

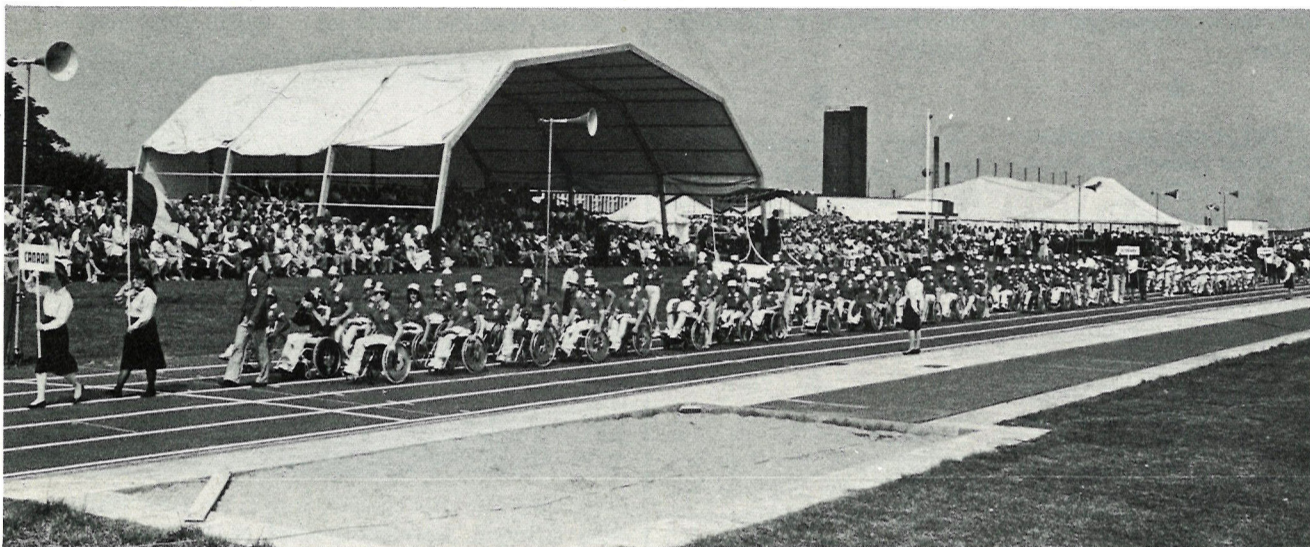
LIFT-OFF

Number 16

September/October 1984

Internal newspaper of Otis Elevator PLC (UK)

Otis were major sponsors of the VII World Wheelchair Games (Paralympics) '84 at Stoke Mandeville



Impressive opening ceremony as the disabled athletes wheel their chairs along the track

THEY HELD THEIR OWN OLYMPICS

More than 1000 paraplegic athletes from 42 countries took part in the VII World Wheelchair Games '84 held at the Ludwig Guttmann Sports Centre, Stoke Mandeville, from 22 July to 1 August.

Otis were proud to be the major sponsors with a donation of £53,000 - some £36,000 being for the provision of a new building in the

sports centre complex.

The secretary-general of the International Stoke Mandeville Games Federation, Miss Joan Scruton MBE, said: "We are most grateful to Otis for its generous support of world competition for wheelchair athletes in this Olympic Year".

The Prince of Wales officially opened the Games and

Bill Wilson, president of ETO and Dr John Watkinson, chief executive of Otis UK, met His Royal Highness when he went walkabout to talk with competitors.

The events included archery, basketball, fencing, snooker, swimming, track and field, table tennis, weightlifting and a wheelchair marathon.

The Games are organised by the British Paraplegic Sports Society, the non-profit-making body which governs sport for paralysed people in the United Kingdom.

The Games in their present form are largely due to the vision and enthusiasm of one man - the late Professor Sir Ludwig Guttmann.

Following his earlier introduction of sport in the rehabilitation of paraplegics, in 1949 the second national competitive Games between paraplegics from five hospitals were held at Stoke Mandeville.

Sir Ludwig publicly announced that he foresaw the day when these Games would become international and achieve world-wide fame



Prince Charles talks with a competitor. On right are Dr John Watkinson, chief executive of Otis UK and Bill Wilson, president of Otis ETO

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To Ostend by Otis travolator



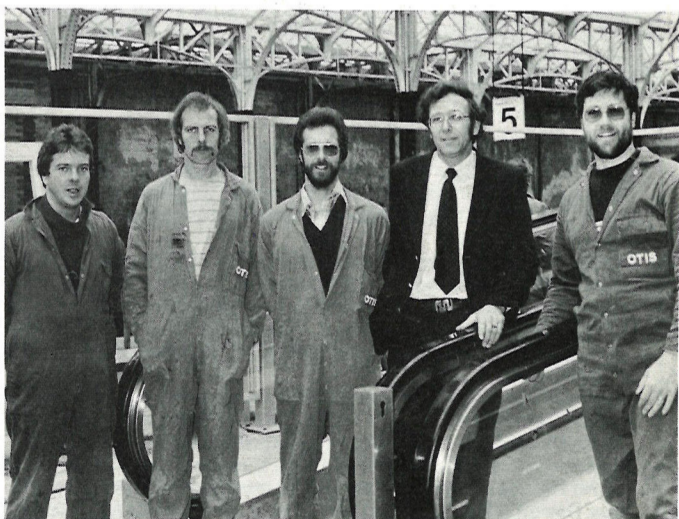
Two travolators have been installed by Brighton branch on platform 3 at British Railways West Dock Station in Dover.

They take rail passengers straight up to the Sealink Jetfoil departure point for the channel crossing to Ostend.

The units were sold by Paul Kirk-Browne in London.

The construction crew, 1 to 5, in photograph below, was Mick Doyle (London), Pete Atkinson (Brighton), Doug Lowe (Brighton), Terry Deller (Brighton chargehand) and Derek Leith (London).

