

On top of the world

HIGH ABOVE Edinburgh — on top of the Ben Line building, to be exact — and with the crags in the background, 24-year-old Kathleen Gaffney poses for our cameraman. Kathleen is a girl who, with a considerable weight off her mind, is feeling on top of the world. Her full

story appears on Page 9. She is also part of

THE BLC STORY

which begins on Page 5 and continues, with pictures, on the two centre pages.

10 YEARS ON

*Meeting to-day's challenge
to the future*

by Peter Bainbridge

(Managing Director of ACTS)

This issue of Contacts marks the 10th anniversary of the formation of ACTS. Today's trading conditions provide not the happiest circumstances in which to celebrate, but perhaps it is a good time to remind ourselves of what has been achieved and what we have to look forward to in the future.

Our numbers have increased in 10 years from fewer than 400 to more than 600. Throughputs have more than doubled, and new trades to South Africa, the Middle East, East Africa, West Indies and the US Gulf have been developed.

Our Head Office moved from London to Southampton and regional offices have been opened in Basildon, Grays, Seaforth, Tilbury and Southampton Terminal whilst others in Orsett, Tilbury and Bristol have been closed. Refrigeration facilities in Tilbury and Liverpool have been started, moved and closed in accord with the needs of the trade.

We have developed, internationally on-line computer systems which compare favourably with any currently in existence and numerous other changes have been made to continue the improvement, efficiency and level of our service.

All have been significant changes. We are now making other alterations; cutting back on costs, adapting to new circumstances. We must meet the challenges of the future, not stand still. Provided we continue to be flexible, learning fresh ways of handling our work load, we can all be assured that our Company has a worthwhile part to play in the next ten years and for many tens of years to come.



Peter Bainbridge



Dennis Armitstead



Exit Dennis: then an 'all change'

Dennis Armitstead, longest-serving regional manager in ACTS — he has been top man at Leeds since the company opened up there in 1968 — is to take an early retirement. He will be succeeded at Leeds by Ken Thompson, who has been regional manager at Barking for the past two years.

Other regional changes arising from the Leeds move are reported on P.4.

Dennis originally had a dual job at Leeds, as both regional and sales manager, joining ACT from the Bradford office of Lamport and Holt, where he had been selling space in conventional Blue Star ships to Australia and South Africa.

LIVER BIRDS

Chris Kelly, wife of Paul Kelly, a commercial assistant in the Imports department at Liverpool, has had her first baby, a daughter, Charlotte, and Les Isaac, transport assistant at Liverpool, and wife Marie now have another daughter, Michelle Marie, as playmate for their first child, Claire Louise.

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Basildon export chief scores in nationwide businessman contest

VERNON IS ONE OF THE TOPS

Thirty-three-year-old Vernon Pearce, Export Department Manager with ACTS at Basildon, has been voted runner-up to Britain's Young Business Personality of 1981.

And after a nationwide competition organised by the British Junior Chamber of Commerce and sponsored by the Provincial Building Society, Vernon received a certificate and cheque for £250 from the man who chaired the distinguished panel of judges, Sir Monty Finniston, President of the Association of British Chambers of Commerce.

In the final — after two preliminary rounds at regional level throughout Britain — Vernon was up against three other men and one girl, a 29-year-old who heads her own communications business with a £200,000 turnover.

The outright winner was the 36-year-old works manager of a Sheffield steel firm.



How the well-dressed executive looks when he's won a prize. Vernon Pearce (right) with the outright winner of the Young Business Personality contest — steelworks manager Malcolm Armonson — and the only girl among the finalists, 29-year-old Glynis Mitchell.



Vernon Pearce with Sir Monty Finniston, President of the Association of British Chambers of Commerce.

During the London final, the five finalists had to reply to a brief prepared by the publishers of 'Chief Executive' magazine and were invited to put forward recommendations to solve some of industry's main problems. For instance:-

- ★ How can we take advantage of opportunities opened up by new technology without causing unnecessary hardship to our existing work force?
- ★ How can the need to make profits be balanced against social obligations?
- ★ How can careers in industry be made more attractive to those leaving school, college or university?

"The meeting was very lively," says Vernon, "and I was left with the impression that if only a small proportion of the ideas put forward could be implemented, British industry could be far more competitive and the country as a whole far healthier than it is to-day."

On local radio

Vernon's success — first in a preliminary round at Southend and then in a South-East regional final before the final — brought him renown as well as the cash and other prizes.

"Reports of the original Southend competition appeared in local papers and I was interviewed on the hospital broadcasting service, Radio Thameside. After further Press coverage of the regional final, neighbours, friends and colleagues at work started stopping me to ask about the competition. Many shippers with whom I deal rang up to congratulate me."

