhams and Bill Noon



Cathy Foster and Mr C. Mead of Hammerson Group



Branch manager Rob Spetch welcomes his guests to the promotion

Left, Mr Maurice Pope and Mr Derek Lock of Ford Motor Company

FIRE HITS CARDIFF

Cardiff branch offices suffered extensive damage in the early hours of Saturday 8 September.

Fire swept through the historic Exchange Building and caused an estimated £2 million of damage.

Fire doors in the outer corridors protected the Otis suite from the blaze but water, smoke and soot caused chaos.

On the Monday morning staff arrived with buckets and brooms for an enormous clean-up job and found collapsed ceilings and water up around their ankles.

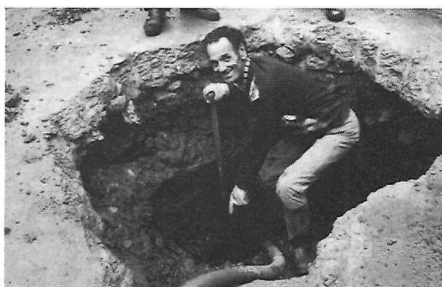
New offices were allocated on the north side of the



Water and smoke did the damage

building but first everything had to be cleaned of soot and grime.

Branch manager Frank Seymour reports that thanks to the help of field men called in to assist everything was cleaned and moved into the new offices that day for business as usual.



- and at Liverpool works they had water troubles. Not a new underground for Kirkby but a burst main in the front car park

Keeping up the Otis field quality

Quality auditing of work in the field is a continuous process.

Mike Hayes is the field quality manager for Otis UK and he is supported by Harry Godsall in London, Bill Williams in Birmingham, Willie Duncan in Edinburgh, Dave Sundborg in Reading and Norman Casement in Belfast.

These are the men behind the company drive to maintain and improve the quality required from field performance.

The measurement of field quality is established corpor-

ately by Otis in the United States.

It is maintained by a team of six lift engineers travelling throughout the world from their base at West Palm Springs, Florida, USA.

Otis UK are visited at least once a year by corporate auditor Chuck Ruzkowski who samples a prescribed number of new and old units on O service maintenance contracts. The units are selected at random.

A defined quality rating is established from a detailed survey of the equipment on site.

TOP 1984 INSTALLATIONS

RATING	SITE	OWNER	MECHANIC	SUPERVISOR	BRANCH
78.81	Old People's Home	Sacred Heart Residence	R. Reilly	S. Doherty	Dublin
77.9	TV Studios	RTE	A. Grant	S. Doherty	Dublin
77.6	Lantern Park Flats	District Council	F. Green	T. Collins	Glasgow
75.0	Caerwys House	BBC Pension Fund	A. Duggan	J. Hurn	Cardiff
74.4	175 George Street	Winney & Murray	J. Chalmers	J. Harris	Glasgow
73.5	Tithebarn House	Legal & General	R. Williams	F. Myers	Liverpool
73.5	India House	Legal & General	R. Smith	K. Griffiths	Liverpool
73.5	Fenchurch Street	Barclays Bank	R. Brown	C. Hall	London 25
73.4	Scottish Gas	Scottish Gas	F. Green	T. Collins	Glasgow
73.0	Oxford Street	John Lewis	V. Didcock	D. Constable	London 23
72.9	Selsdon Park Hotel	Best Western Hotels	P. Harris	T. Smith	London 24
72.3	Ringland Flats	Newport Council	G. Evans	J. Hurn	Cardiff

Comparisons are made against previous audit reports and include the performance of one area against another.

Apart from the corporate audit Mike Hayes and his team run a continuous UK audit all round the year.

A large sample of units is measured and fully reported to field personnel and local management and there are follow-up site visits and training if necessary.

This year the corporate auditor, Chuck Ruzkowski, visited ten branches across the UK. Against the national

target of 70, this is how they scored:

Dublin 69.8, Cardiff 69.5, Glasgow 69, Liverpool 68.6, London 24 68.5, Birmingham 66.9, London 25 66.7, London 23 64.2, Newcastle 63.3, Southampton 60.4.

In the panel above are the top-scoring installations for 1984 in those branches against the national target of 70 out of 100. Congratulations to all involved.

For 1985 the national target will be 75 and we look forward to publishing more winners in the battle for quality.

At the Lord Mayor's Show

A crowd of 250,000 watched the Otis fun-float on 10 November in the London Lord Mayor's Show.

The escalators were operated by brave pedalers and on a fine sunny day the Otis monster - nicknamed inevitably the Nessie - was an enormous success.

The Pedalers: Len Halsey, Simon Burton - Chief Whip, Tony Wilmott, Stephen Tully, Arthur Dunn, Mick McGeehan, Roger Mancini, Liam Mancini, Mark Shenker, Emeric Brabant.

The Children: Adam Hart, Susanah Lane, Elizabeth Halsey, Jason Peace, Sara Peace, Stephen Peace, Garry Nicholls, Jackie Nicholls.

The Girls: Shirley Kent, Sharon Hale, Shirley Carter, Annette Fanning, Jane Wheeler, Lyne Kinsella, Janice Franklin.

In Cab: Barry Wheeler.



SECOND PRIZE: £50 VOUCHER. 'Main road in Pompeii'
R. F. Powell of Cardiff Office

FIRST PRIZE: £100 VOUCHER
'Spannagel Haus, Austrian Alps'
P. Thorp of Manchester Office

1984 Holiday Photo Contest winners

Otis people get around on their holidays. Austria, Italy, Kenya and many other places besides. This year's entry was well up to standard and we congratulate the three winners shown here. A pity so many other fine entries had to be reluctantly discarded but only three could be awarded prizes. And a hearty thank-you to everyone from the judges for obeying the rules. It made judging a positive joy this year.

THIRD PRIZE: £25 VOUCHER
'Starting em young'
Colin Waldron of London Construction

