

# LIFT-OFF

Number 12

October/November 1983

Internal newspaper of Otis Elevator PLC (UK)

## BIG CONTRACT FROM THF

Otis have been awarded a national maintenance contract from the Trust House Forte hotel group for 400 units.

The contract was secured against tough competition from other major lift companies.

Negotiating team from Otis was led by Bill Evans, Brighton Branch Manager, with support from Gordon Riddle and Bill Noon, and with Brian Pearson, 'O' Service Administration Man-

ager, playing a major role in pricing and contract conditions.

The association between THF and Otis goes back many years, in fact to the days when Trust Houses and Forte were separate companies, and many Otis people will remember the late John Wood, Trust Houses' chief engineer.

Otis look forward to continuing and developing this relationship.

# OTIS HELPED JIM TO FIX IT



Three years ago the ceilings collapsed in the wards at the National Spinal Injuries Centre, Stoke Mandeville Hospital, Aylesbury.

For some 90 patients in wheel chairs the loss of those war-time prefabs was like the end of the world. Indeed, there were rumours that this world-famous centre might even have to shut down.

But everybody reckoned without Jimmy Saville.

He made up his mind to raise the £10 million needed to build a new ultra-modern centre, and he went about fund-raising in the way only Jim knows how.

He talked the boss of the *Daily Express* group, Lord Matthews, into launching an appeal to his readers, and also into using his influence with the Trafalgar House building subsidiary, Trollope & Colls.

Within a few months architect Geoffrey Rainbow was designing a new complex on a non-profit basis, main contractors Trollope & Colls had agreed to build at cost, Otis offered two bed lifts, and hundreds of other sub-contractors gave willingly of their services and products either free or at cost.

Construction went ahead very rapidly. Trollope & Colls said: "Never before have so many people put so much enthusiasm into anything. Never before has there been such a willingness from every man".

A senior contract manager added: "I've never worked on

**Our lifts at Stoke Mandeville make life a bit easier for patients like Rita and Nicky**



Rita Quayle (left) and Nicky Martin are happy because they can wheel their chairs in

a project with a spirit like this".

That comment if fully

endorsed by the Otis construction crew. Dave Munro in Luton supervised the

work, with initial installation by fitter Brian Young and his mate, Mac Rees, followed by



The two bed lifts are just past the main reception area

senior adjuster Bob Rayfield and fitter Alan Franklin.

Last August it all came together when the new centre was opened by Prince Charles.

And what a centre. In truth,

when you walk into the main reception it is more like entering a first-class hotel than a hospital.

Every facility is there for

**CONTINUED ON  
PAGE 2**

## New branch set up in just over 3 weeks

The massive new service contract for the maintenance of 974 units from the GLC (Lift-Off, July/August) has meant the setting up of a separate branch operation.

Sited at Clapham Road, and headed by Trevor Perry, the staff consists of Peter Wood as office supervisor, John Mason and Ernie Marnham as field supervisors, Ian Coleman as repair and maintenance clerk, Jeannette Gilbert, and May Glover as telephonist/typist.

There are over 30 men in the field, and the units are spread across residential tower blocks, fire stations, schools, colleges, law courts -

in fact in any building which comes under GLC control.

The branch came into being on 1 September, and was set up in 3 1/2 weeks, although for most of the first week Trevor was by himself.

The operation is now running very well and the fitters and supervisors are getting to know their area, because only about 50 of the units had previously been maintained by Otis.

Trevor is expecting the GLC to be exacting customers. They have their own big lift department with their own inspectors to check the smooth running of the units Otis will have under maintenance.



Part of the fine new building (left) and on the right the reception area - more like a hotel than a hospital.



