

What our customers are saying

'GOOD FRIENDS' THE KEY TO SUCCESS

"OUR shipping staff are dealing almost daily with ACTS staff familiar with our particular requirements, and by and large, we believe we have established a really good working relationship with them".

The man who said this is a director of one of the major confirming houses that has done business with ACT for many years. Indeed, his company first used ACT before the container ships were ready. An experimental shipment of containerised hats sent to Melbourne by a conventional vessel was reported to have arrived 'in excellent condition'.

95 per cent

Jack Walton, of Hawkes Wills Ltd, and his colleagues have used containers to Australia and New Zealand ever since that first shipment; today, 95 per cent of their New Zealand orders are shipped by container.

'Contacts' wanted to know what the customer — the man on the outside, looking in — thought about the service he was getting. Were we living up to our promises; or did he consider we were letting him down?

Jack Walton's full story is on Page 3.



Why Dudley took off his trousers...

Dudley Kirk, Office Manager at Southampton, is not the kind of chap to do the unexpected thing for no good reason. So why did he board a plane wearing a perfectly normal pair of gent's trousers — and come off it wearing the kilt?

Where did he get a drinking driver's 'survival' kit? And how did he accidentally 'plant' an avenue of cherry trees? For the answer to these (and other) questions see Back Page.

In Peter Yarwood's Memory

A total of £760 has been donated to the Wessex Neurological Unit from the Fund organised in memory of Peter Yarwood, former Director and General Manager of ACTS, who died a year ago.

Mr Yarwood's widow Doris has requested that 50 per cent of the money be used towards new equipment for the unit, and the rest for research purposes. She wishes, through 'Contacts', to thank all those who gave so generously.

IT'S THE BOSTON THREE PARTY!

NEW ADDITION to the Basildon ACTS 'family' — with a look of pride in the eyes of the parents and of contentment on the face of the newcomer, Deputy Regional Manager Terry Boston, with wife Linda and baby Janine Claire. 'Contacts' turns the spotlight on Basildon on the Centre Pages.

CHALLENGE CUP
— REPORTS AND PICTURES

Pages 10/11

A page of company news from far and wide

GETTING TO KNOW YOU, VIA 'CONTACTS'

Joan Groom of Basildon is absolutely right about the friendship generated by Square Dancing (writes Joan Shergold, secretary to Soton's Office Manager). My husband and I took up American Square Dancing four years ago, and our telephone now rings constantly with people asking us if we will be attending a particular function.

The funny thing is that nobody ever asks about another's method of earning a living which is why, even if we knew each other very well, Joan and I would never have known we worked for the same firm if her picture had not appeared alongside her article. It could well be that I was dancing myself that night, but just out of the picture — and I had to find out this way, through 'Contacts', that we were in the same company.

It was fun making arrangements to meet Joan and her husband who were due to have a holiday in the Hampshire New Forest area and I directed them to The New Forest Square Dancing Club on the Thursday night, arranging for my husband and I to meet them. We had an energetic evening's dancing and discovered we would all be meeting again at a 'Night Owl' at Lakenheath Airbase.

How to stay awake at a 'Night Owl'

It was our first experience of a 'Night Owl', but the Grooms had been many times and were able to give us tips on how many changes of clothes to take and how to pace the evening out. In other words, how to stay awake and square dance from 8 o'clock in the evening to 6 o'clock next morning!

This sort of activity is not for your average weakling; you have to be tough in spirit to take it on.

Joan and I sat out one complete tip and for the one and only time 'talked 'shop'. I can tell you — ACT Services Ltd. takes on an entirely new aspect when viewed over a cup of coffee at 4 o'clock in the morning on a hot, humid night of square dancing!



PROUD BRUM MUM

Proud mother Sandra Wells — formerly secretary to Norman Cooper, when he was Regional Manager at Birmingham, and one-time 'Contacts' co-ordinator in the area — with baby daughter Karen Jane on a recent visit to her old office.

Also at Birmingham, current Regional Manager John Hodgson and his wife have a new baby boy, Ian Matthew, a brother for David. Ian weighed 7lb. 1oz. at birth.



Hello to Birmingham — in verse

From Birmingham we come to you
Through 'Contacts' magazine,
To take our chance and introduce
Four people you've not seen.

First Ken Tyrer, bearded one,
To pack cargo in the rain;
We hope he soon gets used to it
'Cause he came from sunny Spain.

Next to him (stood on his left)
Bernadette Gibbons is her name —
She hopes by taping fast and neat
In Brum to make her fame.

Next, new secretary Gaynor Smith
Is standing there on show,
She says she's no relation to
That Smith that we all know.

Then lastly our new transport man,
His name is Ian Wallis,
Yet stood up there at six foot two
You'd think he'd join the police (ugh).

Sorry about the last line, but Wallis!
— Really!!

HEAD OFFICE TAKES A LOOK AT THE FLEET

By Francis Phillips

Forty-nine members and friends of Head Office Sports and Social Club joined more than 100 others aboard the Bournemouth Belle — a pleasure cruiser more normally plying along the Dorset coast — for a special cruise on the eve of the Queen's Jubilee Review of her Fleet.

As our sturdy little craft, decked with handkerchief-size plastic Union Jacks flapping deafeningly in the breeze, turned out of Southampton Water, we saw for the first time the amazing array of ships stretching down the East Solent to Portsmouth. This was Spithead — mustering ground of Naval fleets, flotillas and convoys for hundreds of years.

None of us were disappointed with the view — if anything, our tendency to knock this country's declining national role, left us unprepared for the rows of sophisticated warships and submarines representing what is still the third most powerful Navy in the world.

Cables painted

The Merchant Navy was represented by an enormous BP supertanker, British Respect, and the Royal Navy ships even had their anchor cables painted white after mooring!

Precedence had been given to Ark Royal, flagship of the Review, an enormous monster looming up above us as we circled under her bow.

Quite clearly we could see a dazzling cocktail party in full swing on the quarterdeck, but despite this (or possibly because of it) we tucked into our beer and sausage rolls with tremendous enthusiasm as the 'big' ships went by — the aircraft carriers Melbourne and Hermes, the assault ship Fearless, three cruisers, including the American, nuclear-powered California,

By this stage, the beer and the general mood of jubilation, with many other small craft steaming up and down, made most of us a little reckless and we stood up on the side benches of our swaying little boat to snap reel after reel of film.

Water, water everywhere!

