

LIFT-OFF

Internal newspaper of Otis Elevator PLC (UK)

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A MONUMENT TO LIFT EXCELLENCE

THE Otis Research Test Tower in Bristol, Conn., USA, has been officially opened and widely acclaimed by the press and visitors from all areas of the world.

The test tower is possibly the tallest and slimmest laboratory in the world and sets the world's standards for elevator test facilities. The 29 storey, 383 foot building will permit enough height for a new generation of elevators to accelerate to speeds reaching 2,000 feet per minute, the fastest in the world.

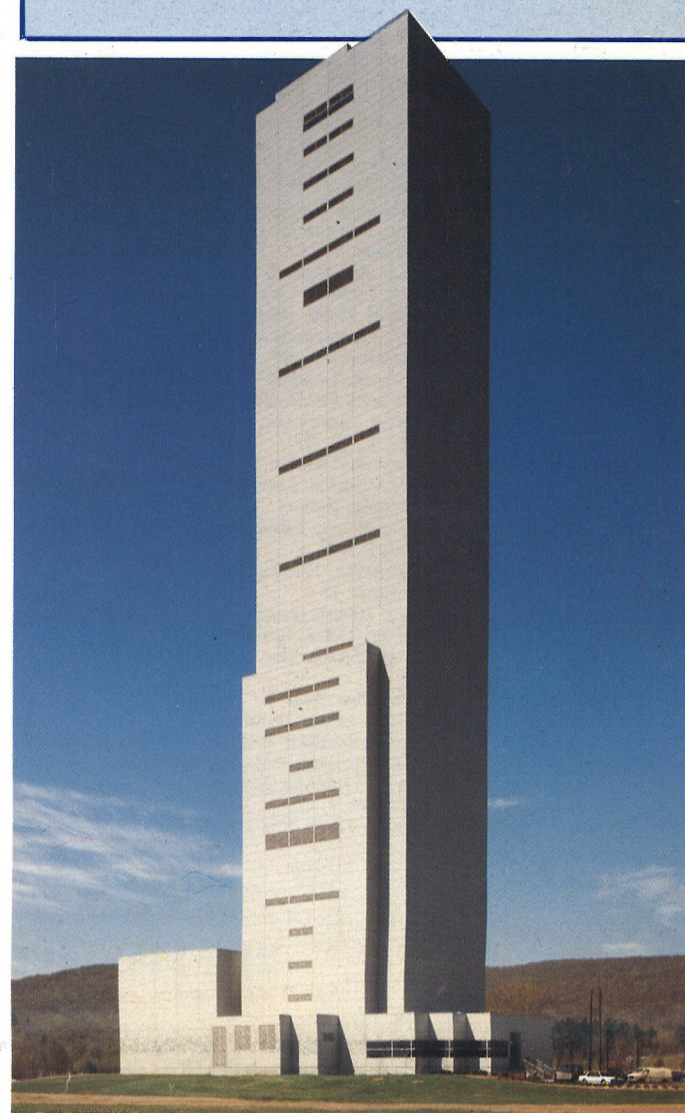
The tower means a great deal to all Otis people across the globe. It is far more than steel and concrete — it is a symbol of Otis leadership and commitment to excellence.

In the building's 11 hoistways, Otis engineers will develop and test new elevator and escalator products under simulated operating conditions. The research centre will also be used by Otis field and engineering personnel to test and refine new tools and methods of equipment installation and maintenance.

"This engineering programme is the most significant investment in Otis' history", said George David, Otis President and Chief Executive Officer, "It is the centrepiece of Otis' \$200 million programme over the next five years to incorporate 21st century electronics throughout our product lines".

The building's unique design provides maximum flexibility for research and testing at every phase of elevator and escalator development. The 131,274 square foot facility includes 11 hoistways for testing elevators and installation methods and servicing the tower. It also includes a large bay for testing escalators, a fully equipped machine room, machine shop, engineering work space, training and development area, marketing conference room and reception and office areas.

Watch for more on what is happening in the Test Tower in the *New Group Newspaper*.



Saving the Seals in his spare time

NOT everyone goes to Spain for their holiday.

Daniel Lindsay, Liverpool 41 Department, flew by helicopter 70 miles out over the frozen sea off the coast of Newfoundland, Canada, from 6-13 March to monitor the progress of harp seal pups in his capacity as European Secretary of the PCAP International.

There is a two-year ban on the clubbing of the baby seals. Last year, the first year of the ban, there were press reports of a 'cowboy slaughter'. The ban comes up for renewal this year.

The seal pups are no threat to fish stocks around Newfoundland. Scientists have

proven that when they migrate south to have their pups safely away from polar bears they do not feed at all until they return north. Still, they are down to one-third of their numbers a decade ago and scientists say that had the slaughter continued at the levels before the ban, the Harp seal would be extinct today.

WHITE FUR

The slaughter only takes place for those couple of weeks when the pup's fur is white. (The pup in the picture is less than 10 days old. Its fur will soon change to a blue grey and be of little interest to anyone.)



The white fur is used for lining the hoods of ski-jackets even though there are suitable synthetic alternatives.

RESPONSIBILITY

Daniel considers it a question of man's responsibility — thus he and his crew went to Newfoundland during those few crucial weeks when the pup's fur is white to ensure there was no illegal killing by cruel methods. Members of the party, including Stefan Ormrod, Chief Wildlife

Officer RSPCA, and E. F. Seymour-Rouse, Director of Eurogroup for Animal Welfare, were on the ice each day to ensure none were killed.

"I feel that the whole trip was very much worthwhile, and no verbal description could ever replace the personal experience of being 'on the ice,'" said Seymour-Rouse in a letter thanking Daniel for his contribution. "I shall carry this impression back to Parliament, if only to congratulate them on the action which they took!"

LIFT OFF GOES GROUP

IN October 1981, Lift Off began as a newspaper for and about Otis employees and was published six times a year under the editorship of John Mendes.

The newspaper was first developed to be about Otis people and their interests. It kept many of us informed about interesting jobs, who was getting married, retiring and playing sports — all the news that made a good and "lively" company newspaper.

As Otis continues to grow — the demands on a company newspaper became greater. Otis today is made up of a number of subsidiary companies; Wadsworth, Evans-Becker, Otis Handling, CLS and Manor Lifts, Dorset and Budget Lifts.