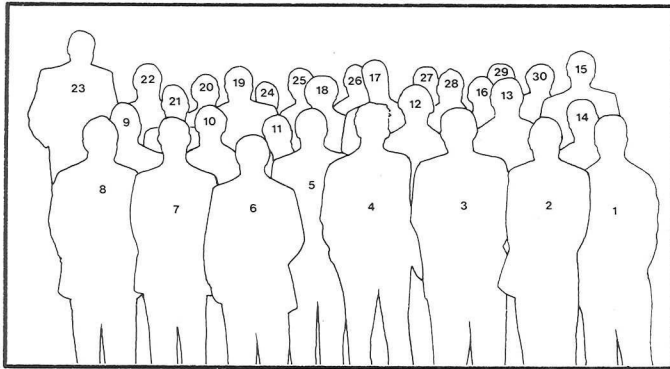


## HARRY MANKS WINS '83 OTIS GOLF TROPHY



### This is how they lined up

1. Don Powell 2. Alan Winders 3. Barry Williams 4. Graham Saxby 5. Graham Johnson 6. Bert Phillips 7. Derek Allen 8. Jack Varley 9. Terry Meredith 10. Roy Mills 11. Don Gray 12. Dave Allen 13. Bob Rayfield 14. Alan Beattie 15. Dave Sundborg 16. Jim Healy 17. Wally Murphy 18. Tom Lamb 19. Ted Brough 20. Harry Manks 21. Dob Dalman 22. Derek Lloyd 23. Ted Marsen 24. Tom Ball 25. Alan McNamee 26. Peter Goodin 27. Alan Goodin 28. Bob Hall 29. Mal Derrick 30. Dave Oakland



There were a record 30 entrants in the third annual Otis National Golf Tournament held on 13 September at Moor Hall Golf Club near Birmingham.

Winner was Harry Manks of Leeds branch. Playing off a handicap of 19 he made up a lot of ground in the afternoon to finish with 75 points.

Runner-up was Graham Saxby from Southampton (handicap 5) with 73 points and in third place was another low handicap man, Alan Winders of Liverpool

works, with 70 points.

Other top scorers were Roy Mills (Head Office) with 69 and Ted Marson (Evans) and Tommy Ball (Liverpool works) both with 67.

For the first time the event was open to the whole of the Otis UK Group and it was a pleasure to welcome Don Gray from Wadsworth and Derek Lloyd, Jack Varley, Terry Meredith, Ted Marson and Bob Hall from Evans.

The Moor Hall course was, as always, in fine condition, but while the weather was a

considerable improvement over last year, the afternoon round was played for the most part in fairly wet conditions.

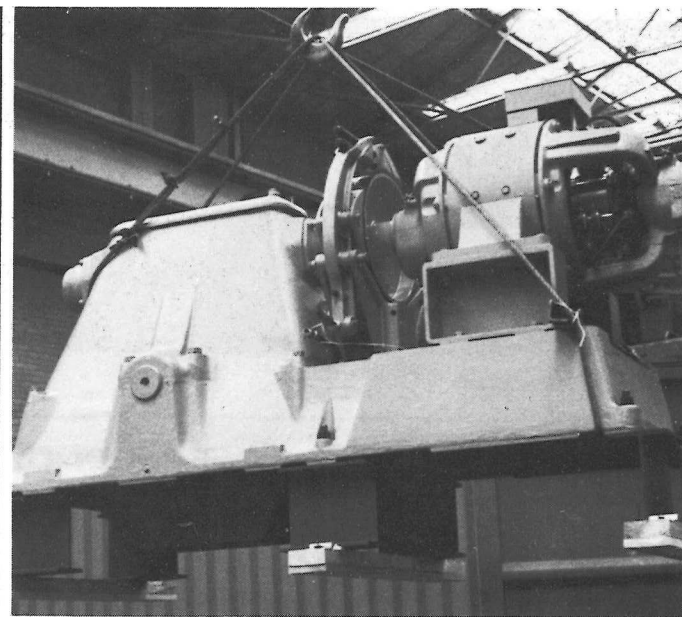
Perhaps the organisers will actually get the weather right next year!

Co-operation from the players was splendid - everyone turned up on time - and the experiment of starting from two tees, the first and sixth, turned out to be a great help in getting people round the course.

Presentations were made

in the club house after a meal which did every credit to the new caterers, Mr & Mrs Hardeman, and grateful thanks go to the Moor Hall captain, members and ground staff for their hospitality and efforts to make the day a great success.

The Otis National Golf Tournament is now firmly established in the annual sporting calendar and an announcement about the date and venue of the 1984 event will be made as soon as possible.