In photo above Brighton construction supervisor Des Millar, on left, discusses the units with a Sealink executive.



Holiday Photo Contest

Get your entry in now for the 1984 Holiday Photo Contest.

First prize is a voucher for £100, second prize a voucher for £50, and third prize a voucher for £25.

No restrictions on subject but the picture must have been taken while on holiday

during 1984.

One entry only from each competitor. Either colour print or transparency - but no colour print negatives.

The contest now closes on Monday 15 October and entries should be sent to Mark Shenker, Marketing Department, Clapham Road.

PERSONNEL & TRAINING TALK from Colin Coast

Fine result in the NALM distance learning exams

Robert S. Hamilton has joined the company as Group Director of Personnel reporting directly to Dr John Watkinson.

He will be responsible for all aspects of the human resources function in the group companies.

Bob started his career as an engineer in shipbuilding and has since worked in a variety of industries and gained wide experience of personnel work.

His most recent appointment was as Group Personnel Director of Terry's of York, the chocolate manufacturers.

In the first examination held under the NALM lift engineering by distance learning scheme 38 Otis candidates passed out of the 47 who entered.

And the ones who didn't make it this time only just missed.

This was an extremely good effort and a lot of hard work was put in by all candidates. The full list of passes is:

P. Berwick (Stockport), F. Blacklaws (Edinburgh), P. S. Bryant (London Service), I. Coleman (London Service), G. C. Cooper (London Service), S. P. Court (Cardiff), J. D. Day (London Service), T. J. Dicker (London Service), J. Dixon (Brighton), M. J. Dromgoole (Southend), C. D. Edwards (Sales Admin), A. Gallacher (Dundee), M. S. Gibbons (Nottingham), J. D. Gould (Bristol), N. J. Gray (Aberdeen).

P. J. Hearley (Southampton), D. E. Jones (Sales Admin), P. L. Lamper (Brighton), L. C. Lockyer

(Birmingham), J. A. Matthews (London Service), M. McAleer (Belfast), H. S. McGlashan (Edinburgh), P. McNally (London Service), A. J. Morrin (Liverpool branch), I. M. Murray, L. Oaten (Cardiff), M. B. O'Hanlon (Cardiff), J. Peacock (London Service).

I. D. Rideout (Bristol), S. Robinson (Newcastle), S. W. Rochford (Southend), M. J. Room (London Service), J. Scott (Aberdeen), W. A. Stevens (Bristol), A. M. Stickland (Southampton), T. M. Taylor-Lowen (Sales Admin), P. J. West (Cardiff), P. J. Wilkinson (Southend).

Well-known everywhere in the company, Alan Blackburn is now Customer Relations Officer at Liverpool works, reporting to John Miller.

He will liaise between the workshops and the customers and be involved in a variety of activities including arranging conferences and factory visits.

He will work closely with the focussed workshop managers to ensure that the workshop capabilities are fully understood by the customers

Safety training sessions have been held by Tony Miles, company Safety Officer, and Bill Dunderdale, Safety & Methods Auditor, at Belfast, Dublin, Luton, Southend and Southampton.

This year's programme will continue with Cardiff (18-19 September), Brighton (9-10-11 October) and Reading 23-24 October.

The sessions cover construction and service safety

and include the Otis film, 'A Second Too Late', plus one on slinging electric drills and another on first-aid.

In the branches so far visited there has been a good turnout of supervisors along with service and construction fitters and mates.

Make a special effort to attend at *your* branch. Don't let it be a second too late for you.

Three young government-sponsored trainees are working at Head Office.

Darren Francois is in service stores, Suzette McLeod is in 'O' Maintenance, and Donna Holdsworth is in the Personnel Department.

Under the requirements of the scheme they are receiving training in numeracy, communication, problem-solving and planning, manual dexterity and an introduction to computer literacy and information technology.

Duration of time under the scheme varies between 20 and 52 weeks.

The sales training programme has been completed and the five trainees have secured jobs.

Graham Saxby is in Southampton service sales, Graham Johnson in service sales, London 24, David Gardner in service sales, London 26, Philip Grainge in service sales, London 23 and Steve Lawler in Leeds new sales.

This year the company has again taken on graduate trainees. Six started on 10 September to begin a programme designed to intro-

duce them to all aspects of the Otis business.

The Training Department would particularly like to thank everyone - fitters, salesmen, supervisors and branch managers - who co-operated so whole-heartedly in the training of last year's intake.

Without this co-operation the scheme just would not be possible.

Robert Crouch and Stephen Marsh have finished their two-year estimating training programme.

Both got their certificates for the TEC qualification they were studying including the lift technology option.

Congratulations to colleagues across the Irish Sea. On the field side in the Republic of Ireland Otis have received an award as the top training company for 1983.

Following implementation of the workshop charter at Liverpool works (see page 5) six men are now under training as stacker/truck drivers to give greater flexibility of manpower in the focussed workshops.



PARALYMPICS

from page 1

as the disabled athlete's equivalent of the Olympic Games.

Three years later the first International Games were staged at Stoke Mandeville between teams of Dutch and British war veterans.

Each year, under Sir Ludwig's leadership, saw a further expansion of the Games.

In 1956 the International Olympic Committee awarded the Fearnley Cup to the organisation of the International Stoke Mandeville Games for 'outstanding achievement in the service of the Olympic Ideals'.

The certificate accompanying the award, on display in the entrance hall of the stadium, was one of Sir Ludwig's proudest possessions.

In each Olympic year the Games have been held, where possible, in the host country of the Olympics. But Sir Ludwig wanted permanent facilities at Stoke Mandeville as a home for the Games in the years between the Olympics.

His last great dream before he died was for an Olympic Village at Stoke Mandeville and it was financed, planned and built in time for the 1981 Games in the Year of the Disabled Person.

The whole complex was also named the Ludwig Guttmann Sports Centre for the Disabled - Stoke Mandeville. A permanent memorial to this great man.