Each company works together to further the development of state of the art lift and escalator technology while maintaining the high standards of service our customers have come to depend on.

Otis Group employees realise that in order to facilitate this process we need dependable communications. The new employee newspaper will include everything *Lift Off* did and more.

GROUP NEWS

It will include Group news from every division on Otis people's ambitions, achievements, and interests whilst providing up-to-date information on products, projects and corporate news from the UK and abroad.

We have already initiated a number of correspondent reporters throughout the Otis divisions to help us get branch news — but there are still many more to come.

EVERY DIVISION IN EVERY ISSUE

Brian Cumming and Partners, a professional corporate newspaper production company will be helping us to maintain the newspaper with more colour, more design and the expertise to ensure full division coverage in every issue.

"We have a very strong group and I am dedicated to moving it further, forward with you," Brian King.

The new Group newspaper has the full support of the Group Executives. The first edition — set to be on the stands in October — will include an exclusive on Brian King and his plans for the future.

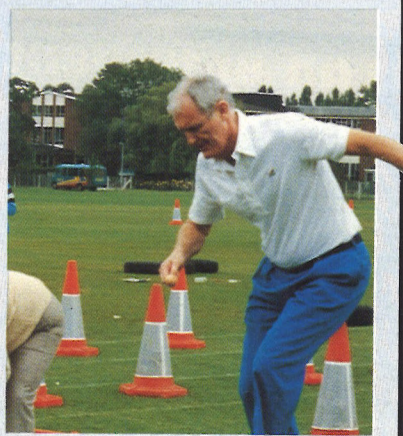
Brian King on Group Beliefs:

"To succeed, and to improve further, we need to have a common vision as a guide to ensure that we are all aligned and focused upon a common target of excellence. We will achieve Excellence through Quality by Action."

The name for the new paper along with the format will be decided by an executive committee over the next few weeks.

BE ON THE LOOK-OUT IN OCTOBER FOR THE FIRST EDITION.

See inside for our Sports Day Special Review



ON THE MOVE

NAME	FROM	TO
Beddows, C.	Trained Fitter, Birmingham	Advanced Fitter, Birmingham
Bennet, G.	Estimator II	Estimator III
Butler, A.	Marketing Assistant	Contract Estimator
Careswell, R.	Advanced Fitter, London South	Senior Fitter
Cevat, O.	Estimator Min	Estimator II
Cook, A.	Estimator II	Estimator III
Cope, P.	Advanced Fitter, Jersey	Senior Fitter, Jersey
Crooks, A.	Improver, London West	Trained Fitter, London West
Cropper, D.	Trained Fitter, Adler Street	Advanced Fitter, Adler Street
Davies, I.	Mate, London City	Improver I, London City
Deasy, J. C.	Trained Fitter, Reading	Advanced Fitter, Reading
Downs, R.	Advanced Fitter, Brighton	Senior Fitter, Brighton
Duncan, J.	Senior Fitter, Edinburgh	Construction Supervisor, Edinburgh
Ellery, A.	Service Supervisor Workshop, Alperton	Materials Supervisor, Service Centre
Feighan, M.	Improver, London City	Trained Fitter, London City
Fry, J.	Mate, London South	Improver I, London South
Fuller, J.	Mate, Construction London West	Workshop Operative, Alperton
Griffiths, J.	Mate, London City	Improver I, London City
Halliday, J.	Overseas	Senior Fitter, Belfast
Hamill, S.	Order Processor 2	Order Processor 3
Hancock, J.	Mate, London City	Improver I, London City
Holdsworth, G.	Trained Fitter, Brighton	Advanced Fitter, Brighton
Heighington, G.	Mate, Construction London West	Mate, Service
Kelly, H.	Estimator 1	Estimator 2
Killeen, N.	Improver, London City	Trained Fitter, London City
Lester, A.	Advanced Fitter, Liverpool	Senior Fitter, Liverpool
Lockyer, G.	Service Supervisor, Birmingham	Staff Adjuster, Birmingham
Lydon, M.	Mate, L. R. T.	Improver I, L.R.T.
Masterson, M.	Improver, London West	Trained Fitter, London West
Matthews, J. A.	H.P. Adjuster, London South	Staff Field Test Engineer
McCready, P.	Improver, Belfast	Trained Fitter, Belfast
McGlashan, H.	Senior Fitter, Edinburgh	Senior Fitter, London West
Murray, P.	Mate, L.R.T.	Improver I, L.R.T.
Newbold, J.	Apprentice, Birmingham	Trained Fitter, Birmingham
Pavey, T.	Estimator 2	Estimator 3
Rafferty, S.	Fitter, Birmingham	Service Supervisor, Birmingham
Rose, L.	Trained Fitter, London South	Advanced Fitter, London South
Russell, C.	Service Supervisor, Adler Street	Customer Services Co-ordinator, Head Office
Saha, B.	Order Processor 1	Order Processor 2
Seaman, G.	Trained Fitter, Dundee	Advanced Fitter, Dundee
Skinner, D.	Advanced Fitter, Brighton	Senior Fitter
Swaby, M.	W. P. Operator, New Sales Admin	Wang Supervisor
Swan, J.	Service Fitter, Southend	Construction, Southend
Varsani, G.	Estimator 1	Estimator 2
White, G.	Trained Fitter, Stockport	Advanced Fitter, Stockport