Heading back later up Southampton Water, through sailing yachts trying to tack home before sunset, we queued up to use the 'heads'. Quite a few can report that it is extremely embarrassing to be caught by a big wave with your trousers down.

It may be that the Queen followed our tracks in the Britannia when she actually reviewed her Fleet, but she missed an awful lot of the fun aboard the Bournemouth Belle. I was sorry to hear it rained on her day too...

Why the friendly

(Continued from back page)

there to represent the Queen at the signing of the treaty with the Indians.

Local newspapers referred to him as a "wonderful ambassador", and commented on his ability to quip his way out of one or two slightly political confrontations with dissenters who crossed his path. (I wonder, incidentally, what he is saying to the Indian chief in my picture on the back page.)

The stampede itself has so many attractions and so much excitement that it is really impossible to do justice to it in words. The two most exciting events, however, are the Brahma bull riding and chuck waggon racing — both of which, I guarantee, will keep the spectator on the edge of his seat.

After a trip through the Rocky Mountains, we stayed overnight at Fairmount, where we were able to swim in thermal baths at a temperature of 110 degrees Fahrenheit.

A CUSTOMER LETS HIS HAIR DOWN ABOUT YOU!

By THE EDITOR

From time to time in 'Contacts', we have ourselves taken a long, hard look at various aspects of the company's activities, and by and large we have come to the conclusion (perhaps not surprisingly!) that we are a pretty efficient set-up.

But that is our opinion. What do outsiders think — particularly those who have been using our services and doing business with us over a number of years? Are we as good as we like to think?

We talked with Jack Walton, a director of Hawkes Wills Ltd., a confirming house that has been using ACT and its services for longer than most. He and colleagues Fred McGuire, Roy Harris and Michael Hatley are a close-knit team working for a company that became involved with containerisation to Australia (one of Hawkes Wills' major markets), even before a regular service by container vessels began.

"We were a bit apprehensive at the time," says Jack, "but took advantage of an opportunity to send an experimental shipment of containerised hats, in cartons, by a conventional sailing to Melbourne.

"The out-turn report on the cargo was 'excellent'."

GOOD RELATIONS

Since then, Hawkes Wills have made regular shipments to Australia in ACT ships, covering a wide variety of cargoes from cartons of pins to heavy machinery, plastic toys to cement.

"We now ship about 95 per cent of our New Zealand orders by container vessels, though to date we have not reached the stage of those clients ordering on an FCL basis," says Jack. "We are confident this will come."

What sort of service do Jack and his colleagues reckon they are getting?

"Our shipping staff are dealing almost daily with ACTS staff familiar with our particular requirements," Jack maintains. "By and large, we believe we have established a really good working relationship with them.

"For instance, a Telex order for cement in FCL loads is received from Australia on a Monday morning. By mid-day containers have been booked and, subject to suppliers being able to load, these are delivered, loaded and returned to the berth at Tilbury within four to five days.

"Occasionally, late arrival of containers at



A beer and sandwich for lunch at 'the little place round the corner' for Jack Walton, Fred McGuire, Roy Harris and Mike Hatley.

suppliers' premises can be a weak link. For example, six containers are booked to arrive at hourly intervals from 7.30 in the morning. If this is not accomplished, suppliers' loading plans are upset, because cement is bagged direct from the silo and loaded almost at once into the container.

"If a container arrives late, production has to be diverted to other outlets and loading of the late containers is delayed.

"Conversely, of course, suppliers themselves can cause consternation. A phone call recently from 'Shell' Copland-Mander pointed out that a container with a hazardous declaration involved had been examined at Orsett, where it was found that small quantities of paint were packed in used New Zealand butter cartons, without appropriate hazardous labels.

"A major problem, you might say, but due to the help organised by Dennis Hurrell, the cartons were relabelled and the container met the intended vessel.

"So far as Bills of Lading are concerned, unless a letter of credit is involved which requires shipped Bills of Lading, we always accept received for shipment documents, so that these can be posted to us at the earliest date after receipt of cargo.

"This is important to us from a cash flow point of view as it enable us to process documents for banking purposes with the minimum of delay.

"I am pleased to say that we do usually receive Bills of Lading promptly."

Cranes and Commercial (Exports) Limited, an engineering division within the George Wills Group are also involved in shipments to Australasia and as their goods consist mainly of vehicles and parts, containerisation is ideal.

To mention only two shipments, these have consisted of a commercial vehicle plus 275 Loose Pieces in one container and as many as 840 Loose Pieces in another. IMAGINE THE COST IF THESE HAD TO BE CASE PACKED OR CRATED! The same company also uses the Scan Austral/ACT(A) car carrier service for shipping buses to Australia.

Of sailing schedules in recent months, Jack Walton says: "We have been somewhat bewildered recently by continual amendments to printed schedules. Not only have the vessels themselves been shuffled around but in some instances, the ports of call have altered.

"The rate at which these changes have occurred has been so rapid that we have found not all ACT offices have the same up-dated sailing information at any one time.

"While we appreciate the situation is due to a combination of circumstances beyond the control of ACT, we hope things will get better so that we can programme shipments in accordance with the advertised schedules."

Fishing and football

Jack Walton, married with a 21-year-old son, joined F. J. Hawkes and Co. Ltd. (now Hawkes Wills Ltd) in 1939. During the war, he served with the Reconnaissance Corps and RASC in India and Malaya.

Shipping manager Fred McGuire, married with two children, joined Hawkes and Co. 23 years ago. A keen fisherman, he runs a local football club every Saturday in the season at Upminster "where I regularly see Peter Taylor, of Basildon office, astride a rather large roller, trying to level out hockey pitches for his club."

Third member of the Hawkes team, Roy Harris, joined the Wills group in 1968, and has been in shipping ever since he left school — except for National Service and three years on the London Corn Exchange. He is a qualified ski instructor on snow and artificial slopes.

Michael Hatley, who lists football, squash and badminton as his sporting interests, joined Hawkes nine years ago and first came into contact with ACT when shipping from the Continent to Australia and New Zealand. In 1974 he took over the UK/New Zealand market.

Canadians gave Dudley a survival kit

Our journey continued through the British Columbia fruit belt, where the main cherry crop was being harvested. (The route we took thereafter will one day be suitably marked by an avenue of cherry trees if all the stones we threw away hit fertile ground!).

Near Lake Louise, on the return journey, we saw a wild black bear sitting in the sun by the roadside — and watched in horror as the parents of one little boy allowed him to leave their car and approach the bear. This despite newspaper reports a few days earlier that an 8-year-old girl had been attacked by a bear and died from her injuries. On this occasion, fortunately, the bear got up and quietly walked away.