Presenting the Otis cheque. L to r, Dr John Watkinson, Miss Joan Scruton, secretary-general of the International Stoke Mandeville Games Federation, Bill Wilson and Dr Bob Jackson, president of the Federation

For the second year running appraisals are being carried out of salesmen, supervisors and managers throughout the whole of the field operation.

Among other things this study is designed to help

formulate next year's training plan.

Never mind all those parachutists dropping everywhere these days. Second-year apprentice John Morrin at Liverpool branch has received his private pilot's licence.

John Allen (left) receives his 25 year award at Clapham Road from John Williams. A chargehand fitter, he was in charge of installing the lifts at Clapham Road, and has worked on many big projects in the UK and Bermuda. The gold watch, by the way, was for his wife Colleen. More award photos are on page 4

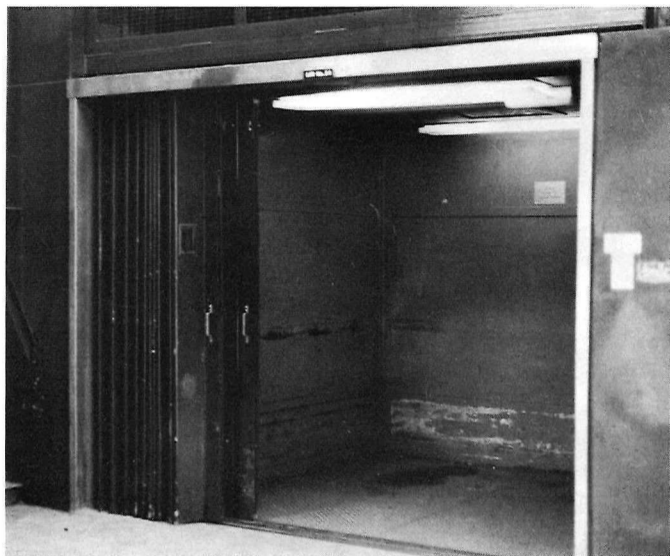
ON THE MOVE

Glen Baldwin from print room assistant to night call-out clerk.
Christopher Beddows from improver, Birmingham, to trained fitter, Birmingham.
Steven Bell from adjuster grade 1, London Construction, to adjuster grade 2, London Construction.
Alan Blackburn from training and development officer, Liverpool works, to customer relations officer.
John Bond from trainee estimating in sales administration to estimator in sales administration.
Ray Brizell from intercompany estimator, to export co-ordinator.
Peter Bryant from trainee adjuster, London Service, to staff adjuster.
Victor Bugeja from trained fitter, London Service 25, to advanced fitter London Service 25.
Mike Cassells from hourly-paid adjuster, London Construction, to staff adjuster, London Construction.
Thomas Combe from improver, Edinburgh, to trained fitter, Edinburgh.
Peter Cozens from advanced fitter, London Service 23, to senior fitter, London Service 23.
Peter Crane from mate, Bristol, to improver, Bristol.
Andrew Davidson from trained fitter, London Service 25, to advanced fitter, London Service 25.
Carol Donaldson from trainee credit controller, Southampton, to credit controller.
Jim Dowell from design draughtsman, contract specifying department, to manufacturing engineer.
Steve Fagen from trainee adjuster, London Construction, to adjuster Grade 1, London Construction.
Michael Frend from trained fitter, London Construction, to advanced fitter, London Construction.
Betty Glover from communications supervisor, Office Services Department, to secretary to W. Whittaker.
Alan Green from senior fitter, Liverpool, to adjuster grade 3, Liverpool.
Rosemary Green from graduate trainee to ROSS implementation co-ordinator.
Pauline Greenburgh from credit controller, London, to assistant credit manager, London.
Peter Grimes from mate, Bristol, to improver Bristol.
Raymond Hales from mate, London Service 24, to improver, London Service 24.
Len Halsey from field construction manager, London Construction, to area construction manager, London Construction.
Derek Harmen from improver, London Service 23, to trained fitter, London Service 23.
Bill Heafield from chief programmer, I & S, to development manager.
Barry Jenkins from improver, London Service 24, to trained fitter, London Service 24.
Frank Johns from advanced fitter, London Construction, to senior fitter, London Construction.
Brian Kelly from improver, London Construction, to trained fitter, London Construction.
Frank Koduah from accounts clerk in general ledger, Accounts, to personnel assistant, Personnel Department.

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

Raymond Kosin from mate, London Service 25, to improver London Service 25.
Sluko Laca from trained fitter, London Service 25, to advanced fitter, London Service 25.
Steve Layzell from accounts trainee, Zone Accounts, to assistant to zone management accountant, Zone Accounts.
David Leventhorpe from NMI, Kenya, to Territorial Manager-Africa, Export Department.
John Lodge from mate, London Service 24, to improver, London Service 24.
John McNally from advanced fitter, London Service 25, to senior fitter, London Service 25.
Paul Matthews from improver, Brighton, to trained fitter, Brighton.
Ian Miller from Otis Hong Kong to Territorial Manager-PAO, Export Department.
William Milton from trained fitter, London Service 23, to advanced fitter, London Service 23.
Alan Moore from trained fitter, Southend, to advanced fitter, Southend.
John Morgan from advanced fitter, LTE, to senior fitter, LTE.
Peter Nesbitt from mate, Brighton, to improver, Brighton.
Joe Northcliffe from service field manager, to zone purchasing manager.
Thomas O'Brien from trained fitter, London Service 25, to advanced fitter, London Service 25.
Patricia O'Hara from Export Department secretary to Technical Sales Department secretary.
Terence Packer from improver, Brighton, to trained fitter, Brighton.
Keith Parfett from mate, London Construction, to improver, London Construction.
Roy Pluck from adjuster 2, London Construction, to adjuster 3, London Construction.
Henry Pugh from export area supervisor, Export Department, to export territory manager.
Michael Riley from mate, Bristol, to improver, Bristol.
Craig Russell from graduate trainee, to service supervisor - Area 25.
Christopher Scrivens from trained fitter, Birmingham, to advanced fitter, Birmingham.
Mark Shenker from Marketing Advertising Services assistant, to promotions co-ordinator.
Keith Spink from mate, London Service 23, to improver, London Service 23.
Raymond Sturdy from trained fitter, London Service 24, to advanced fitter, London Service 24.
James Swain from advanced fitter, London Service Area 23, to senior fitter, London Service Area 23.
Nigel Symonds from 'O' Maintenance clerk, to trainee salesman, Area 25.
Gareth Thomas from estimator, Sales Administration, to export co-ordinator.
Andy Thompson from graduate trainee, to production engineer.
Alistair Ventris from graduate trainee, to export co-ordinator.
John Vining from advanced fitter, Bristol, to senior fitter, Bristol.
Christopher Waldegrave from mate, Bristol, to improver, Bristol.