NEW STARTERS

NAME	JOB TITLE	LOCATION
Coughlan, R.	Student Engineer	Mosel
Brunger, L.	Financial & Systems Assistant	Scottish Division
Ball, A.	Contract Co-ordinator	Surveying
Scott-Evans, T.	Engineer	Mosel
Coyne, M.	Contracts Auditor	Service Marketing
Hayes, Y.	Clerical Assistant	London West
Napier, J.	VDU Operator	Accounts
Stevenson, G.	Assistant Contract Controller	Surveying
Lemard, T.	Estimator/Clerical Assistant	Adler Street
Palmer, K.	Draughtsman, New Sales Admin	Alperton
Ross, M.	Workshop Manager	London City
Clarke, T.	Field Test Engineer	Accounts
Lawlor, M.	Secretary to C. Knapp	Adler Street
Alder, J.	Clerical Assistant	New Sales Admin
Morgan, M.	Estimator/Clerical Assistant	New Sales Admin
Scoon, G.	Trainee Estimator	New Sales Admin
McDonald, P.	Trainee Estimator	Service Marketing
Giles, S.	Contracts Processor	New Sales Admin
Bolton, K.	Trainee Estimator	New Sales Admin
Brown, R.	Trainee Estimator	New Sales Admin
Leonard, N.	Clerk/Typist	Bristol
Harris, M.	General Clerk	Adler Street
Galbraith, D.	Repair Clerk	Isle of Dogs
Shorter, T.	Workshop Admin Secretary	Alperton
Ferris, P.	Clerk/Typist	Cavendish Square
Fairman, M.	Secretary to P. Kerrell	New Sales Admin
Dominy, N.	Draughtsman	London City
Folkes, G.	Mate	London City
Allen, M.	Mate	London West
Goodyear, A.	Mate	Southend
Towner, P.	Mate	Southend
Willis, M.	Trained Fitter	London West
Marsh, J.	Mate	London West
Nicholas, T.	Mate	London West
Mochalski, N.	Mate	London West
Birkby, J.	Advanced Fitter	Bournemouth
Kelsey, A.	Trained Fitter	London South
Summerville, A.	Mate	London South
Love, L.	Trained Fitter	L.R.T.
Coulston, D.	Mate	Reading
Randall, E.	Senior Fitter	Reading
Hiorns, M.	Mate	Birmingham
Howard, A.	Mate	London South
Phelan, J.	Mate	Alperton
Clark, M.	Advanced Fitter	Southend
Ryan, E.	Senior Fitter	Glasgow
Harris, K.	Mate	London West
Gladstone, D.	Trained Fitter	L.R.T.
Queen, D.	Mate	London West
Brennan, S.	Mate	London West
Panikker, S.	Mate	London West
Willis, L.	Mate	London South
Jones, M. D.	Mate	London West
Atkinson, D.	Mate	London West
Corcoran, S.	Mate	London City
Durling, P.	Mate	London South
Fairman, K.	Mate	London South
Farmer, B.	Improver	L.R.T.
Slattery, T.	Improver	L.R.T.
McSweeney, M.	Improver	L.R.T.
O'Connor, D.	Improver	L.R.T.
Flanagan, H.	Improver	L.R.T.
Mullen, M.	Trained Fitter	Southampton
Hal, M.	Mate	London West
McCabe, I.	Mate	London West

MAYOR WELCOMES FIRST ELEVONIC OUTSIDE LONDON

THE Mayor of Southend-on-Sea, together with the Mayoress, 'cut the tape' at the official handover of the Elevonic 401M — the first Elevonic units installed outside of London.

The Mayoral party, Civic dignitaries and officers of the Southend Borough Council were given a guided tour of the lift machine room and shown the intricacies of the Elevonic system by members of the Southend and Southampton Offices.

The Mayor was particularly interested in Elevonic since he was an engineer himself in the ground crew of the RAF. He enjoyed chatting to the construction fitters who worked on the site, and service fitters who will be looking after the installations — they swapped engineering stories.

The principal Construction team included fitters, George Dougan, Belfast, and Reg Merrison, Brighton; testers, Peter Wilkinson and Bob Rayfield with invaluable help from Mick Lyons and supervisor, Roger Mancini.

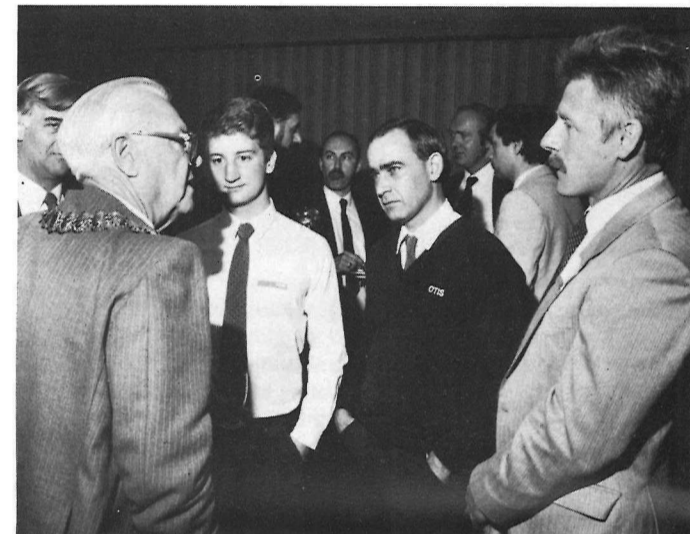
The future maintenance will be handled by Bill Wren, Supervisor and fitters; Steve Rochford and Michael Droongoole (shown speaking to the Mayor in the photograph). All the men have been given extensive training on the Elevonic equipment.

Robert Spetch, Southend Branch manager, sold and co-ordinated the project.

The tape cutting event was a big success. Tony Allen, Bill

Budden and Tony Govett also attended and were able to answer questions raised by interested guests including Mark Chester, Access Joint Credit Card Company and David Smith, Essex County Council.

Following the official handover the party retired to the Members Room for an Elevonic slide show and buffet lunch.



From L to R — Mayor, Bill Wren, Steve Rochford, Michael Droongoole and Rob Spetch.



Mayoress, Mayor and Rob Spetch cut the tape.

Our customers — true REM supporters

Phil Grainge, service salesman, Cavendish Square, has not only made us another satisfied REM customer — but an entire Group of Supporters — at Hesketh House, London W1. Here is what was written in *Link*, the Elida Gibbs employee newspaper. Elida Gibbs is a subsidiary of the Unilever Group.

Security gets an emergency lift ...

A 'STATE of the art' security system, which ensures a speedy rescue for anyone trapped in a lift at Hesketh House, passed its first test with flying colours just two days after being installed.

Hesketh House is not staffed during those unmanned hours and a possibility that people working during those unmanned hours could be trapped in a lift. The situation was made worse because emergency lift telephones were repeatedly vandalised or stolen.

As part of a phased modernisation plan for the four passenger lifts, a system called Remote Elevator Monitoring (REM) has been installed

by lift and security systems manufacturers, Otis.