During all our time in Canada, we were acutely aware of the friendliness of people wherever we went. Prices of most items in the shops are about double those in Britain, but wages are something between 2½ to 3 times greater.

It is difficult to generalise on the cost of living since we all have different ideas on what is a luxury. In Britain, for instance, there is a far higher tax on freezers and fridges, whereas in Canada these are regarded as necessities — so much so that in Calgary the price of a house includes a fitted central heating system, cooker, dishwasher and fridge.

Drinking and driving is dealt with very severely. It is an offence to be found with an open bottle of liquor in your car, and to overcome this many drivers carry a 'survival' kit case, holding two bottles, two glasses — and two bottle openers. Apparently, the police do not open these cases. Because I so admired the ingenuity shown, I was presented with a 'survival' outfit before returning to Britain.

Which only goes to show that if you have the perspicacity and the Xz goodood shense to express an 75674 honhonsht opinionion, youo get Y9ou8r jushd dehsherts ... 8. Hershe to cCAnyanida.

THE EYES THAT GIVE LIFE AND HOPE

As Basildon handed over the £500 it had raised to buy a guide dog for a blind person, 'Contacts' took a definitive look at the training of guide dogs in Britain. How are they chosen? What must they be taught? What is the ultimate relationship between dog and blind owner? This article gives a few of the answers . . .

IF is true that Braille made the blind man literate, it is equally true that the guide dog made him mobile — and some 2,250 guide dog owners in Britain would cheerfully bear witness to that.

You have only to meet a man like Frank Humphries who went to Basildon, with his black Labrador Charm, to receive a £500 ACTS cheque on behalf of the Guide Dog Association (see centre pages), to appreciate that. Frank, who lost his eyesight suddenly on an Easter morning some years ago, paid 50p, like everybody else, for his dog — and now leads a life so active and normal that he would put thousands of sighted mortals to shame.

As a speaker for the Association, he knows all about the sacrifices people are prepared to make to provide more and more guide dogs. Like the three little girls who without telling anybody, sold all their toys for 67p — and then handed over the money to Frank with their blessing and good wishes.

Every penny is welcomed, but the actual sum needed to sponsor the full training of a dog is £500. Training of guide dogs started in this country more than 45 years ago, and today the Guide Dogs for the Blind Association has five centres, and a breeding and puppy-walking unit (about which, more later).

A key to the success of the whole scheme, of course, is selection of the right kind of dogs. The Association breeds about 60 per cent of animals used, but puppies are also bought from reputable breeders and occasionally adult animals between one and two-and-a-half years old are bought or accepted as gifts.

About seventy-per-cent of the dogs are Labrador Retrievers, the remainder being Alsatians, Golden Retrievers and a few Collies and cross-breeds. Most are bitches because they are often less dominant than the male and not so easily distracted (perhaps surprisingly) by other dogs.

A vital role in the training programme is played by puppy-walkers, specially chosen to give the dogs an initial taste of what is in store. When selected puppies are between six and eight weeks old, they are boarded out with families living within reasonable distance of the training centres or in other localities where they can be visited and supervised.

Putting the dog at ease

The puppy-walker — invariably the mother in the family (as one would expect!) — is asked to give the animal house and basic obedience training, as well as encouraging it to walk in the centre of the pavement on her left hand side and slightly in front, as it will have to do when trained as a guide dog.

The walker is also expected to familiarise the puppy with shops and heavy traffic, the clatter of railway stations, crossing bridges, travelling by public transport — and general noise and bustle of town or urban life.

After about nine months with the puppy-walker, the dog's future is assessed. If of the right calibre, it is transferred to a training centre, where, in the initial stages, there is a consolidation of what it has learned with the puppy-walker.

Only when the dog is completely at ease working in harness is it handed over to a qualified trainer for the most difficult part of the curriculum, during which it has to be taught to judge height and width and to deal with near and far traffic in busy streets.

It has to learn also that a moving vehicle within a certain area is a signal either to stop or refuse any command from the guide dog owner to go forward, and that a stationary vehicle is a signal to proceed.

No dog is kept in training unless it obviously enjoys its work and **wants** to serve the trainer. It is not kept in harness for very long during the day while training — nor later, when working with its blind owner.

Indeed, guide dogs have far more free runs and exercise than the majority of family pets!



A dog must take charge when obstacles are met. He must first wait by the kerb till all is clear (above). Then negotiate the obstacle (below).



Had you stopped to think that . . .

HE who laughs last is probably the one who meant to tell the same story later.

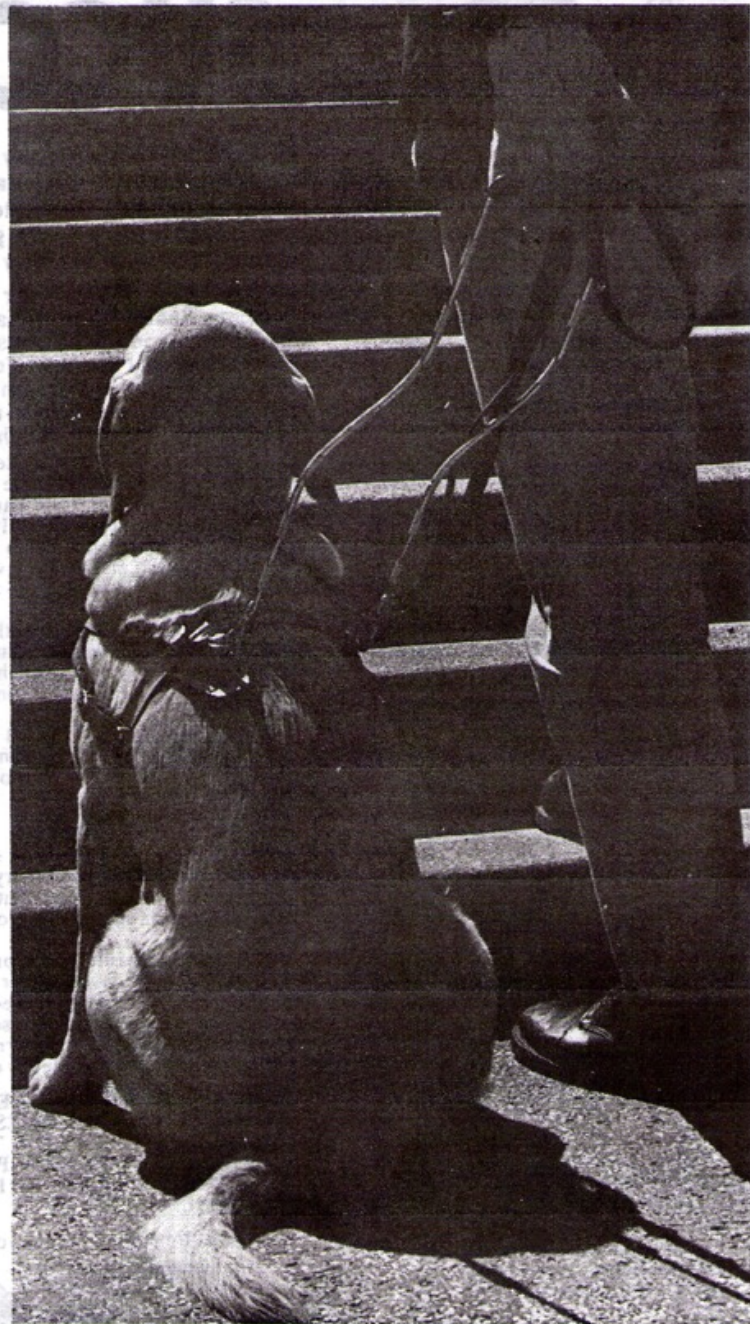
WORK is such a wonderful thing that it's worth saving as much as you can for tomorrow!