Wadsworth No. 35 machine and its Liverpool 98G motor are container loaded for export

## Wadsworth and Otis co-operate in Far East market

Close co-operation between Otis Group Export Department, William Wadsworth & Sons and Otis Liverpool works has resulted in a joint venture in the Far East export market. Machine room equipment is being shipped which consists of Wadsworth No.35 geared machines powered by Liverpool 98G motors and 82GA motor generator sets. The total machine room equipment also includes Liverpool-produced controllers and selectors.



Tony Govett (left) presents Bristol branch construction chargehand Terry Seawert with his 25-year watch at a party held at the Alveston Hotel, Thornbury. Terry also received a matching clock and barometer, set of crystal glasses and a pair of silver spirit measures from colleagues



Four receive their awards at Liverpool works from Alan Mainwaring, Group Engineering Director. L to r, Peter Fortune (D50), Fred Gagen (D47), Alan Mainwaring, Tommy Rowan (D33) and J. Healey (D48)

## Liverpool 25-year awards



Left, Reg Edwards in Field Workshop received his award from Peter Larsen, Field Workshop Manager. Right, Tony Williams, former Director of Engineering, presents Tom Cain in Contract Engineering with his watch



## Double Dutch is coming to London for the Lord Mayor's Show

United Technologies, Otis' parent company in America, will be making their own contribution to the festivities at the London Lord Mayor's Show on Saturday 12 November, in which Otis will have a float.

A party of American youngsters, sponsored by United Technologies and guests of Otis UK, will arrive in London on 10 November to demonstrate a competitive sport which has swept the United States - Double Dutch.

### FAIR

They will appear at the Paternoster Square Fair during the Lord Mayor's Show celebrations.

Double Dutch is a lightning-quick, rope-jumping sport for young children and teen-agers.

As two ropes are twirled in egg-beater fashion by two turners, a third player (and

sometimes a fourth) has to jump in and continue to jump at high speed.

Pattern and posture must be perfect. Precision is the key in Double Dutch rope-jumping and it is enormous fun for both players and spectators.

The name derives from a game Dutch settlers brought to America over 300 years ago. It was revived in 1973 and now more than 80,000 youngsters take part in tournaments throughout the United States.

United Technologies introduced the sport to their own home state of Connecticut and the prize this year for the Connecticut Double Dutch champions is a seven-day holiday in London.

While in London they will be on TV and will visit schools and recreation centres to introduce British youngsters to this new competitive sport.

Otis people will be fully

involved in the celebrations. Report and pictures in next issue.

### STOKE MANDEVILLE from page 1

the treatment and comfort of the severely physically handicapped.

Just past the reception area are the two Otis bed lifts, making life a bit easier for patients like Rita Quayle and Nicky Martin, because they can roll their wheel chairs into them.

Young Rita (on the left of our picture) summed it all up when she said:

"When you see what it is like here, you feel sure your body will start to heal".

Otis are privileged to have supplied this fine undertaking with lifts.

And congratulations, Jimmy. It was great helping you to fix it.



# They've got new lifts in Coronation Street!

## OTIS UNITS IN THE EXTENSION TO GRANADA TV CENTRE



Well, not quite in Coronation Street itself, because Hilda Ogden probably wouldn't approve.

But the lifts are only just around the corner, and the Coronation Street cast are using them all the time.

At the back of the very modern Granada TV Centre in Manchester there has long been a disused bonded warehouse.

It was built between 1867 and 1869 for the London and North Western Railway Company and is a fine early example of a completely iron-framed structure.

Last year Granada had the place completely gutted and refurbished to provide additional studios, wardrobe, dressing and make-up rooms plus storage space for properties and scenery.

Serving this new extension are two 10-person Atlantic passenger lifts and one hydraulic goods lift, sold by John Hughes in Manchester.

The duplex group of micro-processor-controlled passenger lifts are the first of their type to be seen in the Northern area and were installed by chargehand Keith Russell, with Ian

Holland, John Taylor, Sean Gibbons and apprentice Mark Stapleton.

When Lift-Off visited the site early in September it had only been operational for a few weeks and was a hive of activity.

The conversion has been most successful and makes full use of the existing interior brick walls.