Vernon, previously with British Gas and Pirelli General,

joined ACTS in December 1977 as Senior Organisation and Methods officer at Richmond House, to assist in the implementation of a new era of on-line systems, starting with the pilot scheme for EHCL and later the ACTA system.

In major training programmes for both systems, he travelled more than 20,000 miles round Britain in three years.

It was soon after he got to Basildon that John Wilson (another stalwart of Junior Chamber and now Deputy Regional Manager of ACTS) invited him to join the Southend branch — and simultaneously persuaded him to enter for the Young Business Personality of the Year contest.

"I was amazed to get through the first round", says Vernon. "The President of Southend's Senior Chamber was on the panel. As he is on the wrong side of 60, he seemed greatly upset when I said I considered people were 'over the hill' at 35!"

EDITOR'S NOTE: So am I!



John is now No 2 at Basildon

The man likely to be the next President of Southend and District Junior Chamber of Commerce has been appointed Deputy Regional Manager of ACTS at Basildon.

John Wilson, who has been with the company since December, 1972, and was Basildon's Import Department Manager for two years until his promotion in June, is currently Vice-President of Southend Junior Chamber. His other outside interests include various sporting activities, reading and micro-computing.

When he left school, John trained as a computer programmer and joined ACTS as such from Granada Group Services Ltd. He became a systems analyst at Head Office in 1976 and the following year applied successfully for Management Training.

His introduction to Southern Region was as Distribution Services Superintendent for the ACTA import trade.

IT TAKES THE CAKE!

If a girl who marries a catering expert can't have a lovely, three-tier cake on her big day, then who can?

No wonder 23-year-old Soton Terminal accounts clerk Sonia Bruce looked happy and proud as she cut the cake with Andrew Maddick after their wedding at St Faith's Church, Lee-on-Solent. Andrew, a catering manager, made the cake himself.

Sonia has been with ACTS for a year and her colleagues presented her with a pressure cooker.

Now Seaforth fights back

By Carter Leonard

In one way and another, the ACTS Terminal at Seaforth has had its problems over recent months. Nobody would pretend otherwise. When staff has to be trimmed because freezer cargo deliveries have been eliminated and ship arrivals reduced (from two or more a month to just one a month), you can't very well shut your eyes to the fact that times are hard.

And when, soon after the once-a-month schedule begins, ships have to be diverted elsewhere for two months because of protracted trouble at the docks, it doesn't help to boost the ego.

But if you imagine that those left at Seaforth — The Lucky Eight as they have been known to call themselves — look to the future with despair, you would be wrong. Very wrong indeed. Cautious they may be about the times in which they live, but certainly not downhearted.

Take Andy Gilliland, one of the six Terminal assistants, for instance. He and wife Jackie are inveterate travellers. 'Travel mad' you might say. They've even worked part-time in pubs over the years to afford the kind of holidays the rest of us dream about. They once went to Rome to see Liverpool play in the European Cup Final — and finished up going by rail on a whirlwind tour of almost every other country on the Continent before returning home.

Three years ago they flew from Manchester to America — and then took a Greyhound Express coach through the States and into Canada. (Where, incidentally they were delighted to find "a train full of ACT containers" running along a railway track alongside the road on which they were travelling!).

Japan next stop

It would not be surprising, with recent events very much in their minds, if Andy and Jackie were thinking about pulling in their horns and having a quiet 1982 at home. But not a bit of it.

"My next ambition is an overland trip, via Poland and Russia to Japan", says Andy. That's not the kind of talk or thinking that smacks of defeat or despair, is it?

And it's an attitude you will find pretty prevalent in the three rooms occupied by this small ACTS outpost in the heart of the North-West's dockland.

At the centre of Seaforth's problems earlier this year, of course, was the meat trade's decision that its interests would be better served if all refrigerated meat from Australia and New Zealand were delivered to Tilbury, rather than have unloading split between North and South. Up to that time, every ACTA ship calling at Seaforth had discharged anything up to 150 reefer containerloads of meat — a total of something like 35,000 tons a year!

It makes sense that the customer must know best where he wants his supplies delivered, but this particular change of mind meant no more use for the Holima refrigeration units that had served Seaforth so well, nor (even more important, in human terms) for those

technical experts who had faithfully kept them up to scratch.

"Under the new set-up which started in April," says ACTS Terminal Manager Malcolm Green, "each ACT ship now calling at Seaforth should involve an average of around 900 containers — some 800 containing exports and another hundred or so with imports, much of it bales of wool for the mills of Yorkshire.



CHECKPOINT ANDY: Terminal assistant Andy Gilliland checks details with a driver reporting into the Seaforth base.

"It was hardly to be expected that spirits would be at their highest just after the inevitable events of last April, but the new team of eight really showed its mettle a few weeks later. Although we were then expecting only one ship a month, four arrived in the first two months of the revised set-up — one with 1,600 boxes to be exchanged.