GOOD MANNERS is yawning with your mouth closed.

IT just could be that a dog is man's best friend because he wags his tail and not his mouth.

WHEN a diplomat comes to the parting of the ways, he goes both ways . . .

THE BLIND NEW



He's going to fall if I don't stop here.

When the dog is fully trained — normally in six months — the blind person who is to become its friend and owner must attend the training centre for a month. There is nothing haphazard about the alliance between the two — each has been carefully selected for the other.

The four weeks of joint training are a testing time for trainer and blind student, especially as the former has to transfer the affection of the animal to its new owner as quickly as possible and encourage an inexperienced and sometimes nervous person to handle a highly-trained dog correctly.

By the end of the month, the harness handle, the vital connection between the blind person and his dog, has become the link that leads to a new way of life. The average working life of the dog is eight to nine years, during which time it is not only the 'eyes' of the blind person, but also his or her constant companion.

Daphne weds her Friend

Don't let the headline fool you! Daphne Bird (of Leeds Imports) really *did* marry her friend — full name, Friend Richardson — at Rothwell in July (picture below, right).

Daphne wore a white Princess line dress in slipper satin, embroidered with lurex flowers. Her bouquet was of red roses, pink carnations and white Chrysanthemums.

She was attended by two bridesmaids — her sister, and former ACT colleague Lynn Hargreaves. They wore white dresses with pink and mauve floral print.



Daphne Bird — and friend.

Welcome ...

To **MICHAEL ROSINDALE**, aged 19, who recently joined Leeds accounts. He has a passion for motor bikes and also collects beer mats.

To **SUSAN COOK** (21), who has joined the Export Commercial Section. She lists her hobbies as dressmaking and hiking. A qualified drama teacher, she recently celebrated her 21st birthday — and got engaged.

To **ANDREW POWELL** (20), of Transport, who enjoys scuba diving and recently returned from testing the waters near the Isles of Scilly.

To **PETER GREETHAM** (19), who has a Honda and recently told his pals his hobby was 'falling off my bike'. Don't worry, practice makes perfect ...

To **JANET MURRAY** (Imports), married four months, originally from Leeds, but an exile in Wales for some time.

To **JANET GLOSSOP** (Accounts) whose hobbies are squash ('I'm really no good') and gardening ('I know nothing about it').

... and Farewell

To **MARY ATTLEY** who has left, after 4½ years with Export Bookings. 'Contacts' correspondent since the first issue, Mary will be missed by all, particularly the Sports and Social Club of which she was secretary.

To **MAUREEN COPPERWHEAT**. A part-time cabaret artiste, Maureen sings with a band which has just cut its first album.

Ready for bed!

Leeds ACTS Ladies are busily training for the annual Rothwell bed race in Rothwell Park. They are said to be on a strict schedule which means no smoking and no drinking (not even 2% proof Shandy!). Watch this column for results.



Leeds newcomers Susan Cook, Janet Murray, Andrew Powell and Mick Rosindale (see 'Welcome' above).

BASILTON SUCCESS



HAPPINESS IS (APPARENTLY) A WORD CALLED CENTRAL SERVICES — Jocelyn Rees (centre) and her team. Left to right: Paulette Devenny, Maureen Raddon, Maureen Couling, Pauline Davies, Jocelyn, Joan Groom, Wendy North, Chris Dadds, Jill Rogers and Sue Street.



Checking Import movements are commercial assistants Sue Goodrum, Doreen Holmes and Eileen Hay.



THE CARGO HANDLING TEAM at Orsett Containerbase includes (left to right) Julie Gibb, Dan Gartland (Asst. Cargo Supt.), Gary Cooper, Mike Gosst (Asst. Cargo Supt.) and import clerk Alec Carmichael.

act

CONTACT GIRL

When your region is split over three areas — Basildon, Orsett and Tilbury — inter-office communication becomes vitally important. That's why couriers like Wendy Lilly are essential to the smooth running of the Basildon organisation.



CONTROLLING CREDIT is the job of Robert Scott and his team — left to right, Julie Bowman (wife of Tilbury's Roger Bowman), Margaret Lockhart, Jan Wiggington and Sheila Egginton.

YOU could, I suppose, say that in birth, it's a miracle that Basildon with the region's initial teething probably have given up the ghost to maturity that Basildon now enjoys.

Accounts Supervisor Heat Clements, Senior Commercial Assist Les Griffiths and John Stokes, along Deputy Regional Manager Terry Bos are only four of the nine 'four members' who have grown up with region and are happy to tell the tale.

"To get an ACTS region started in the about eight years ago, we were moved share an office in the Brain haulage ya West Thurrock", they recall. "It would been quite a comfortable set-up for four ple, but with them and us there were ten ple in one office to start with — and a tot 30 within a matter of weeks.

"Conditions were so difficult that if you to answer the telephone in a hurry, it w question of clambering over half a d chairs and desks in record time befo stopped ringing!

"With 30 people all crammed together that, it became so hot in the Summer tha had to turn hoses on to the roof to coo place down."