The extension can be reached internally via a connecting corridor from the main building but there is also a rear entrance and reception area leading in from Grape Street.

But at the moment Grape Street has got a temporary new name. All the shops in it have been mocked-up to look like Baker Street in 19th century London for the shooting of Granada TV's Sherlock Holmes series.

And, of course, at the other end of the site is Coronation Street, where the cast were in rehearsal when Lift-Off visited.

The original warehouse was designed for bulk storage and shipment of bonded goods like whisky and wine and was planned so that its three lowest floors were directly accessible from ground level.

Railway wagons entered the building from Grape Street at level two and from the Walker Street marshalling yard at level one.

The massive iron frame consisted of cast iron columns at 22ft 6 in centres carrying rivetted wrought iron main beams.

Secondary beams at 40 inch centres carried thick redwood floorboards, and the whole structure was capable of supporting a load of more than one tonne per square yard.

Today, the warehouse, packed with cameras, elect-



Top, part of the main Granada TV Centre building. Above, Granada property men wait at one of the lifts in the new extension. Don't ask us about their headless girlfriends.



Left, this is Grape Street at the back of the extension. At the moment all the shops in it have been mocked-up to look 19th century Baker Street in London for the Sherlock Holmes TV series. Go through the glass doors and you are in the picture on the right. In this reception area there are the two Atlantic passenger lifts in an attractive setting of interior brickwork.

ronic equipment and all the gadgetry of television, would come as more than a surprise

to the oldtime warehouse and railway men who worked in it back in the last century.

# 'The friendly policeman'

## Face to face with Tom Pratt and his team in Contract Control

Located at Liverpool works, the Contract Control Department has been called 'the friendly policeman'.

It is a description approved by Tom Pratt. He told Lift-Off:

"Because of its location the department is often looked on as part of the works - which it is not. It is an interface department between the commercial side of the company and the manufacturing side, wherever this may be.

"It sits in the middle and hopefully acts impartially".

Among a lot of things, Tom Pratt and his staff are responsible for the monitoring of a contract right through from the moment the customer signs on the dotted line to delivery and installation. It can be a complicated route.

These days, lifts are often manufactured in different areas, and Contract Control must see that orders are

placed and properly scheduled and progressed, so that they arrive on site on time.

Our other sister companies buy from Liverpool, and the same process applies.

Otis in America recently gave Liverpool a large order for 131 HT and 139 HT machines, and once the order arrived it was the job of Contract Control to see that it was scheduled into the factory, the units made at the right time and eventually shipped to the States.

Time is of the utmost importance in current markets. Building contractors are much more efficient and construction sites do not fall behind programme as they often used to do. It is therefore essential that Otis lifts arrive on programme.

Tom Pratt says: "We are also responsible for establishing lead times for various classes of equipment.

"That is, how long will it be from the date of the order



Tom Pratt

before we have materials on site. This is a fairly complex equation, bearing in mind the number of departments the order has to pass through.

"Equally, we are responsible for the capacity loading of the works, so that the factory can run in the smoothest possible way.

"There are usually 1200 to 1500 orders going through the works at any one time, so it is a big task to keep track of them. For the last few months we have been working on an EDP-based planning and control system based on the main frame

computer here, and it is due to go live late this year.

"We will plan every contract and unit that we have got, set milestones and monitor progress against plan".

There is a plan for the Liverpool factory related to the number of productive

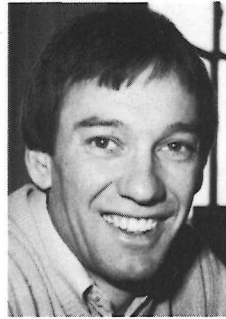
hours of work which can be done. The Contract Control Department takes known orders and forecast orders from the commercial side and isolates those parts of the jobs which will impact on the productive hours required.

"At the end of the day we have two sets of figures", Tom says. "One shows how factory loading compares

with capacity, while the other set shows the capacity hours needed for the following year. These are key calculations for the factory and impact on many areas".

The Contract Control Department is responsible for monitoring the company's performance on contracts - and it is there that 'the friendly policeman' bit comes in.