"This gave the team a hard indoctrination and tested them to the full. Suffice it to say that they came through with colours flying — and the experience proved that the new system could cope with any emergency".

The new system? Well, hardly, but there's one thing that must be noticed by anybody with a working knowledge of how a container set-up operates. EVERYBODY at Seaforth can — and at regular intervals does — do everybody else's job!

After each sailing, you see, there's a complete 'All Change' among the six Terminal assistants. If you've been officer i/c Road Transport one month, you'll take over as office i/c Imports the next. And officer i/c Exports the next. And officer i/c Container Control the next. And so on.

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Jill and Robert King.

IT ALL BEGAN WITH A CUP OF TEA ...

Two years ago, when Basildon ACTS courier Elaine Kitchen was making regular duty calls at the offices of Canadian Pacific Ships, export supervisor Barry Sargeant almost as regularly offered her cups of tea.

"At first I refused, but later I began to slow down a bit and accepted," says Elaine.

Obviously, she's now glad she did for earlier this year she and Barry (pictured right) were married at St Margaret's Church, Stanford-le-Hope. Elaine, who will have been with ACTS for three years at Christmas received a number of gifts from her colleagues who all wish her well.



Courier Elaine and husband Barry.

School pals

A host of friends and colleagues were at Chadwell St Mary to see Jill Rogers, also of Basildon Central Services, marry her childhood sweetheart.

Jill, who joined ACTS more than eight years ago, at the age of 15, met her husband, Robert King, when they were in their last term together at school. He is now a thermal insulation engineer.

Our picture of Jill and Robert was taken at Chadwell St Mary after the wedding.



THE SEAFORTH TEAM — minus Ray Nickson, on holiday when our cameraman called. Behind the group is a giant cheese plant, left behind by Malcolm Green's predecessor, Ted Clayton. The plant had toured Britain with Ted (Hull, Leeds, Southampton and Liverpool were among its resting places) before finally going to

Seaforth. When it was first bought, in August, 1971, from a Fine Fare store, it stood only a few inches high. To-day it is 9½ft tall — and still growing. Left to right: Jim Atkinson, Andy Gilliland, Anne Crumpton, George Willis, Dave Goodwin, Jim Peat and Terminal Manager Malcolm Green.

REGIONAL SHUFFLE



Norman Cooper

Guy Ashby

Ken Thompson

In a re-shuffle of top jobs following the retirement on January 31 next year, of Leeds Regional Manager Dennis Armitstead and the appointment of Ken Thompson to succeed him, ACTS Continental Manager Guy Ashby is returning to England from Antwerp to take over from Norman Cooper as Regional Manager at Basildon.

Guy, who joined ACT in 1968 as Traffic Controller at Tilbury, set up the company's Continental operation in Belgium five years ago. He began his working life at sea with Port Line.

Norman Cooper, who was Basildon Regional Manager, has moved to Barking as Ken Thompson's successor. Norman joined Port Line as a messenger in 1944 and claims that he was 'forcibly' transferred as a salesman to ACT some 23 years later. He has been a company stalwart ever since.

Ted Coyne, who had been Deputy Regional Manager at Manchester, is now Commercial Manager at Richmond House, and Ted Clayton, formerly Terminal manager at Seaforth, has



Ted Clayton

taken over as Regional Manager at Manchester, replacing Ian Jarrett, who has been appointed manager of Container Repairs Limited.

Captain Ken Allen and Robin Galloway, Commercial Manager at Richmond House, have both also accepted appointments with associated companies. Ken is now General Manager of Barking Containerbase, and Robin has become Trade Manager (South America) for Blue Star Line.

R.I.P.

Farewell to a faithful servant . . .

Richmond House has finally said goodbye to the old Honeywell Computer which had served the company valiantly since, July 1968.

Ultimately it will be replaced, together with the Burroughs 6700, by a new Burroughs 6900, currently undergoing final tests and due to become operational around the time we go to Press.

The old Honeywell had a great deal of character and obviously won the hearts of all who served with her. The date of her passing was July 4, when her supply of electricity to the brain was switched off. She was taken to her final resting place two days later.

It was a time of deep mourning. Especially, it seems, for Steve Dunnings, data control clerk, who got out his pen and paper and produced the poem and cartoon below.

*At last all the heads that gathered agreed
The machine was no longer fulfilling our need.
"After eight years of service it's time to retire,
Your talents, old chap, we no longer require".*

*And then came the morning - the fourth of July.
A man came to stop the electric supply.
No unwound tapes that spilt on the floor;
Electrical circuits were humming no more.*

*On July the 6th the removal men came
To slowly dissect the great Honeywell brain.
Cables and wires disembowelled we could see
Donating your parts so that others might be.*

*So the end of an era with Old Honeywell,
For eight solid years you'd served us so well.
But this is no tale of trouble and sorrows
Cause we're now going to use a 69 Burroughs!*

A French knees-up at Basildon!