Exit the files

And those were not the only snags. T was, of course, The Extraordinary Case of Disappearing files, a mystery that would l baffled even the great Sherlock Hol himself.

Because of the acute space problem, had to be kept in a container out in haulage yard. Everything worked splenc until a young messenger boy was sent one r ning to do the filing. To his horror, the tainer in question had completely disappea

ONLY AFTER THE MO EXHAUSTIVE INQUIRIES WAS FINALLY REVEALED THAT MISTAKE IT HAD BEEN PICKED OVERNIGHT AND SHIPPED AUSTRALIA!

Passage of time blurs the best of memo



The car park adjoining Basildon office made an ideal

DON — IT'S A THREE-IN-ONE SS STORY

view of having undergone a somewhat difficult ACTS lived to tell the tale. Quite a few babies troubles, largely of accommodation, would ng before reaching the vigorous and successful

By LESTER CARROLL

and nobody now quite remembers whether they ever got it back...

The original shared-accommodation arrangement with Brain Haulage was intended to last for only a few weeks, but a full year eventually elapsed before the pioneers were at last able to move out and into a new headquarters at Orsett Containerbase.

Here again, expansion was both rapid and impressive, and before long caravans had to be brought in for use as emergency offices.

The third — and everybody hopes, final — move to the region's current headquarters in the impressive Northgate House office block, in the centre of Basildon's main shopping precinct, was made some three years later. (With a pub, a pool room, a disco, a Bingo hall and a multi-storey car park all, under cover, within 25 yards of the ground floor lift 'terminal', any further move would be a crime!).

A clear indication of the way in which Basildon ACTS has grown from its small beginnings is provided by the experience of 31-year-old Roger Bowman, another 'founder member', who joined the first team, in Brain's haulage yard, at the age of 22, to help set up a transport division.

"The Transport Department in those days consisted of me and two vehicles — one painted silver, with blue, the other white, with blue", says Roger. "The idea was to see which looked the best for the future."

"In addition to our two vehicles, we had a dozen trailers and managed six collections a day — if we were lucky!"

continued on Page 9



FIVE WHO REMEMBER what it was like in the early days of Basildon region — Accounts Supervisor Heather Clements, John Stokes (S.C.A. Imports), Deputy Regional Manager Terry Boston, Import Manager Dennis Slade, and Les Griffiths (S.C.A.).



Among those at Tilbury keeping the transport wheels turning are (left to right) John Shaw, Bill Wray, Peter O'Doherty, Roger Bowman, Chris Houllion, Allan Humphrey, Steve Tween and Martin Hubbard.



venue for this picture of all those not on holiday when 'Contacts' called at Northgate House, Centre foreground are Frank Humphries and Charm (see story).

'STRANGLE ME' WAS ALAN'S CHALLENGE TO ALL

SINCE there was once a time when he thought little of challenging all and sundry to strangle him, it's perhaps a miracle that Alan Hodgson — container and equipment inspector at Southampton Terminal — has suffered nothing in his sporting life more serious than three dislocated collar bones and countless broken ribs!

The challenges went out—at Southampton Show and elsewhere—when Alan was one of the best-known wrestling personalities in the area, spending a lot of his time teaching others the finer points of self-defence.



Of the collar bones and broken ribs, he says: "When you're being thrown to the mat 600 to 700 times a night in the course of instructing, and on top of that issuing the kind of challenges I used to do, the law of averages means that you're going to get hurt occasionally."

Alan first began wrestling in 1952, at the age of 24. "At that time," he says, "there were two professional wrestlers in Southampton who offered a 10-week course in judo and self-defence generally, for something like 30 bob (£1.50) a course."

400 enthusiasts

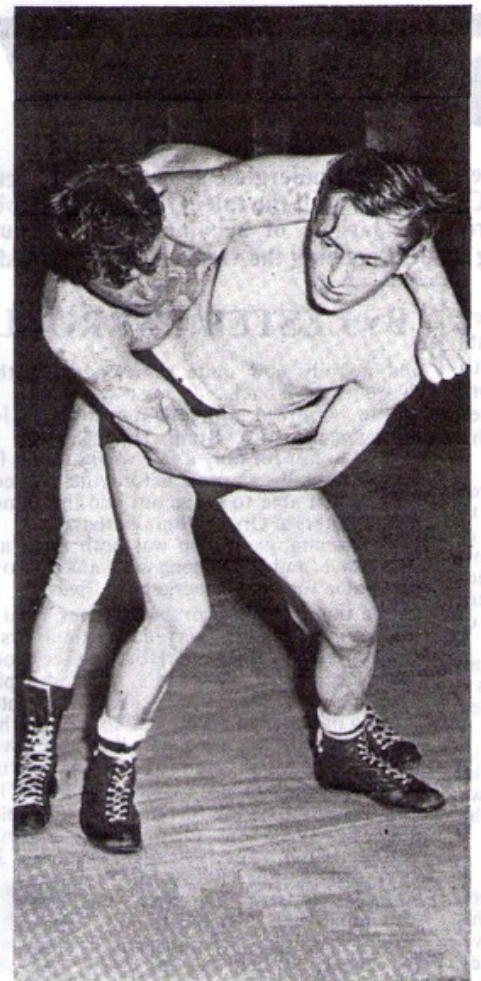
"As I'd always been interested in physical pastimes — boxing, rugby, weight-lifting and the like — I joined the course with about 400 other enthusiasts. At the end of it, a dozen of us took a second, advanced course, and then founded the Southampton Clausantum Judo and Wrestling Club, giving exhibitions all over the area."

Alan reckons that wrestling is one of the best pursuits for physical fitness, involving, as it does, "the whole of the body — hand, legs and head".

Of professional wrestling, he says: "Let's face it, that's an entertainment and, by and large, not a sport. Struggling back into the ring, right on the bell, after one of those exciting knock-outs, is great showmanship and all part of the game. Most of it is pre-organised, but it's none the less entertaining for that."

For the girls

Married, with two daughters aged 26 and 22, Alan reckons that more girls should take up the art of self-defence, or "how to get out of a situation".



Alan Hodgson catches his pal Stan Golding with a hip throw during a bout for the Clausantum Athletic Association.

What about his own girls? "They've never really had time to learn, but they know enough to look after themselves", he says.

Champions all in Scottish office

There must be something in the air around Scottish ACTS headquarters that breeds champions. Just look at a few of the things that have happened in the past year . . .