Tom says: "We are constantly looking at the con-



Dave Ashcroft



Bill Bruen



Cathy Bligh



Gill Reddin



Frank Smith



Barbara Mills

CONTINUED ON PAGE 4

PHOTO CONTEST WINNERS WILL BE IN NEXT ISSUE



## TRAINING TALK from COLIN COAST

### 22 apprentices finish training and 13 graduates arrive

On 30 September 22 young men from all over the country attended the London Tara Hotel for a national apprentices' indentures presentation at the end of their training.

Otis UKMD Ken Paige was there to welcome them in the morning for a very pleasant social occasion followed by a buffet lunch.

A video film, *Working for Otis*, was shown. It was made by Woolwich College, where London apprentices attend for their off the job training, and covered the whole structure of apprenticeship, along with examples of former Otis apprentices who have since risen high in the company.

By the way, if you have a young relative or friend who would like to be an Otis apprentice, contact John James at Clapham Road NOW.

Thirteen graduate trainees have joined the company. There are two women, both business graduates, and the men have degrees in mechanical or electrical engineering or in business studies.

The business graduates have been sited in district offices around the country and the engineers split between London, Liverpool and branch offices.

Before Christmas they will meet executives from Wadsworth, Evans and Becker, and some may then go to these companies to continue their training as the graduate training scheme embraces the whole group.

Our new arrivals are Mark Beardman, Ben Calverley, Carol Donaldson, Bryan Evans, Rosemary Green, Stephen Lawler, David Sharkey, Chris Thacker,

Allistair Ventris, Nigel Wadsworth, Richard Walters, Richard Wandzel and Chris Wiggin.

Otis is making places for 16 young people under the government's Youth Training Scheme - 12 at Liverpool works, three at head office and one in Nottingham branch.

The 16-year-old school leavers stay for one year and must do a minimum of 13 weeks' off the job training in a college on a job-related course.

Unlike the previous Youth Opportunities Programme, the government have laid down much stricter guide lines for training, so that at the end of their year the trainees will be much better equipped to find work than if they were straight from school.

## Shell Centre is going Elevonic

Blind personnel at Shell UK, and there are a fair number, will benefit from the modernisation programme now in operation at the Shell Centre on London's South Bank.

Fitted with the talking car operating panel, the first group of four gearless passenger lifts have been converted to Elevonic control. The system is of particular help to the blind.

Instructions have been received to convert a further four-car group and it is hoped that eventually all the passenger lifts throughout Shell Centre will be modernised in this way.

There are some 80 Otis units of all kinds at Shell Centre with a permanent Otis staff of five maintenance men in attendance.

## Moving to West End

Early in November Roy Standen and London Service District West expect to move to new offices at 33 Cavendish Square in the West End of London.

This is implementing the plan to move service districts nearer to their customers.

There are 22 people in the office and 97 men in the field, covering the London western postal districts and out to Middlesex and London Airport at Heathrow.

Roy's only comment at the moment is that he hopes the move will be as successful as Norman Davis' shifting of London District Service East from Clapham Road to Adler Street in the East End of London (see page 5).

## WITH OUR CUSTOMERS

At the end of September 20 Otis customers were guests in Germany to discuss and look at department store design.

On the first day there was a seminar at the International Congress Centre followed by a tour of the Ka De We store.

On the second day they flew to Frankfurt for a visit to Hertie Group headquarters and then on to Hanover for a visit, the following day, to Flohr-Otis, Stadthagen,

where they were introduced to the product range and the particular application of escalators to department store design.

Over the last few weeks customers have been introduced to our latest products through road shows at Edinburgh and Dundee, we have entertained district customers at the Southampton Boat Show, and more customers were our guests at the Bob Hope Classic Golf Tournament.



## Everyone's best wishes to Rhona

One of the most popular people at Clapham Road is the staff canteen manageress, Rhona Bean. Her constant and successful efforts to provide first-class food are much appreciated by head office staff. Rhona Bean is now Rhona Kelly and Dr John Watkinson, Otis Group Managing Director, presented her with a wedding gift to mark the occasion.