RUSH JOB AT GATWICK AIRPORT



Goods lift before modernisation and conversion

It was a rush job done well by Brighton branch when service representative Maurice Pearce received a request from Gatwick Airport to modernise and convert a goods lift for passenger use.

That was on 2 May and it was essential that the lift be operational and handed over by 2 July.

Working against competition from another company Service Administration in London had a quotation and working drawings ready by 4 May.

On 8 May Maurice Pearce received the formal order from Gatwick and on 21 May construction supervisor Des Millar and his crew started work on site.

By 4 June the first delivery had arrived from the Field Workshop in Liverpool and the lift was handed over and fully accepted dead on programme - 2 July.

Congratulations to Maurice Pearce, Des Millar, Terry Deller, Peter Atkinson, Graham Holdsworth and Doug



Operational and in service on time as a passenger lift

Lowe at Brighton and to Mike Webb, Dave Waterman and Ron Ball in Service Administration.

And a very special thank you from Bill Evans in Brighton to Peter Larsen and Peter French in the Field Workshop in Liverpool.

Liverpool components get French OK

With the advent of CEN code EN81 (BS5655) various safety components have to be type-tested in approved laboratories, writes Santosh Mathur, engineering manager at Liverpool works.

These include locking devices, landing doors, over-speed governors, safety gears and energy dissipation buffers.

Also, after 1 January 1985, elevators delivered to France must include safety components which have been certified by the French National Test Laboratory (LNE).

Preliminary tests on high-speed safety gears (5C, 8C and 14D) manufactured at

Liverpool works have been carried out by the R & D department at the Wadsworth test tower in Bolton.

These tests were to verify the permissible load ranges for the safety gears prior to their being tested at LNE in France in September of this year.

Otis UK have already been successful in obtaining official certification from the LNE laboratory for our 7063E over-speed governor which is used for the elevator speed range of 4 to 6m/s.

Oil buffers are currently being tested at LNE after their successful certification in the UK and Germany.



Before and after views of escalators at House of Fraser's Kendal Milne store in Manchester

Modernisation programme for House of Fraser

The top department store group, House of Fraser, are currently in the middle of a substantial modernisation and refurbishment programme.

Otis sales made this year include ten 506 escalators and one 1500kg custom pass-

enger lift for Frasers, Aberdeen, twelve 506 escalators for Frasers, Edinburgh, and the modernisation of a large goods lift for Harrods in London.

Last year Ken Paige and Ron Baker, Scottish District

manager and major accounts representative for the House of Fraser, secured a ten-year maintenance and service agreement covering 322 units.

Also completed on time were the second set of seven

escalators for Frasers, Manchester.

Space was so restricted that each escalator had to be lifted through the well by one end and five were, in fact, delivered and positioned in one night.

THEY WERE ALL FALLING FOR OTIS

Twelve Otis sky-divers reported at Biggin Hill airfield on 4 August for 10 hours of intensive training before their sponsored jump in aid of the Help a London Child charity.

Training went OK but pouring rain washed out any chance of the jump.

Next evening the weather was better and five took to the air and made it safely to the ground. Apart from one slight casualty they all thoroughly enjoyed the experience and said they would do



Paul Burton, Betty Glover, Simon Burton, Cecilia Matthews and Ian Coleman

it again.

Two days later another seven intrepid Otis adventurers were jumping, among them the team leader, Cecilia Matthews. She reports:

"Unfortunately, I was given too large a helmet. On leaving the plane it fell forward and I couldn't see a thing.

"Anyway, the chute opened and I finally got the helmet back.

"I just couldn't describe the thrill of jumping but I want to do it again, with a properly fitting helmet, to see what I missed the first time".

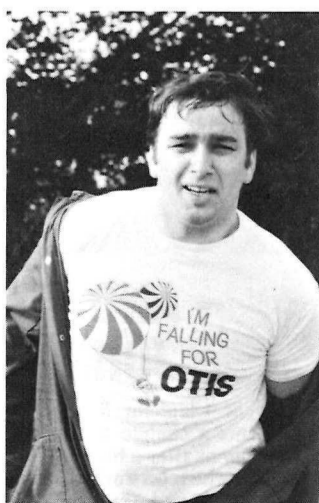
Supporting the Otis team

were Paul Matthews and Tony Miles. Also special thanks to Stuart Rattle, in London Sales, who was one of the instructors.

Final list of jumpers was Cecilia Matthews, Betty Glover, May Glover, Andy Smith, Simon Burton, Paul Burton, Ian Coleman, Les Cleveland, Keith James,

Dave Chandler, Sandra Burgoine, Gordon McIntosh, Keith Parfett, Tony Govett, Steve Fagan, Sandy Crowson, Rob Bisco, Geoff Farge, Alyson Govett, Althea Laurence, Robbie Edwards. Gina Ali will be jumping later.

Every jumper raised £100 for the Help a London Child appeal.