Equipment inspector **Tom McKenzie** emerged as champion in a recent bowls tournament, and won several major prizes:

Commercial Assistant Liz Sullivan and her local ladies' darts team have won a number of trophies;

Senior commercial assistant **Ian Mills** is in the Containerbase football team that won the 7-a-side tournament;

Commercial assistants Jim Laird and Donald McCaffery won the inter-office Darts League; and

Margaret MacPherson, secretary to the Regional Manager, was in the Scottish archery team that beat Wales in August. Margaret also came third in recent Scottish Archery Championships.

Hello — and farewell

Welcome to **John Kennedy**, who joined the Scottish ACTS team as transport assistant during August, and to **Jacqueline Brynes**, who joined the Commercial Section, also in August.

And good luck to accounts typist **Margaret Sludden** and commercial assistant **Lesley Struthers**, both expecting happy events in November.

★ ★ ★
Congratulations to transport assistant **Robert Rae**, who married **Annette Robertson** earlier this year, and to Telex operator **Kay McFarlane**, who married **Alan Russell** on October 1.

A year to remember for Soton

A 12-month reign as Miss Southern Echo, gave 21-year-old **Vicki Wilkinson** (Southampton Credit Control), pictured above, a year she will never forget.

A Mediterranean cruise to Italy, Sicily, Egypt, Turkey, Greece and Capri; a visit to a submarine; opening a Southampton pub and 'piloting' a hydrofoil back from the Isle of Wight — these and many more experiences will be remembered by Vicki for many years to come.

'Queen' Vicki

SURPRISE NOTE: Vicki, one of ten finalists chosen from 250 contestants for the Miss Echo title, didn't even know she had been entered for the competition. Her photo was sent to the paper by a friend. In her spare time, Vicki enjoys badminton, reading — and cooking.

Words . . . Words . . . Words . . .

Though we saw the pens out, the papers opened and the brows furrowed, there were no correct solutions to the Crossword in the last issue. For defeated fans, here are the answers:

Across: 3 Bainbridge; 8 Oval; 9 Australian; 10 Tokens; 11 Inner; 12 Pan; 13 On tap; 17 Trek; 18 Aces; 21 Shirt; 22 Ilk; 23 Power; 26 Tropic; 27 Connected; 28 Sloe; 29 Spellbound.

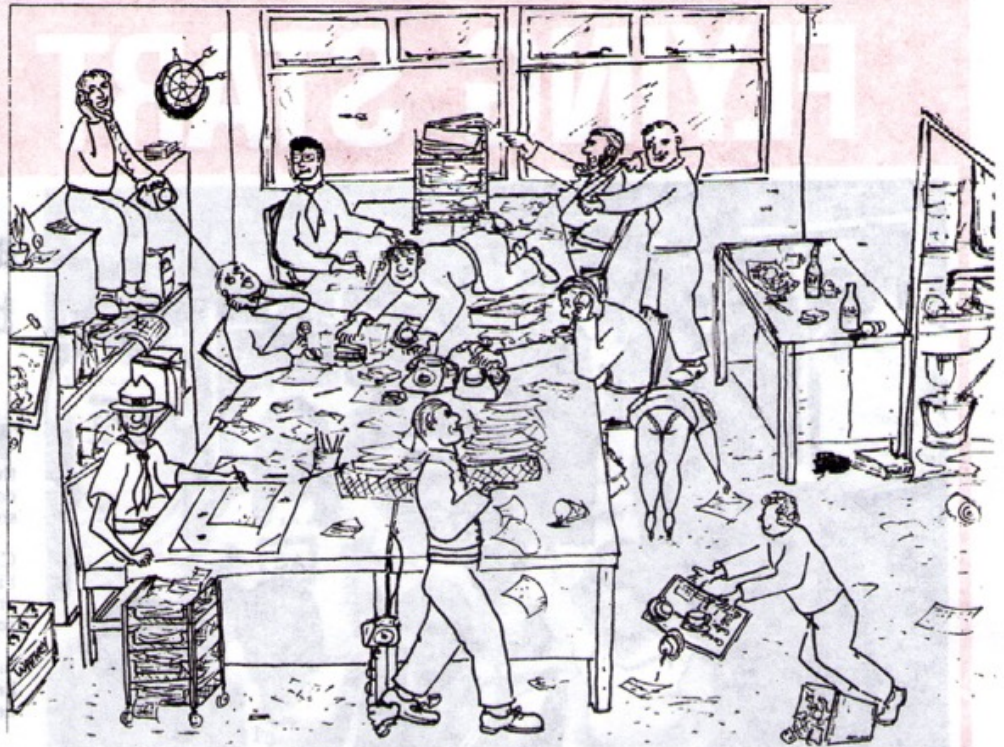
Down: 1 Containers; 2 Barking; 3 Bias; 4 Insular; 5 Bard; 6 Ill winds; 7 Gear; 14 Protracted; 15 Tee; 16 ACT; 17 Terminal; 19 Plateau; 20 Swipple; 24 Poop; 25 Scab.

Bad luck to all those who spent brainpower and time without finding all the answers.

As a consolation, we're keeping the £2 saved on the crossword and adding it to the total of our prize this time. So there will be £4 for the member of staff who gets the most words OF FOUR OR MORE LETTERS out of the letters contained in the word

TERMINAL

Remember, each letter can be used only once in each word. Send your list, to be received by JANUARY 1, AT THE LATEST, to: TERMINAL FEASER, Personnel Department, ACTS Head Office, Richmond House, Southampton. If more than one competitor sends the same winning number of words, the first solution opened wins. The judge's decision is final.



Basildon's Deputy Transport Manager Roger Bowman is one of those who vividly remembers the very early days of ACTS activity in the region, as described on the Centre Pages. Days when 30 people shared the same room and getting to the telephone before it stopped ringing was rather like undertaking an army assault course! If you think you recognise anybody in this cartoon, drawn specially by Roger for 'Contacts', you are entirely mistaken. The fact that Terry Boston is a noted Scoutmaster is purely coincidental. And obviously we cannot vouch for the fact that Linda Marr wore shoes with heels quite as high as those shown. (Incidentally, Linda left the company only recently and is now a proud mother).

Basildon: 'Tremendous loyalty' of the 3-in-1 region

(Continued from Page 7)

To-day, Assistant Transport Manager Bowman and his boss, Transport Manager Roy Roberts, head a department with 49 vehicles 'on the payroll' and another 40 to 50 available on 'spot hire'. Three hundred trailers, some belonging to ACTS and others on hire, are handling anything up to 40 collections and 70 deliveries a day, with the transport office itself manned round-the-clock on five days a week to ensure an uninterrupted service to customers. had its problems getting through its 'babyhood' only eight years ago . . .