Otis people at the NALM distance learning seminar reported in our last issue. L to r, Colin Taylor, Becker Lifts; Bob Hall, Evans Lifts; Jim Campbell, Training Officer for the North; John James, Training Officer for London and South; Eric Cooper, Wm Wadsworth & Sons; Kay Styles, Training Officer at Head Office; Colin Coast, Group Training and Development Manager; Alan Blackburn, Training Officer at Liverpool works

## Sales trainees 'graduate'

Four trainee salesmen have successfully completed their programme. L to r, Roy Markham, Director of Sales & Service; Ray Bealey; Mike Beecroft; George McMahon, Colin Coast, Group Training and Development Manager; Tony Allen, Director of Zone Operations; Steve Corderoy. Ray is in new sales in Manchester, Mike in new sales in London, George in service sales in Manchester and Steve in service sales in Brighton



## OFFICE SAFETY COMPETITION WINNERS

Ron Castle in Clapham Road (left) receives the tickets for his first prize - a weekend for two in Amsterdam - from Tony Miles. Second prize of a weekend for two at a Post House hotel was won by Christine Hutchings in Plymouth office. Third prize, a clock-radio, went to Sara Casserly (right) in Reading office



## CONTRACT CONTROL from page 3

tracts as they go through. Are they on time? Is there a problem? What can we do to help?

"We work very closely with all concerned with a contract, and as such interface with many other Otis departments both in UK and overseas".

Tom Pratt has seven people in his department.

Bill Bruen, the longest serving member, and Frank Smith, are mainly concerned with the loading of the factory production control system, and in addition Bill does a good deal of statistical analysis work for management reports. He is currently doing the development work for the control and monitoring plan on the computer.

Dave Ashcroft is responsible for the loading of the factory, for monitoring of load against capacity, and for preparing the forward workload forecast.

Bob Anderson deals with major contracts and inter-company work and is currently very much involved with the Hong Kong and Shanghai Bank job.

Barbara Mills handles contract ordering and Cathy Bligh deals mainly with progress records, and has built up strong relationships with Otis companies overseas.

Gill Reddin is Tom's secretary and in addition works for the department and on intercompany work.

Tom Pratt took over the Contract Control Department 12 months ago when it was split from inter-company. He is no stranger to the north-west because he was born in Birkenhead and spent 24 years of his Otis career in Manchester before moving to London. So it is like coming home for him.

And he returns, finally, to the friendly policeman theme. "We really do try to see all sides of a problem", he says, "both at the commercial end and at the manufacturing end, with the prime objective of ensuring that our customers, both in the UK and overseas, receive the service they are entitled to expect".



## We go to see London Service District East in Adler Street

# NORMAN AND HIS TEAM ARE HAPPY DOWN THE WHITECHAPEL ROAD

London Service District East are heading towards the first anniversary of their move from Clapham Road to Adler Street, off the Whitechapel Road, in the East End of London.

The move started on Saturday 4 December and by Monday morning 6 December it was business as usual.

The object of the move was to bring the line district operation nearer to the customer, and district manager Norman Davis says: "It was only achieved so quickly and efficiently because of the full co-operation of every member of the staff".

The district covers all the North London and East London postal areas, WC1 and WC2 and the City of London.

There are several thousand units on service and at Adler Street with Norman Davis are sales manager Bill Pryor, service field manager Arthur Cotton, six salesmen, five maintenance supervisors, a repairs supervisor and seven administration staff. There are 114 men in the field.

Customers tend to be blue-chip names like Kleinwort Benson, Commercial Union, Tower Hill Property Company, St Martins Property Corporation, Philips Industries and Shell UK, along with the Stock Exchange, The

Savoy, the Waldorf Hotel, the Connaught Rooms and the head offices of all the major banks.

There are wallclimbers in Moorgate and in Artillery Lane and the big Cutlers Gardens site also comes within the district's area.

St Katharine's Dock, the show-piece development on the Thames near the Tower of London, has Otis units in the Ivory House and, not far away, is the superb new development in Bevis Marks where there are four units.

One of the most unusual jobs in the district is maintaining the security gates which protect the Crown Jewels in the Tower of London.

The building in Adler Street which now houses the district offices was complete-

ly gutted and refurbished for Town & City Properties by the contractors, Gordon North, and everyone who works there agrees a fine job was made of it.