Now or never. Gordon McIntosh gets into his gear to fall for Otis



Gordon McIntosh and Andy Smith down safely after the big drop

Ted Walker's good deed

When the Queen went to Liverpool to open the International Garden Festival three-year-old Tina Coventry was waiting for Her Majesty with a bunch of flowers.

But Tina is very small, and the crowd was very big, and the Queen walked by without seeing the little girl.

It would have been a sad day for Tina but Ted Walker of Liverpool works, who is a Scout leader, came to the rescue.

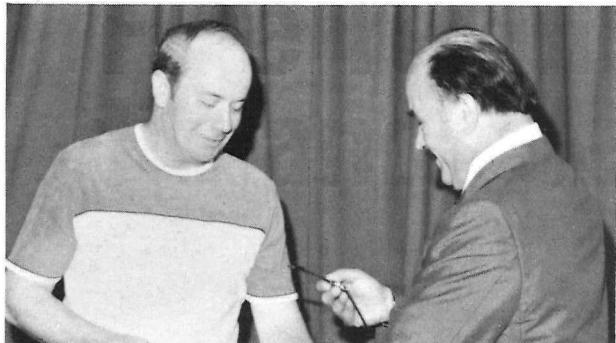
He lifted Tina high above

the crowd and called to the Queen, who by then was about ten yards away.

Immediately, Her Majesty turned and came back. She chatted for a minute with the brave pair and then continued on her tour with Tina's posy firmly grasped in her hand.

25 – year awards

IN LIVERPOOL, BRIGHTON AND LONDON



John Critch, production director at Liverpool works, presents awards to motor fitter Tony Hennigan ...



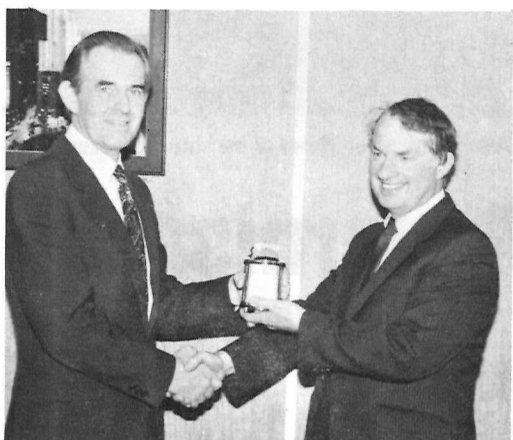
... to controller tester Wally Riley ...



... and to maintenance welder Nick Morait



At Brighton branch office senior engineer Stan Eden receives his award from Tony Allen



At Clapham Road Peter Shaw, senior draughtsman in Admin Drawing Office, receives his award from Ken Paige



Also at Clapham Road an award from Tony Allen for A. G. 'George' Wells, service engineer at Charing Cross Hospital

HOSPITAL WORK AT DUNDEE

Orders have been received from the Tayside Health Board for further modernisation of units originally installed by J. & E. Hall in Ninewells Hospital, Dundee.

New controllers, selectors and generators together with new door operators, detectors and landing entrances will be supplied under an 'S' contract for a Hall triplex passenger group installed in 1966.

The Ninewells hospital complex was under construction at the time of the Otis acquisition of J. & E. Hall in the late 1960s, and Hall had already secured the phase one units.

Otis secured the phase two lifts and certain units in the previous phase one programme were equipped with Otis components.

For a duplex passenger group, an Otis-Hall hybrid installed in 1970, an order has been placed for new machines, microprocessor controllers and new door operators and detectors.

Modernisation of all five units will take place during 1985.

Bex units in Manchester

Northern District manager Jack Roy reports a major order from the Manchester Corporation for 25 Bex units.

It was obtained against strong competition and with considerable assistance from field operations both in the local branch and London on methods of working.

Our Jim placed a good second in his Otis-MG at Brands Hatch

More than 30,000 spectators at Brands Hatch on 12 August watched the MG race sponsored by Otis in association with the MG Owners Club.

Our own Jim Baynam, an adjuster in London Construction, competed in his latest Otis-MG Midget and placed a splendid second in his class.

Jim wrote-off his last Midget in May while practising at Donnington Park. By the time he found another suitable car it was only three weeks before the big race at Brands Hatch.

But in the best traditions of motor racing (and of testing?) he completely rebuilt his machine to meet the deadline with a little time to spare.

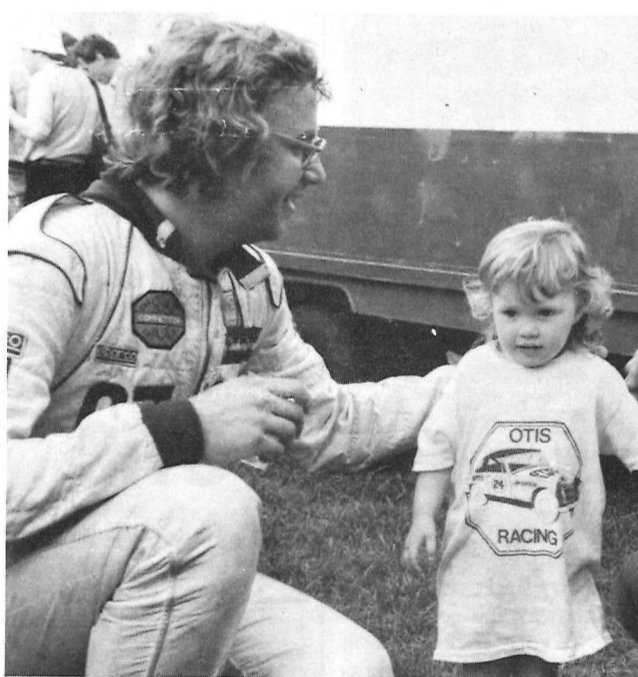
A large crowd of Otis

supporters gathered before the race, in perfect summer weather, around the magnificent barbecue prepared by Rhona Bean and Tina Simmonds from Clapham Road canteen – a veritable mountain of burgers, chicken, sausages and salad.