Now, if a lift breaks down, the passenger presses an alarm button which rings inside Hesketh House and also connects to the Otis 24-hour call-out desk in their nearby offices.

The trapped passenger can then speak directly, via data lines, to Otis emergency crew is alerted by Otis staff and hear their reply. The nearest release the passenger, usually within 15 minutes during the day and a maximum of 25 minutes at night.

REM is self-monitoring to reject hoist alarm calls and can also provide valuable information on lift use. How many journeys each lift makes daily, to which floors, and how long passengers have to wait are among the details monitored. It can even tell how many times people hold the lift up by preventing doors from closing with a hand or foot.

The system incorporates a self-diagnostic maintenance check. Faults in doors, brakes or electrical contacts, for instance, are displayed on a screen at Otis.

Members of the Hesketh House Health and Safety Committee attended a film and demonstration of the new system on May 22, arranged by personnel services manager Paul Hammett, and have passed the information on to constituents.

SIMULATED

Some members of the committee went to the Otis office. Others, including nurse Ann Rowe, took a ride in a lift on which a fault had been simulated. When Ann pressed the alarm button, the Otis-based alarm system, the Otis-based contingent saw the fault register on the screen and Keith Gordon, Hesketh

House painter and deputy fire officer, spoke to those in the lift, who were released after four minutes.

Said Ann: "Even though we knew it was just a demonstration, we felt slightly uneasy and the lift became very hot. It seemed a long time until the voice came through but reassuring to hear Keith talking to us."

For his part, Keith was very impressed: "The clarity of the telephone line between the lift and the control room was superb, almost as if you were speaking to someone in the next room. We could see the fault as it was traced and it really seemed a foolproof system."

As it happened, it was given a 'live' test just two days after installation, when someone became trapped in a lift one lunchtime. Fortunately, an Otis engineer was on site and the passenger was speedily released.

PEOPLE ... PEOPLE ... PEOPLE ... PEOPLE ... PEOPLE

Southern Division

PAUL BANKS receives his Indentures from Brighton branch manager, **Les Bennett** and feels confident of obtaining the HNC certificate and the Distant Learning qualification.

Mick Burrell, Service

Supervisor, had a few nice words to say about him:

"Even though only a young man, Paul has already gained the respect of his peers for his ability to carry out varied works and take charge of most situations — all this with a constant smile and a pleasant attitude."



25 years service



CYRIL WILLIS, construction fitter, and his wife are rewarded for dedicated service by **Peter Jones**, Bristol Branch Manager.



Amateur radio as a hobby

by **Tony Watson**
— Brighton Branch

AFTER reading the title, memories are being recalled of, oh es, **Tony Hancock's** radio ham, "Hang on the Mayday caller, don't sink yet mate, I can't find me pencil".

Yes, one of the all-time great classics from his TV series and I still find the programme hilarious every time it is repeated.

However it did not portray a very good or fair image of the hobby and its enthusiasts.

In reality it is a High-Tech pastime that is enjoyed by many thousands of people across the globe halted only by a few countries whose politics will not allow the hobby. Fortunately these are very few and the number getting smaller.

My interest in the hobby started early, having relatives already involved and although not licenced, I learned the morse code at the age of 10. This was too young to obtain a licence and it wasn't for some years before I took the City & Guilds radio amateurs examination and the Post Office morse test.

Perhaps the word "amateur" is not really appropriate as some of the licenced participants are employed by leading electronic and communication companies throughout the world. For example, NASA astronaut Dr Tony England circling the world in Challenger Spaceshuttle, carried out two-way voice and slowscan television communication with other amateurs around the world in August 1985, not exactly an amateur in the true sense of the word.

Although being one of the world's electronics whiz-kids is not a requirement for obtaining an "amateur radio station" licence. People from all walks of life and professions enjoy the hobby, from celebrities like King Hussein of Jordan, Brian Rix, the actor, to we less known mortals.

One of the reasons that I enjoy the life of a sales representative is being able to meet, talk and exchange ideas with people. This is certainly the case with amateur radio, subjects range from politics, (a little limited with amateurs in the USSR, although getting better) education, to the latest crop of tomato plants.

I suppose you are wondering

how does this guy talk with other amateurs around the globe who do not speak English? (No! I do not speak any other language. I have enough trouble with this one sometimes.) The answer is that morse code (the mode of communication I most enjoy in the hobby) is international and a conversation can be held with someone who cannot converse in the English language. It becomes a little more difficult when communicating with speech, but not impossible.

The hobby also has its serious side. During the Falklands crisis, for a short period of time during the occupation, amateur radio was the only means of communication with the Islands. Radio amateurs relayed information of events to home before their equipment was confiscated. One radio station in Port Stanley even reported to one of the British stations the extent of the bomb damage to the airport after an air raid!

Closer to home, amateur radio has its own emergency network to assist the authorities with the relaying of messages and data during national emergencies. In fact, it has done so during strikes involving essential services here in the UK and abroad.

Radio equipment today on the commercial market mostly originates from Japan or USA and like buying a lift, you get what you pay for. However do not despair budding radio amateurs, it is still possible to build your own equipment at a modest cost (and many do).

Constructing your own equipment can be very rewarding. It can take the form of a simple antenna tuning unit to the more complex such as microwave strip-line filters needing precision engineering skills or transceivers needing some knowledge in electronics.

The hobby has many avenues of interest, some people specialise in one particular area, others are content to generalise, but there seems to be something for everyone. Even just having a few pints at the local pub discussing the hobby can have its merits.

Stockport Division

A 25 year presentation to Senior Fitter, **Frank Goodier**, Manchester branch.

London South

25 years service — Arthur Dunne

"ARTHUR is well respected by the field force and staff within Otis and they congratulate him on his 25 years service award", says John Williams, Division Manager.

During his 25 years, Arthur

progressed from mate to project manager, covering two of the most prestigious contracts within the UK, the Apex Plaza in Reading and the Gatwick Airport project, which is nearly completed.



Ireland Division

First Field Employee retires

DANNY HUTCHINSON (left, centre) retired after 29 years of service, becoming the first field employee to retire in the 80 years that Otis have been in the Irish Republic.

Danny Hutchinson is presented with an award by **Joe Doyle** and **Len Fleming** representing both junior and senior employees.