In the basement there is a store occupying 800 square feet but this is being increased to 1600 square feet to allow further storage space for the big new Greater London Council contract.

One of the things which pleases Norman Davis most about the present accommodation is that in the mornings there are not so many people to be seen in the office.

"Now we are in the centre of our area", he says, "everybody is out on site or with customers."

"And that is what the move, nearly a year ago, was intended to do".



District manager Norman Davis (left) with sales manager Bill Pryor



Senior supervisor Colin Hall, fitter Peter North and supervisor Charley Morley



Left, service sales clerk Lynn Kinsella, maintenance clerk Ferda Rusit and estimator Andrew Smith



A few minutes' walk from the office is St Katharine's Dock on the Thames. There are Otis units in building on right, The Ivory House

Right, chief estimator Harry Weaver and repairs clerk Jim Tunncliffe



Repairs supervisor Tom Crisp, rope chargehand Bill Showell and service supervisor Chris Lane. Chris is not asleep; the flash made him blink!





## BERNIE NEARLY LOSES HIS VAN

It was just a quiet, routine morning for Bernie McKenna, one of our men in Jersey.

He had been working at Lloyds Bank, in St Helier, with not a care in the world, and fitting a SALC.

But when he went back to his van in Wharf Street everything was action stations.

Two large appliances were blocking the road, firemen were running up ladders, and breathing apparatus had to be called in to combat a blaze at Hampers Restaurant opposite.

Bernie (that's him in the shorts and natty shirt) was caught between the advancing traffic warden and the States of Jersey Fire Brigade - but the story that the firemen had their hatchets ready to demolish the van has been slightly exaggerated.

### HE LEFT

Very rapidly, Bernie backed out of Wharf Street, and left it to the Fire Brigade and the traffic warden.

Otis Bournemouth office (Jersey Service Section) have three service engineers based permanently in Jersey and working in the Channel Islands - Eddie Parker, Ian Durnford and, of course, Bernie 'Mind My Van' McKenna.

Keeping an eye on them from the mainland is Ian Campbell, Area Service Manager South.

Construction in the Channel Islands is looked after by Peter Savage and his crew.

## We visit branch manager David Coe Back on the Tyne

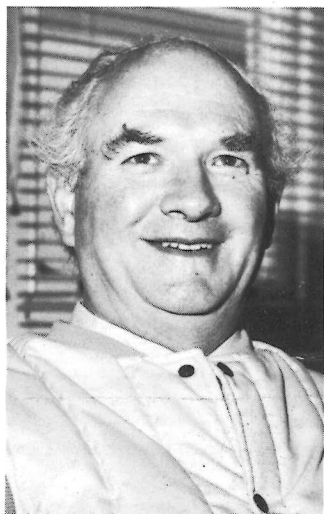
Since we last featured Newcastle branch (in Otis Magazine about six years ago) David Coe has taken over from Bill Hogg as manager and two new bridges have been built across the Tyne - one for the city's pride and joy, The Tyne and Wear Metro.

The Ellington Colliery job has long been completed, the first travelators have just gone into the north-east at Fine Fare's new superstore in Bishop Auckland (Lift-Off, July/August 1983) and next year the first wallclimbers will arrive in The Cleveland Centre in Middlesbrough.

The branch is still based at Milburn House in Dean Street, at the end of Grey Street on the way down to the river, and is on one of the most unusual sites of any Otis branch.

The building was put up by the Milburn Shipping Company in 1905 and was designed like a ship, with floors designated as decks from A down to F. At each landing, naturally served by Otis lifts, there is a circular area with three corridors radiating like the spokes of a wheel.

Because Milburn House is on the side of a very steep

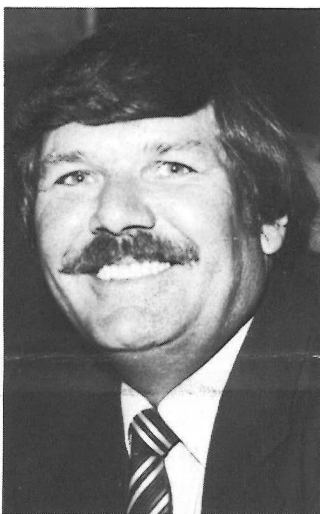


Albert Davison

hill a visitor can enter or leave at all levels except A and B. It can be very confusing for newcomers.