Not forgetting the bar run so efficiently by Paul Matthews, who combined both the jobs of barman and chief beer-taster.

After the racing, prizes were presented by Tony Allen's wife, Ann, including a magnificent silver trophy put up by Otis for the driver of the day.

Last year Jim was third in his class. This year he was second. Here's hoping next year sees him, racing in his Otis colours, take that winner's trophy.



Jim Baynam chats to one of his young fans in an 'Otis Racing' T-shirt

Party for John Low

A dinner party was held in Glasgow for John Low, and his wife, Margaret, to bid him farewell after 33 years' service with the company.

He was presented with a garden furniture set – three relaxers, a stand, a garden umbrella and two tables.

Contributions for the presentation were gratefully received from friends and colleagues all over the country and in Ireland.

John retired as construction supervisor for Central Scotland and we wish he and Margaret every happiness in retirement.

Our photo is by Dougie Richards.



– AND TO JOHN WATT

Also at Clapham Road Dr John Watkinson presents a cheque to John Watt following his retirement after a long and distinguished career during which he worked in Special Sales, Sales Promotion and then did a spell as Brighton manager before returning to London as senior account manager. A model-making enthusiast, John's farewell gift from his many friends was a vertical sander to help him extend his hobby



Lord Mayor's Show

This is your last chance for a grandstand seat at the 1984 Lord Mayor's Show in London on 10 November.

Otis will again be entering a float and it will be a great day in the metropolis.

All requests for tickets to Mark Shenker in the Marketing Department at Clapham Road.

There will be a draw for the limited number of seats available.

Watch the Red Arrows



These red arrows have nothing to do with the RAF's famous aerobatic team.

They are the red-flighted darts with which Julie Lodge, secretary in London District 24, has battled her way to some notable victories in the 1983/84 season.

In her local Courage League she won the ladies singles and also the ladies' pairs with her mother.

Her local pub, The United Services, has won the Shepherd & Neame team league and pairs league – and Julie, as you have guessed, is a star player.

Would any Clapham Road personnel care to challenge her to a game any lunchtime in the Hanover Arms?

See how you stand up against those red-flighted darts.

Congratulations, Julie, on your success, and good luck for the new season.

FAREWELL TO CONSTANCE

At Clapham Road Alan McNamee presents one of many floral tributes to Constance Kustek at a party given in her honour following her retirement from the Personnel Department

Employees and management agree new deal at Liverpool

WORKSHOP CHARTER



A radical change in working habits and attitudes agreed between the works and staff trades unions and the management at the Liverpool factory will ensure all manufacturing operations should remain at the Kirkby site for the foreseeable future.

At the time of planning the focused workshop method at Liverpool works (Lift-Off, January/February 1984) a business plan was also examined which would have moved the Rotating Electrical Machines Workshop to a new site at Huyton.

MOORGATE ROAD

This was discussed at a meeting in February with employees' representatives who repeated once again to the company that they felt its business objectives could be fully realised by continuing to keep all operations at Kirkby.

However it was agreed that a considerable change in working habits and attitudes was vital.

Given the firm commitment of all at Liverpool works - management, supervision and employees alike - to a new and different approach which has been written into a Workshop Charter, the company has agreed to keep the machines business at Kirkby.

It has been greatly influenced in this decision by the responsible and co-operative attitude of the site trades unions.

MOORGATE ROAD

There is now a firm agreement to do things differently across all activities at Liverpool works.

The Charter is a statement of the team spirit in which the workshops at the Liverpool factory will be operated for the good of all. For the employees it means secure, stable and fairly rewarded employment. For the company it means a fair return on investment.

The Workshop Charter lays down that:

- Delivery promises must be kept, whatever the difficulties, so that the company maintains a reputation for delivering on time. Delivery performances continue to improve and every employee

should be prepared to 'walk that extra mile' to keep those promises.

- Our costs have got to be competitive as against other suppliers if we are to attract sufficient business. This can only be done by making the maximum use of materials, time and resources.

- Functional product performances must match the agreed specification. Product design, manufacture and commissioning must be carried out to competitive professional standards. Quality is the responsibility of all employees (maintaining the integrity of the product, whether it be design, function or workmanship).

- Under the Charter the company undertakes to keep employees informed of business developments.

- The company recognises that employees may have valuable advice to offer, outside their normal duties, which can contribute to the efficient running of the business, and opportunities will be taken to draw on this knowledge and experience.

- The company must, however, retain the right to manage in a manner which is to the best advantage of everyone.

- The Charter is to be used as the guiding principle by both the company and employees for the operation of the manufacturing business.

- If future amendments to the Charter are necessary, in the interests of maintaining a competitive business, full consultation will be entered into with employees.

- The company and its employees are committed to the Charter, which is recognised as the benchmark for future conduct on both sides.

Some of the changes which will follow this far-reaching agreement between employees and management at the Liverpool works are:

There is a need to reduce manning levels over and above the reductions already made under the early retirement scheme.

The indirect manpower reductions required must be achieved by 30 November 1984. A voluntary redundancy programme, attractive

to older employees, has been introduced and has met with a good response.

A clean work place is an efficient work place. The company undertakes to provide an improved working environment and employees agree to recognise their responsibility for helping to keep it that way.

MOORGATE ROAD

It is essential that employees should be prepared to do jobs 'below' their normal skills when required to meet production and delivery needs.

Inefficient use of 'ancillary' personnel can seriously undermine the productive efficiency of the factory. For the future the ancillary workers agree, subject to capability and training, to carry out a range of duties including checking, storekeeping, labouring, using mobile/overhead cranes and driving fork lift truck/order pickers.

With the introduction of the focused workshops the employees agree that they

should identify more strongly with their own work areas.

Developing the identity and team spirit is essential to success.

The company intends to continue investing in capital machinery incorporating the latest technology to ensure that Liverpool products are competitive in the market place.