SOUTHERN DIVISION QUALITY

Meetings well underway

THE Southern Divisional QAE meetings are now well underway with Jersey, Southend, Reading and Bristol already completed, to be followed by Cardiff, Plymouth, Brighton, and finally closing with Southampton Branch on the 13th July 1987.

The QAE sessions were launched earlier this year with a full construction and service supervisors meeting at the Chequers Hotel, Newbury. Each branch supervisor was asked to vary out QAE meetings supported by a QIT team member.



Cardiff — Doing Quality Work.



The Dunkirk Spirit

REMEMBER those cold, miserable days?

Come rain or shine — nothing will stop an Otis man from getting the job done.

Bill Fells, Engineer, being helped by son, **Dominick**.

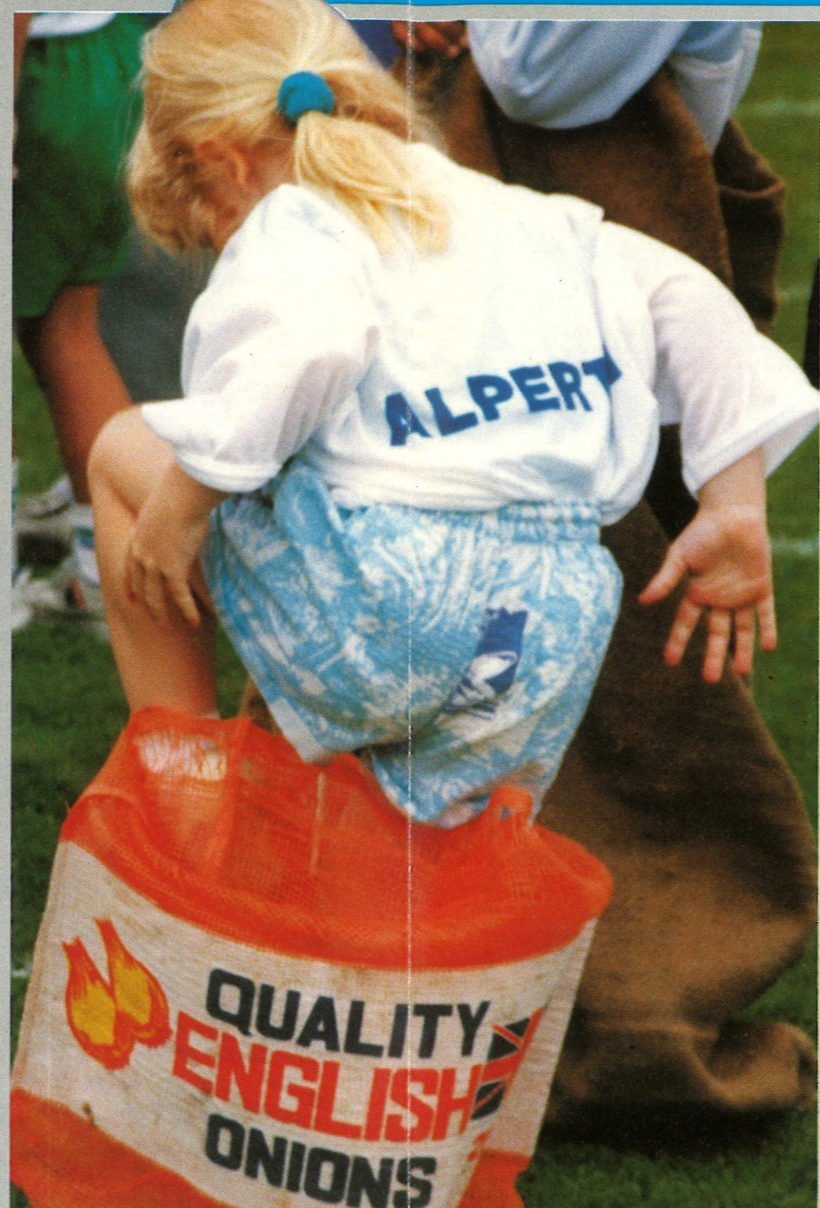
Southend, January 1987.



The crowds going wild.



A friendly chat.



Some fierce competition.



Scotland arrives raring to go.



Norma Spence learning the games.



Football champions (right) West One Animals and runners-up, Brighton.



Directors pulling for victory together.



The Evans Marathon runners prove their endurance.

OTIS GROUP SPORTS DAY WAS A SMASHING SUCCESS



Reading Branch — champions of the day!



But even the losers have fun.



Laura picks the lucky winner.



Officials taking a well deserved break.

FOR all those who missed it, better luck next year when Sports Day '88, chaired by Costas Johnson, Personnel Director, will be back with fun and frolics for the whole family.

Sports Day '87 was an Otis Family Day. Many Otis Group employees and their friends and families spent much relaxing time in the park chatting, playing and giggling together and, of course, competing — there was some fierce competition from the teams and the fans were going WILD! The 'fun teams' were great. Everybody was willing to take part in anything going and there was a lot going — wheelbarrow racing, human hoseracing, tug-of-war, egg and spoon, sack racing and the three-legged race. There was also a sponsored marathon that had everybody sweating, especially Tony McCreery, Reading, who was the fastest runner over 20 laps. Other crowd pleasers were the directors' tug-of-war and obstacle race, and boy what good sports they were. In the race, Tony Allen came in first, followed by Costas Johnson, Brian King and Paul Hewlett. The rest were left far behind. The five-a-side competition was one of the more serious events and with Barry Rains in charge it was never a case of 'foul play'. Although his son was on the winning 'West-One-Animals'. London West team; slightly unfair since he does play for Crystal Palace, sponsored by Otis. However, even runners up, the Brighton Team, have to

admit the entire West team were extremely fit, as were Brighton. Belfast turned over the winning cup to London West but not without putting up an impressive fight. Other far-away visitors included a team of 28 from Scotland who brought a lot of spirit to the day's events. Thanks for travelling all that way! The overall champions of the day were Reading who took the Sports Day Cup for their performance in the team event and tug-of-war competitions. The day ended with a barbecue dinner and disco dancing until the wee hours of the night. More prizes were handed out to the lucky raffle winners in the evening. The winners ranged from 4 years old up. The real champions of the day were of course the Sports Day Committee including: Geoff Grey, Beverly Gianni, Clare

O'Brien, Tony Orlebar and Cecilia Matthews who have worked on the event since October '86. Bravo! It was an excellent result. Also, a special thanks to Laura Brennan who provided a lot of the inspiration for planning the event. A total of £1,000 was raised on her behalf. Laura and her parents participated in the day's activities by picking the raffle winners. They were extremely grateful for all the Otis Care support. The Sports Committee would like to thank all the many people who assisted on the day; they were all super and appreciated by everyone. So if the weather scared you off — there is still next year. Although we can't predict whether the sun will be shining on Sports Day '88, there will certainly be a lot of smiling faces and good times to be had by all. See you next year!