The branch covers from the Scottish border to the Lancashire and Yorkshire borders and takes in Northumberland, Cumbria, Tyne and Wear, Durham and Cleveland. This is an area of 5,768 square miles and with a population of approximately 3,000,000 people.

There are getting on for 1,000 units on service, with the biggest concentration on the east side in Newcastle and Middlesbrough, but



Jack Harmieson

there is a resident mechanic in Cumbria to cover the many hotels.

The local authorities, The City of Newcastle and Gateshead Metropolitan Borough, are among the biggest customers, and both have many units on service.

In Eldon Square shopping centre, the biggest indoor shopping complex in Europe, there are 24 escalators and ten lifts; the Binns department store group have 26 units; British Home Stores have 11 units; there are 18 units with ICI in the Cleveland area and Cleveland

### SPOTLIGHT ON NEWCASTLE

County have 22 units.

The Bainbridge department store has Otis lifts and escalators, the Department of Environment is a big customer, and there are four lifts in the offices of the Newcastle Chronicle and Journal group of a daily, an evening and a Sunday newspaper.

In the field at Newcastle there are 29 men on service, eight on repair and five apprentices. There are six men on construction.

David Coe looks after new sales and Alan Nesbit is construction supervisor, dividing his time between Newcastle and Leeds.

Service salesman is Brian Stonehouse who came off the tools over a year ago, is a former Newcastle apprentice and in his spare time a Royal



Doreen Riley

Marines Reservist. At camp at RAF Brize Norton this year he did a parachute course and was awarded his wings.

There are two service supervisors, Jack Harmieson and Albert Davison. Jack covers the north and Cumbria while Albert handles the southern part of the area.

Jack has dealt with a lot of ships in the Tyne and tells



David Coe at the entrance to Corridor W in Milburn House. Corridors radiate like the spokes of a wheel from each landing

the story of the vessel which was taken over by the Royal Navy during the Falklands crisis.

The lifts were serviced at top speed and the ship left



Joan Richardson

the Tyne, only for the Navy to discover another lift aboard they didn't even know existed.

The ship returned and Jack's men had until 6.30am to service the lift before the ship sailed again with the tide, taking them with it if necessary.

The first port of call was to be Ascension Island - so they finished the job on time!

Albert Davison has been a service supervisor since 1967. He has had 31 years in the branch, previously as a fitter, and joined when Harry Pettinger first started it as manager.

They had to push barrows with their gear in those days and Albert recalls taking one across the high-level bridge.

"There were tram cars in Newcastle then and we suddenly realised a tram was coming up fast behind us. So we started to run. Then a barrow wheel got caught in a tram line and everything went all over the road".

Joan Richardson will have been with the branch eight years next February. She says of the Dean Street site: "It is a lovely part of the town to work in".

Doreen Reilly is coming up for seven years' service. She came to the branch as a temporary for three weeks and has been there ever since. "The longest-serving temp we ever had", remarks David Coe.

At Newcastle they are proud of their claim to have the highest number of family connections of any branch (Lift-Off, June/July 1982). But they are still a bit surprised that there have been no challengers.

## MORE CONTRACTS

Barry Lane of London Sales has sold five further installations, including two hydraulic passenger lifts, for the Waitrose supermarket in Harpenden, and two passenger lifts for the Waitrose store in Brighton.

Ron Corderoy has sold three 10-person Elevonic 401 units with direct drive 131 HT

machines for Landsec.

Luton office have sold two 506 escalators for the new Grafton Shopping Centre in Cambridge.

Two passenger lifts have just been sold by David Coe in Newcastle for installation in Binns department store.

An interesting contract for five CM 286 units has been secured by London Sales.

These units, in an old people's home in Sutton, are really CM 682 design with variable dimensions.

There have been significant increases in the Export Department's order book. Five units for the military hospital in Oman, eight units in Trinidad, five units for various sites in the West Indies and five units in Nigeria.