In one respect at least, Basildon is unlike any other region in the ACTS 'empire'. Though Regional Manager Norman Cooper and his deputy, Terry Boston, operate from their offices on the third floor of Northgate House, where they have 73 of their regional team around

them, another 27 of the 105 total staff are split between the cargo handling department (under Denis Hurrell) at Orsett Containerbase, and the transport department at Tilbury.

If — as it inevitably must — this fragmentation into a three-in-one set-up causes a few problems of communication, they are not obvious to an outsider.

On the day 'Contacts' called, for instance, they were celebrating together one of the family's outstanding achievements — the handing over to the sightless Frank Humphries, representing the Guide Dogs for the Blind Association, of a cheque for £500.

Admittedly, other ACTS centres have contributed to the fund-raising efforts, but the bulk of the money (by far) has come from those who work in Basildon, Orsett and Tilbury. A truly splendid combined effort master-minded by the indefatigable Jocelyn Rees.

After several years with the circulation and special events departments of the Western Mail at Cardiff, Jocelyn moved with her husband to Basildon and five years ago joined ACTS to set up the region's Central Services, now handling, with the help of her sixteen young ladies, "everything that is raised through other departments".

They seem to go in for off-beat hobbies at Basildon . . .

There's Les Griffiths (Senior Commercial Assistant) and his pet duck Donald, to say nothing of his three tortoises . . .

Senior Commercial Assistant John Stokes and his home-grown tomatoes and cucumbers ("every morning we hear about his greepfly", his colleagues say) . . .

Senior data process operator Joan Groom, married for 24 years, with a husband in the chemical industry and a passion for square dancing . . .

Deputy Regional Manager Terry Boston, proud father again, and spare-time karate fanatic . . .

Man on the bridge at Basildon is Norman Cooper, who came back to the region (he was deputy manager there from July, 1970 to August 1974) after a two-year spell as regional manager at Birmingham.

"I was very happy at Birmingham", he says, "but to be quite honest it was always my ambition to be regional manager of Basildon because it is the biggest and best of all the regions.

"It has its problems, of course, many of them created because like the normal region, we have to work out of the Terminal. It says a great deal for the spirit of the staff that we are as successful as we are".

The region is 'biggest' for obvious reasons. But why 'best'?

"There is a tremendous loyalty here", says Norman. "I'm not talking platitudes about it being a happy ship, with tremendous loyalty to the company, but about loyalty to each other. When they feel that somebody is being done in the eye, they rally round to make certain something is done about it, even at cost to themselves".

Is this what Sandra was saying?

Remember the picture on the right of Project Manager Brian Creighton dancing with Sandra Smith, wife of Southampton's Peter Smith, at a Head Office party? We wondered who was saying what — and to whom?

Best suggestion came from Head Office tape librarian Jenny Howard, who thought Sandra was saying: "Would you kindly ask that gentleman on your right to remove his hand!"

Administration Manager Bob Howland had the bright idea that Sandra was shouting: "You're STILL treading on my toes."

GOLFER ANN WINS

Ann Tyler, of Manchester Credit Control, won the golf competition, also in the last issue. Answers were: 1, The Royal and Ancient, St. Andrews; 2, St. Andrews, winner K. Nagle; 3, Pro. team match between Britain and America; 4, Peter Thompson (Aust.); 5, 2 under par; 6, 2 balls; 7, Max Faulkner/Peter Oosterhuis. Six golf balls go to Ann.



FLYING START FOR THE



The Birmingham and Tilbury teams line up for our cameraman before the battle commences.

It takes more than a spot of rain to beat nimble minds like these . . .

Despite an almost incessant downpour during the day — it was certainly non-stop during the afternoon — the nimble minds of Manchester's Nigel Leech and Keith Tyler turned disaster into triumph when players from four regions turned up at the Good Companions Hotel, Holmes Chapel, Cheshire, on September 4, for the 4th annual inter-regional bowls match.

Because Seaforth Terminal was operating that Sunday, they could not be represented, but the Leeds, Birmingham, Liverpool and Manchester teams all reported for duty.

After battling with allocations, cut-offs, deadlines and the like, the non-stop downpour was a mere 'piece of cake'. In double quick time, Nigel Leech had arranged a pool tournament and Keith Tyler a similar darts challenge. (Dennis Armitstead, we understand, had the makings of a beetle drive in reserve.)

Bit of a 'wash-in'!

To the delight of all those taking part, the hotel had organised a mid-day extension to normal hours, so most members of the four teams got almost as wet on the inside as they might have done on the outside!

After a break for a buffet meal, the two tournaments carried on into the early evening, the pool tournament finally matching David Clark and David Horwill, both of Birmingham, against each other. The latter triumphed after a very tight game. Beaten semi-finalists were S. Reynolds and C. Walsh — also of Birmingham.

A victory by Steve Reynolds in the darts tournament almost turned the day into a clean sweep for the Midlands, though Keith Tyler put Manchester's nose into the honours' list as a semi-finalist with David Clark.

Prizes donated by the company were presented by Ken Thompson, of Manchester.

and the second round battle is now on

By the Sports Editor

THE Peter Yarwood Challenge Cup has got off to a flying start — with the first round now completed and the second already under way. Reports from regional correspondents have made fascinating reading; never were so many brilliant excuses made by so many for defeat.

The Chairman of the Basildon Sports and Social Club, for instance, just wouldn't admit that her team had been knocked out (by Head Office) in its very first encounter. "We were unlucky enough to come second," she said.

Our Birmingham sports correspondent put a good face on things in a different way. "The best team won," he wrote, "but unfortunately Tilbury are going into the next round."

Coming through in all the reports is a strong sense of comradeship and team spirit, and there is little doubt that, win or lose, **everybody** had a good time.