Bill Noon and Les Ginno cooking up a storm.



Our Miss and Master Otis.



Alperton — determined not to let go.



Scotland determined not to let Ron down

APPRENTICES AT WOOLWICH

by JOHN MENDES

OTIS HAVE always had a proud record of apprentice training over many years.

The company knows that one of its biggest assets is the skill of its craftsmen in the field and on the shop floor.

And it is on former apprentices that the company draws for so many supervisors and managers.

John James in the training department says: "I can open any issue of Lift-Off and always see photographs of at least half-a-dozen men — senior fitters, testers, supervisors and managers — who are former apprentices."

In 1965 the Industrial Training Act led to the formation of the Engineering Industrial Training Board and formats of module training were devised.

By 1986 Otis apprentices all over the country were attending colleges of further education, or training centres, for a one-year off-the-job course in basic engineering.

Then they came into the company for on-the-job training in an apprenticeship which lasts a further three years.

One of the colleges with which Otis have had a particularly close association is Woolwich in south-east London.

Mr Bill Havens, BEM, who, among many other responsibilities, is senior lecturer in charge of all first-year training, told Lift-Off:

"In July 1987 it will be 21 years since the first EITB apprentice arrived here. In those days Les Bennett was the Otis apprentice training officer.

"We hope to have a celebration this summer and ideally I would like to have with us as our guests one apprentice from every year since we started."

Mr Havens took Lift-Off around the college to see Otis apprentices at work and they all do get a very thorough introduction to basic engineering.

John James explains: "The module system of training craftsmen, which applies throughout the engineering industry, lasts from 3½ to 4 years.

The first year is spent at college, away from the productive environment, and the course lasts 46 weeks.

During this time the apprentices also learn first-aid, either survival swimming or life-saving, and attend one day a week of academic studies for a B-Tech or City & Guilds qualification.

Then they come back to the company for a two-day introduction to the field course.

After this they are assigned to the construction department and start another training module, basic lift practice, which has been developed by the EITB in conjunction with employers and union representatives.

There are two more modules — lift installation and lift service and maintenance — before the end of the apprentices' work and progress has to be validated by an EITB training adviser.

After receiving his indentures the apprentice has the job title of trained fitter. He will also have a craft certificate of competence

awarded by the EITB, and in addition either the B-Tech or City & Guilds qualification for his academic studies."

John James was on the original EITB working party, representing Otis, and is chairman of a current working party which is examining how to break down the three training modules into segments.

Very obviously, training methods do not stand still, and the aim is to make the whole system even more flexible for the future and to keep abreast of changes in the industry.

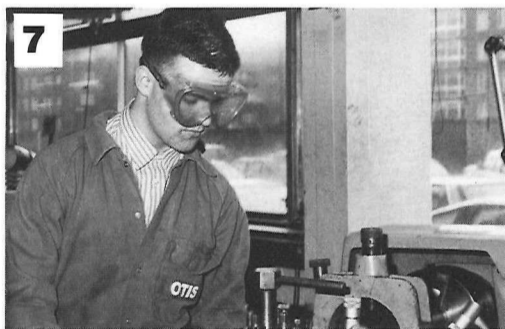
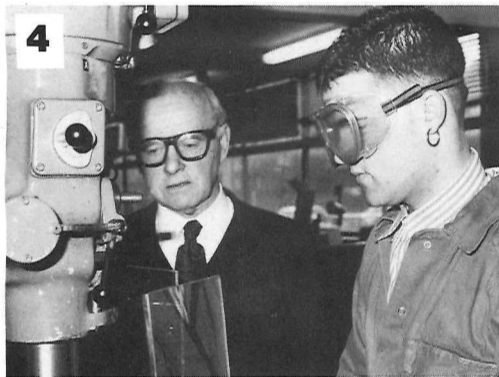
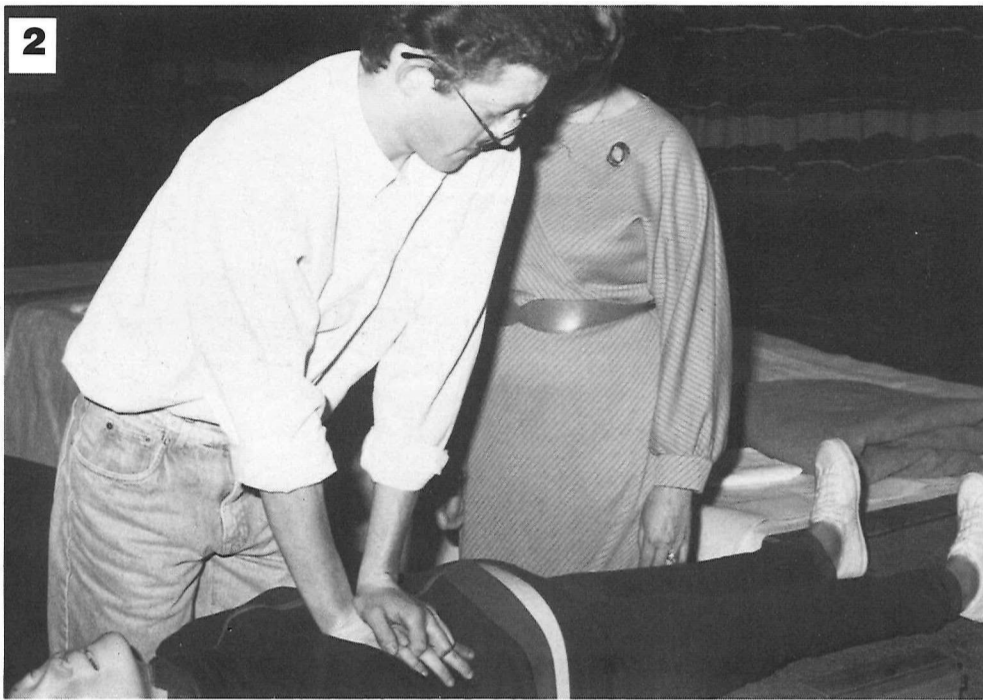
Mr Bill Havens makes an important point about the 46-week off-the-job course at Woolwich College.