This will include NC/CNC machine tools, robot technology as it becomes available for specific needs, and computer-aided design and manufacturing techniques.

It is accepted both by the company and by employees that traditional working practices rarely cater for the effective use of new technology, and it is recognised that there will be a requirement to cross department, job and trades union boundaries, subject to current domestic agreements.

MOORGATE ROAD

The company will implement revisions to the factory and workshop support and

control systems to run the business.

Employees have agreed to accept changes to workshop documentation and the introduction of visual display units (VDUs) and suitable training schemes have been established.

Development will eventually include electronic labour booking by direct operators and direct time control for payroll purposes by electronic time recording.

It will be appreciated that while the principles of the Workshop Charter have been agreed there are still specific areas where discussion and negotiation is continuing at Liverpool works between employees and management.

The company recognises that employees must be rewarded fairly in accordance with the job they are doing.

The old bonus and piece rate systems have been replaced by a payment method based on a 'fair day's work' for hourly-paid employees and discussions on staff grading and salary structure are also in progress.

What they say about the Charter

Wally McAdam, Chairman of the Works Committee: "We recognise that with the introduction of new machinery and new technology we have got to do things differently."

"But management's attitude is now different, too. Over the last couple of years a mutual respect has developed and each side has a good understanding of the other."

"The Charter is just a form of words in which we have all - employees and management - tried to set down our agreement about the things we need to do."

Bill Russell, TASS representative: "It is fair to say that in some respects the Charter is the natural outcome of attitudes which have been around for some time."

"But there has been a lot of co-operation from the guys on the shop floor. They accepted that to keep people employed they would have to move around and do jobs they hadn't done before."

"It has been revolutionary

in this respect, because it is an attempt to remove demarcation lines at a time when you might expect the opposite."

"In the past demarcation has been there to save jobs. Now we are breaking down demarcation for the same reason - to save jobs."

"It is early days at the moment but it looks as if the Charter is going to work."

Paul Edwards, APEX representative: "Wally McAdam is right. There is, indeed, mutual respect on both sides these days and we have more of a happy work place."

"Management is now prepared to get much more involved with the work force and we are all pulling together."

Don Milne, chairman of ASTMS: "ASTMS have given a firm commitment to the Charter which is required to enable the company to go forward with confidence in obtaining more business and so ensure job stability at Liverpool works."

BOB POTTS IS 1984 OTIS GOLF CHAMPION

There were 31 entrants for the 1984 Otis National Golf Contest held at Moor Hall Golf Club, Sutton Coldfield on 4 September.

This year's champion is Bob Potts of Liverpool with 67 points.

Other top scorers were Bryan Williams (Evans) 66, Bert Phillips (Leeds) 66, Alan McNamee (Liverpool) 66, Bob Rayfield

(Bristol) 64, Joe Power (Liverpool) 63, Geoff Hollingsworth (Leeds) 63, Malcolm Derrick (Liverpool) 63, Nick Doyle (London) 63, Ted Marson (Evans) 59.

Guest player was Doug Beresford, a valued Birmingham customer. Although not eligible for the contest he returned the best score of the day, a splendid 73 points.



The champion with his Otis tankard

Many thanks to everyone at the club for their hospitality and help and to the company, John Marsden and Bob Rayfield for their contributions to the prizes.



The competitors, l to r, Alan McNamee (Liverpool), Joe Power (Liverpool), Ray Ball (Liverpool), Wally Murphy (Liverpool), Nick Doyle (London), Terry Meredith (Evans), Ray Hadley (Birmingham), Doug Beresford (guest), Don Powell (Liverpool), Geoff Stevenson (Evans), Stan Hutchins (London), Alan Beattie (Liverpool), Jack Varley (Evans), Derek Lloyd (Evans), Arthur Hancock (Evans), Jim Healey (Liverpool), Alan McClelland (Liverpool), Harry Manks (Leeds), Don Gray (Wadsworth), Rob Hall (Evans), Ted Marson (Evans), Geoff Hollingsworth (Leeds), Bert Phillips (Leeds), Ken Cookson (Bob Potts' caddy), Graham Johnson (Nottingham), Bob Rayfield (Bristol), Dave Oakland (Nottingham), Bob Potts (Liverpool), Malcolm Derrick (Liverpool), Derek Allen (Liverpool), Ron Sutton (Liverpool), Bryan Williams (Evans), John Edwards (Wadsworth)

SPOTLIGHT ON EDINBURGH BRANCH

Doing well with modernisation

On a perfect day in high summer, Edinburgh was bursting at the seams with visitors in town for the Festival.

Looking very much its best, it was alive with activity.

The last time we reported on Edinburgh branch the offices were in St. Andrews Square but the staff are now

hours. The work will be done largely in the evenings and at weekends.

Earlier in the year a contract was secured from the Bank of Scotland for the refurbishment at their head office of six lifts plus the installation of two new lifts.

Two of the refurbishment jobs will involve the removal of motor rooms from the top

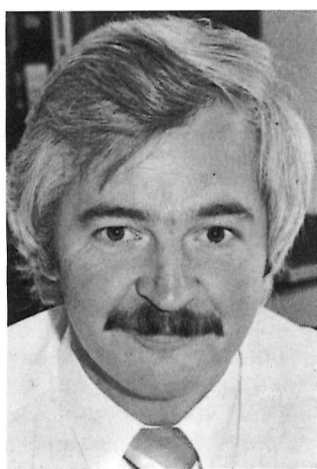
There is a field force of 24 service engineers and construction, with a varying number of men, is supervised by John Dennis at Glasgow office.

Two resident mechanics, Arthur Hughes and Willie Smith, cover the Fife area with their respective mates, Frank Livingston and Robert Orrock.

manager of Otis in Lusaka, Zambia, in town for the Festival but unable to resist talking a bit of Otis shop while on holiday.

Ron Hood served his apprenticeship with Otis in Edinburgh and went on to adjusting, travelling the length and breadth of the UK.