Whichever way Sports Club chairmen and 'Contacts' correspondents explain it to their supporters, the fact remains that Peter Yarwood Challenge Cup first round results were (officially) as follows:

TILBURY beat Birmingham
HEAD OFFICE beat Basildon
GLASGOW beat Leeds
LIVERPOOL beat Manchester

Second Round

Because Southampton Terminal had to withdraw, BARKING were declared the fifth first round winners, with a bye to the next round. Of the five teams eligible for the second round, Head Office drew a bye, and the following will, therefore, be doing battle:

GLASGOW versus BARKING
TILBURY versus LIVERPOOL

We have not room, unfortunately, to publish all reports received on first round matches. Here are excerpts from a few of them:

GLASGOW v LEEDS

Leeds version: Sorry there is no write-up, but nobody seems to remember very much about it. Some kind of emotional black-out (we think!). The only thing remembered was how we won the tug-of-war, and we've sent you a picture of that. (See foot of page 11 — Editor).

Scottish version: The Scottish team won all the darts games, though Leeds were certainly champions in the tug-of-war, winning both pulls. Scotland won the five-a-side by two goals to none, and were the eventual overall winners by 26 points to 15.

The Scottish team was: Telex operator Kay McFarlane, commercial assistant, Donald McCaffery, transport assistant Alex McLaren, commercial assistant Alfie Gordon, and senior commercial assistant Ian Mills.

TILBURY v BIRMINGHAM

Birmingham version: Everyone in the Birmingham team was horrified when the official scorer, well paid from Social Club Funds, concluded that the Tilbury team were overall winners and that 20 points demanded by the Birmingham team for coming first at Welly Tossing and again at Ale Supping, could not count in the final total. (Everyone enjoyed the games at the Parson and Clerk later, anyway).

Tilbury version: Birmingham must have wished they'd opened the Cup challenge against weaker opposition! Kevin Hymas, Peter Meredith, Norman Hornigold, Paul O'Doherty



P.Y. CUP

and Julie Bowman stormed to a convincing 29-12 win against them.

Thanks to a lot of hard work by Hornigold, Meredith scored all the goals in a 4-0 Tilbury win in the five-a-side, and in the tug-of-war Tilbury's method and power destroyed the opposition's confidence. Tilbury's only girl competitor, Julie Bowman was outstanding at darts and table tennis, winning both in straight games.

HEAD OFFICE v BASILDON

Basildon version (not written by the Sports Club chairman!): A meeting that will long be remembered by teams and supporters alike. When the five-a-side started — with eleven points still available from that and the tug-of-war — the battle was still wide open. The first half ended with no goals scored, but on the resumption the fitter team netted three to take a commanding lead.

LAST-MINUTE FLASH

In the second round encounters, Glasgow beat Barking 33 to 8 and Tilbury beat Liverpool 28 to 8. Details in next issue.



When every picture doesn't tell a story

Look at that beer. Look at those giant grins. And soak up the feeling of super confidence oozing from the picture above of the Leeds team (and reserves) taken when they met Glasgow in the first round of the Peter Yarwood Challenge Cup. No doubt about the winners! Or is there? If the picture led you to think that Leeds were victorious, think again. The Scottish team — pictured on the left with their supporters — romped home pretty easy winners by 26 points to 15. (Leeds blamed some kind of 'emotional' blackout. A likely story, indeed!). Left to right in the Leeds team: Barry Phillips, Ian Keyl, Steve Emmett (back), Phil Shepherd, Dyan Fidler, Kevin Toolan (back) and Ian Olivier (ACTA).

BELOW, Left. A long pull and a strong one by the Head Office tug-of-war team. Right, Basildon's Maureen Raddon gets on target.



Bottoms up, girl

All Leeds remember is that they won the tug-of-war. They appear to have little recollection of how they did it, but at least they sent this picture to show that one member of the team was putting her very all into the effort!





Prince Charles, hat raised, in the Calgary Stampede procession, with Chiefs Pretty Young Man, Alvin Twoyoungmen, Clifford Big Plume, Nelson Small Legs, Jim Shot Both Sides, and others.

WHAT DID PRINCE SAY TO JIM SHOT BOTH SIDES?

BY DUDLEY KIRK
(Soton Office Manager)

WHILE away from work last January with pharyngitis and feeling thoroughly depressed. I suddenly thought: Oh Hell, let's get away from the TRADITIONAL 'two weeks by the sea' this year and take up one of the many invitations from relatives in Calgary (Canada) to visit them.

A quick 'phone call to the office with a croaky' request for an earlier holiday — granted. Another quick call, with Olive, my wife, to the travel agent for a reservation — confirmed. And a third quick phone call to the bank for money — first problem! Nothing daunted, we soon found a way to raise funds for the deposit. By selling mother-in-law's jewellery and life insurance! We were on our way...

Our departure by charter flight (the best means of economising on a holiday of this kind) was right on time, and once ensconced in a 'charter' seat, with just 3" for our legs, we were quickly being pampered with free food and drink. (I suspect the free drink is to deaden the pain of a 9-hour flight with 3" leg room!).

Toilet trauma

Having promised to arrive in Calgary wearing the kilt, and not wishing it to be badly creased on arrival, I decided to make the 'transformation' en route, using one of the aircraft toilets for the purpose.

My advice to anyone contemplating a similar



Prince Charles, back to camera, with Jim Shot Both Sides.

stupidity is simple — DON'T. The contortions needed to complete the tricky operation can (and, in my case, did) increase the temperature in that small compartment from 60 degrees Fahrenheit to 120 degrees in three minutes flat.

The effort was well worth it, however, because, as there are many Scottish exiles in Calgary, the wearing of the kilt gives you preferential treatment by many of those expediting your entry into Canada...

After greeting relatives at the airport, we began the long tour of some 50 others living in the Calgary/Turner Valley area. Most exciting meeting was with Uncle Jim (we were there for his 81st birthday) and his wife, the only aunt I have. Take it from me, it was quite a party.

We were lucky enough to be in Calgary at the time of the Stampede — this time attended by Prince Charles. Everything at stampede time becomes 'Wild West'. Shops, hotels, offices, banks — all have staff dressed in Western outfits, including the inevitable 10-gallon Stetsons.

From our vantage point, we had a splendid view of the opening parade and took some memorable pictures of His Royal Highness,

The last word from Manchester ...

Promotions at Manchester ACTS include Janet Wolfenden, to trainee commercial assistant; Linda Gill, to senior data prep.; Carol Hamilton, to communications supervisor; Keith Tyler, to senior transport assistant; Nigel Leech, to transport assistant; and Steve Goldstaw, also to transport assistant.

Congratulations on their marriage at St. Mary's Church, Horwich, in August, to senior commercial assistant Mike McGuire and his bride, the former Sue Vaudrey.

And good luck to Margaret Hall, who has left after several years with the company. She was secretary to Ken Thompson and Ian Jarrett.