"We impress on our students that they are not here only to learn about basic engineering. They are also here to learn about life and how to conduct themselves in their future careers.

"We expect them to be clean and tidy at all times, to be punctual and safety-conscious, to keep their hair cut, and to act responsibly as craftsmen.

When they go back to the company we want them to be a credit to Woolwich College. And when they start to meet customers we want them to be a credit to Otis."

If you consider all those former apprentices from Woolwich who are now supervisors and managers and dealing successfully with our customers — it looks as if Bill Havens and the staff of the college have taught those lessons very well indeed.



- 1 **DARREN CAMPANY**
Operating a radial drill in
Machine Shop
- 2 **DANNY KELLEHER**
First Aid (Art Rus — on
Dummy)
(Staff — Mrs Blackley,
Lecturer)
- 3 **MATTHEW CHALKLEY**
With instructor
- 4 **JASON HOLLAND**
Operating a Universal
milling machine
- 5 **JASON HOLLAND**
Elect Inst (Motor stripping)
(Staff — Mr Keith Rock,
Supt Technician)
- 6 **JASON HOLLAND**
Electronics (Testing with
OSC)
- 7 **JASON HOLLAND**
Operating a Centre-lathe
- 8 **MATTHEW CHALKLEY**
Elect Inst (Circuit Testing)

A Tribute to John

As this is the final edition of Lift Off, all those that have worked with the newspaper would like to pay a special tribute to John Mendes for 10 years of excellent service and devotion to the employees of Otis Elevator Company. Thank you John. Your editorial leadership and constant support will be greatly missed.

— See Front Page for Group News Details.

LONGEST SERVING OTIS MAN

WE had many responses to the letter in the last issue asking who is the longest serving Otis man and we think we finally found him —

Harry Godsall has been with Otis for 46 years, since May 1941, only taking off one year when conscripted into the Royal Navy in 1943.

During World War II, Harry joined Waygood-Otis after being encouraged by his father, Harry Sr, who worked for Otis for 26 years.

Harry's original ambition was to be a professional football player. In those days that meant being paid £12.00 a week and finishing your career at 28, so Harry decided Otis was a better deal. After 46 years, Harry has no doubt he made the right decision.

I HAVE NEVER ONCE BEEN FED UP WITH A JOB

Harry reflects on his years at Otis and says: "What I have enjoyed most about my work is that being field orientated, each day was a different challenge. Every job is a different type with different characters — it has never been a boring routine."

When Harry began at Waygood, there were not the numbers of employees or departments as there are now. There was only one service department dealing with maintenance and modernisation, associated with service sales, and one construction department dealing with new sales and construction.



THE OTIS FAMILY

But some things never change. Harry says: "Otis was always very much a 'family' concern. There were many fathers, sons, cousins and uncles working together and we were all very proud to be working for the big 'O'."

Harry began as a fitters mate in 1941 after being trained by his

father for the first two weeks of his career. When he became a fitter in '46, his wage was 11¼ pence. Currently he works as UK Services Field Methods Manager at Head Office and after 46 years of excellent service makes, well, a bit more than that.

If there's anyone out there who can beat this Otis record, please let us know because there's a surprise in store for you!



From left to right: Lou Epple, Alan White and Peter Goodin.

"Family" meets after 30 years separation

DURING the last 30 years Peter Goodin, Technical Support Manager, Liverpool Works has spoken to and corresponded with Lou Epple in Otis NAO but they had never met.

After all this time, in May of this year, they finally met when Lou visited Liverpool on business.

As Peter and his wife waited at the airport for Lou to arrive, Peter realised he did not know what Lou looked like (and Eamonn Andrews was not to hand). However, maybe through telepathy, or maybe through an Otis tie, they recognised each other. We consider this meeting to be a very good example of the "Otis Family" spirit.

(Photo: Tom Penney)

Two more beautiful Otis girls are born



John and Elaine Baker (Northern Division Manager) are proud parents of Melissa, 8lb 4oz, born on 29th of May.



Geoff and Julie Snowling (Service Mechanic, London West and Director's secretary) are proud parents of little Amy Jayne, 8lb, born on 12th May 1987.

THERE WAS GREAT SPIRIT IN THE FIELD

Harry says one of the best parts of his job was the spirit in the field.

"If a guy had a problem with a job, we would all meet at the local tea shop and sort it out together," he says.

New lift-car refurb package launched

OTIS has led the industry again with a new lift car refurbishment package called The Otis Designer Look. The entire package will cost from £1,000 for a standard car refurb.

The package will come with parts ready to be assembled by a service fitter. Speed and accuracy is assured by pre-fabrication. For the standard package, average time in trial tests has been 6 hours. There is also a short delivery time, just 4 weeks for a standard package from the date all details are submitted by an Otis salesman.

The concept of this package originated in service marketing with a joint venture being made between Otis and Insulation Equipment. Otis has an exclusive contract with Insulation Equipment for the melaminum panels, the secret to this

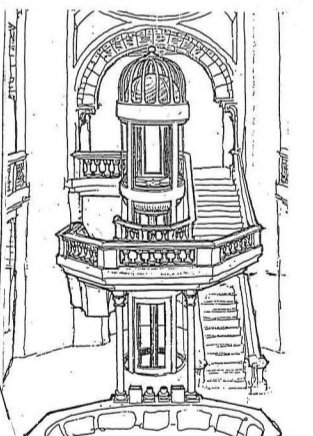
exceptional package. Melaminum is a unique combination of aluminium and melamine laminate which provides a classic look while maintaining an abrasive stain and fire resistant face which is easy to clean and does not overweight the car.