About seven years ago he



Ron Hood



Ian Pollock



Gordon Clegg



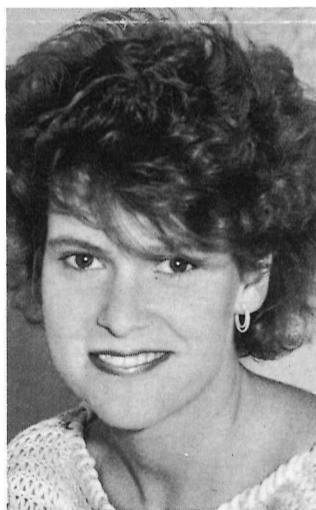
Ralph Irving



Tom Simpson



Margaret Cummings



Samantha Robertson

in delightful quarters in Claremont Crescent – and parking is a lot easier!

Edinburgh, a big financial centre, is a prosperous city, and branch manager Ron Hood says this is reflected in very healthy Otis business, particularly in service and modernisation.

On the modernisation side 12 units have just been completed for Edinburgh District Council and four units for Kirkcaldy District Council in Fife.

Work was just about to start in August on the modernisation of lifts on 12th century Holyrood Palace in Edinburgh for the Department of the Environment.

A major modernisation contract has been secured from the Royal Bank of Scotland for a particularly important lift, which serves the vaults where the money is kept, and must remain running throughout banking

of the building to the sub-basement – not for operational reasons but simply to improve the appearance of the skyline in this lovely city.

At the Waverley Market shopping centre new installations of five escalators and three lifts, one of the lifts a hydraulic wallclimber, were due for completion in September. This is an entirely new complex still under construction.

In August, Edinburgh branch went live on the ROSS system and had just received their first invoices back. Maintenance planning was about to follow.

With Ron Hood in the office are sales manager Ian Pollock, service sales representative Gordon Clegg, service supervisors, Ralph Irving and Tom Simpson, surveyor Willie Duncan, district superintendent adjuster Don Oliver – all kept in order by Margaret Cummings and Samantha Robertson.

Big customers of the branch are the University of Edinburgh, Edinburgh District Council, Jenners (a local department store) along with national store groups like John Lewis, House of Fraser and British Home Stores.

Ron Hood reckons that in Princes Street alone, the main shopping street in Edinburgh, there must be getting on for 60 Otis units on service.

The total geographical area covered by the branch runs up to St Andrews in the north, south to Berwick on Tweed on the border and west to West Lothian.

Are there any very old lifts on service? "No", says Ron with a laugh. "If they are that old we go out and replace or modernise them". Not at all a bad reply.

It is a happy office at Claremont Crescent, and while Lift-Off was there a visitor dropped in for a chat. He was R. W. James Dowie, general

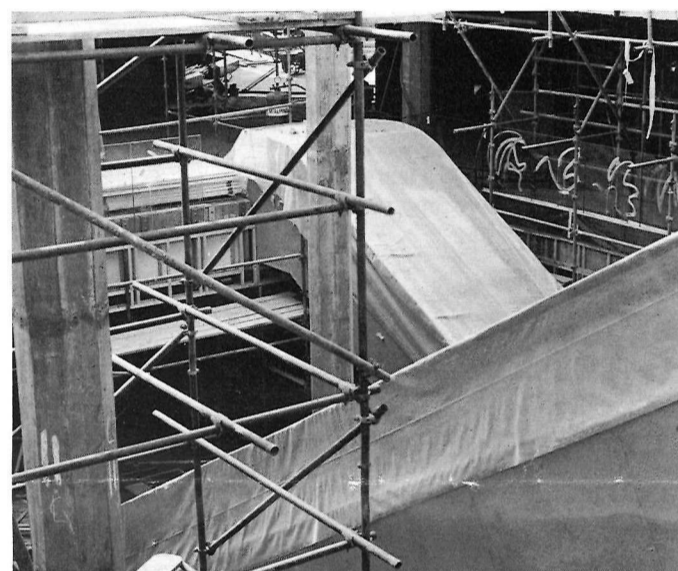
left the company for a six-month period and worked with mini-submarines – oil-related activities in the North Sea, torpedo recovery off the west coast of Scotland and telephone cable laying in the Atlantic.

There was only one drawback to this work. He was seasick most of the time.

So very happily he returned to Otis as an adjuster, then spent three months in Nigeria, then more adjusting in Edinburgh followed by spells as service supervisor and on service sales. He was appointed branch manager three years ago.

In Edinburgh, Otis really

Branch manager Ron Hood with newly-installed hydraulic wallclimber at Waverley Market shopping centre in Edinburgh



Two of the five escalators in position at Waverley Market

does care. Service representative Gordon Clegg had some customers who were interested in a stair lift.

Gordon took them to see another customer, badly disabled, who had this type of installation. While there, the disabled lady mentioned to Gordon how difficult it was to get in and out of her bath.

Back in the office, Gordon did some research, and tracked down a specialist com-

pany which manufactured a bath lift. It is a chair, worked off mains water pressure, which lifts up and then swivels round and down into the bath.

The unit was procured by Edinburgh branch and installed by a local plumber for £10. Not much profit for Otis this time, just additional service for a delighted and most appreciative customer. That is what caring is all about.



Construction crew at a hotel/shopping complex, North Bridge, Edinburgh, where they are installing a triplex group of SM1093 passenger lifts and two hydraulic freight lifts. L to r, Hamish McGlashin, Tom Newberry, Fred Masey (chargehand), Colin Jeronson (apprentice) and Alan Gillon

LATEST CONTRACT NEWS

Just in is a 39-unit contract worth over £1 million for the lifts in the new terminal at Gatwick Airport.

Stockport office have book-

ed three escalators for Manchester Airport in the face of fierce competition, and Manchester Corporation have awarded Stockport office an order for 25 VR passenger

lifts.

Reading office have booked an order for three escalators and a goods lift for the local Co-operative store.