The package comes with a selection of 6 colours and a choice between 3 ceiling types. Additional colours and fixtures are available subject to later delivery dates and added costs.

The package will be advertised in trade publications and brochures designed especially for salesmen to use as direct mail shots, the latest in product promotion.

Alan Spencer, London South has already sold 22 packages for the refurbishment of cars in Dolphin Square, one of the most exclusive residential properties in London.

Otis's Private Palace



OGED has secured a contract from OTIS Kuwait for a rather special lift for a private palace in Doha, Qatar.

From an idea originally conceived by Design Consultants, London, initial discussions were held with David Leventhorpe to find a solution for a lift to fit into an ornate stairwell.

Subsequent meetings with architects and Doug Stancombe of Havenhill, Arthur Abbott and Mike Murphy of Liverpool Engineering, produced a circular design as shown on artist's impression above.

The lift will be four person capacity, direct acting hydraulic, open front and rear, with a car in gilded bronze metalwork, tinted glass, marble floor and bronze ceiling. A structure will be supplied by Havenhill which will be clad in gilded bronze and clear glass.

The guides, switches and other operating devices have been designed to be neatly hidden away within the structure uprights, proving the ingenuity of Liverpool Engineering. The contract is currently being processed by Ray Brizell and is expected to be delivered in October.

First Class Service

Nottingham

British Home Stores praises Mr George Cassidy and Paul Moran, Service Fitters.

BHS

Our Ref: JFB/ho E414

Ext. 3094

2nd June 1987

Otis Elevator plc
The Otis Building
43/59 Clapham Road
LONDON
SW9 0JZ

Attention of Mr W Noon

Dear Sir

RE: BHS - NOTTINGHAM

I recently visited the above store on routine business and made a quality inspection of the lifts and escalator.

The equipment was seen to be in first class condition, and has obviously been maintained by a competent and conscientious mechanic. Our Store Engineer was most praiseworthy of the personal level of service commitment received from George Cassidy over the many years he has covered the store.

Please pass on my grateful thanks and long may it continue.

Yours faithfully
for BRITISH HOME STORES PLC

J F Baynam

J F BAYNAM
MAINTENANCE DEPARTMENT



This is no Company Car — Nottingham

KEITH RILEY entered his re-built pre-war MG car in the Newark and Notts show and won two awards:

Best car in the class and Special Reserve, "John Harrison Trophy".

Well done, Keith.



LIFT-OFF

Lift-Off is edited by John Mendes

75 CLUB NEWCASTLE

ALBERT PATTON and Adrian Williams have joined the 75 Club. Operating from the Newcastle Branch they achieved an audit rating of 76.80 at The Mount in Morpeth and 75.00 at the Country Hotel in Rothbury. Both sites are residential homes for the elderly.

Their area extends from the River Tyne in the South to the River Tweed in the North which is the boundary to the Scottish Border.

The area takes in the beautiful countryside of Northumberland and one of the most prestigious

jobs includes Alnwick Castle, the stately residence of His Grace The Duke of Northumberland.

Other jobs of interest are the Ellington Colliery Complex where Otis installed a conventional lift to transport miners underground at 1,000 f.p.m. and 3 power stations in which they look after 12 Lifts.

Albert and Adrian are sometimes known as the 'A' team partly because of their initials and partly because their supervisor Jack Harmieson has been searching for them for 5 years.

Albert has been with Otis 20 years whilst Adrian has been here for 12 years.

Congratulations on your audit rating and welcome to the club.



L to R: Albert Patton and Adrian Williams.

OTIS SPORT

KIRKBY CHAMPIONS the fourteenth time



Back row L to R: Eric Spencer, Tom Edwards, Ken Jackson, Geoff Edmunds, Alan Kelly, Mike Keane, Frank Keenan, Dave Allen and Mike Gallagher. Front row L to R: John McCann, Len Creland, Bill Kelly, Frank McCann, Les Gee and Tom Lynch.

THE Otis Kirkby factory table tennis team have had a very successful season. For the 14th time in 25 years, they are champions of the first division of the Liverpool Business Houses League.

The first team this year consisted of Les Gee, Works accounts, Geoff Edmunds, Machines workshop, Alan Kelly, field workshop and Mike Keane, ex-shipping.

Congratulations to Geoff Edmunds and Mike Keane who won promotions to the second division of the Lancashire and Cheshire League.

Marathon runners success



Some of the runners in their Otis kits. (Photo: Tom Penney)

THE marathon runners at Liverpool Works have raised over £400 for the Springfield Special School through their efforts and the generous sponsorship of their Otis colleagues and friends.

The Springfield School is located in Kirkby and has a long association with the people at the Works.

A FINAL REMINDER

IF you want to play in the 1987 National OTIS Group Golf Championship contact Alan McNamee at Liverpool Works.



Chris Duffey handing over the cheque to Brian Turner (Headmaster, Springfield School, Kirkby).



The "Mount".

EXTRA - EXTRA - EXTRA

Otis Extra Customer Services

EARLIER this year staff from service were introduced to the new range of Customer Services known as Otis Extra.

Otis Extra is a unique service maintenance product. It allows the customer to choose service features to suit his individual building requirements according to the building's function. For example, a hotel in a major city would probably consider full 24 hour service a necessity, whereas an apartment block would probably require REM voicelink as standard.

The OTIS EXTRA product is based on listening to our customers first, and then ensuring we provide them with the service they require.

"It is this understanding of individual customer requirements that will ensure Otis a strong service base for the future," says Bill Evans, Service Marketing Manager.

SEVERAL BRANCHES PILOTING OTIS EXTRA

Craig Russell, formerly of Adler Street branch, has been appointed Customer Services Co-ordinator to ensure the implementation of Otis Extra goes smoothly in all branches. Several branches up and down the country are already piloting Otis Extra.



FIRST OTIS EXTRA CONTRACT BOOKED

The first success has been achieved in LONDON SOUTH, Nine Elms branch, where the service sales team, led by ("I'm not a salesman") John Saunderson, has booked the first Otis Extra contract on 12 units in Cheyne Court, Chelsea, for a period of 20 years. This ensures a long term relationship between Cheyne Court tenants, Chestertons, the managing agents, and the local Otis Extra Customer Services Team.

This makes John, Roy Blackman and Mark Jones Otis Extra leaders.