Basildon ACTS, ever prepared to have a go, again entered a float in this year's town carnival — and again were voted into second place. on this occasion to the Busby entry.

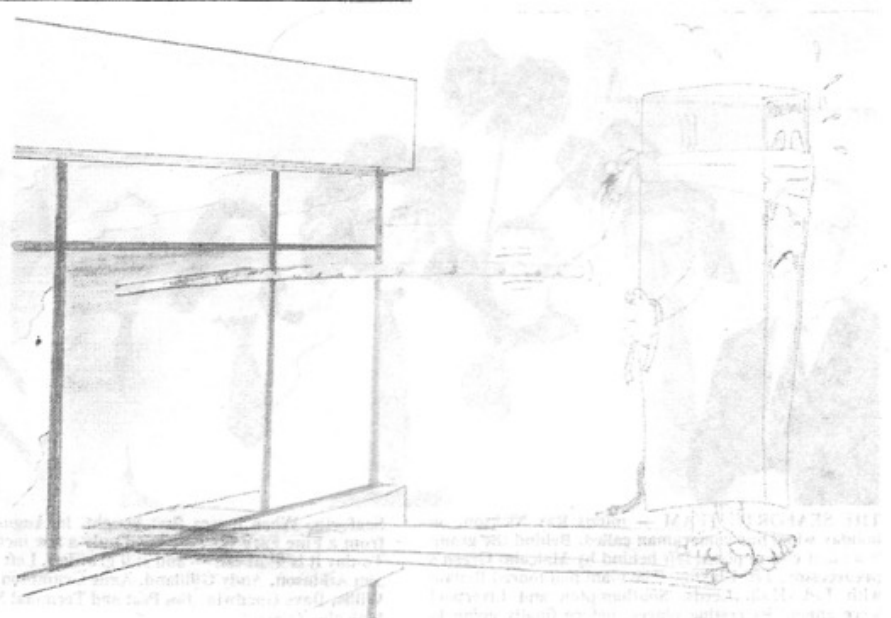
Setting for the ACTS float was a very Ooh La La French Cafe, which probably set the Com-

mon Market back a few years but must have done a power of good for the French winegrowers (One or two of those taking part actually fell off the lorry!)

Though the sun stayed away, spirits (as our picture shows) could not have been higher.



Departmental mourning for the departing Honeywell computer!



Right: Steve Dunnings' caption to his cartoon reads, simply: ACT'S RETIREMENT PLAN FOR HONEYWELL

THE FAMILY BEN



EDINBURGH ROOFTOP RENDEZVOUS for the Ben Line Container team, with executive director James Young in the centre.

WHEN James Young, an executive director of Ben Line Containers Limited, was told that this article was being written about his company and its part in a Far East 'boxed' trade worth some 800 million dollars a year, he was adamant on one point.

"Do make it clear", he said, "that Ben Line Containers, like TRIO itself, is very much a team effort — with Killick Martin, as our main UK agents, and ACTS, giving us a variety of services, both playing key roles in the scheme of things".

This I hasten to do at the start, adding for good measure that so far as Killick Martin are concerned, it is the continuation of a partnership with the line that began more than 100 years ago in the days of sailing ships, when Killicks were the brokers securing cargoes for Ben Line vessels loading in London for (naturally) the Far East.

By Lester Carroll

It is, I suppose, true to say that though Ben Line started in 1839 with one stubby sailing barque bought because the Line's founders wanted to import Italian marble for the family building firm in Scotland, it has been synonymous with Far East trading since the second half of the 19th Century. By that time, Ben ships were carrying hopeful prospectors seeking their El Dorado in the wild Australian Gold Rush, and the company had taken a sizeable share of the China tea and Far Eastern produce trades.

It was hardly surprising, therefore, that when, in 1970, the partner lines in Associated Container Transportation Services decided to set up their second operating offspring, to tackle the Far East trade, Ben Line and Ellermans (also

How an old dog learned a lot of new tricks

with considerable experience and expertise in that area) should be thrown together as the running mates.

The new company decided to make its operational headquarters North of the Border — in the same town, if not the same building, that had been the home of Ben Line Steamers (and William Thomson and Co) since the very beginning. If anyone suggested that you can't run an international company from offices hundreds of miles distant from London, the Ben answer would be simple: "It works for us — and has done for more than a hundred years". Most successfully, too . . .

Flodden Wall

If you wish to visit BLC to-day and don't actually know your Edinburgh and your way around this delightful city, you're quite likely to be told: "Go down the hill from the Castle and when you come to the end of the world, turn right!" The End of the World is a public house

outside which, and let into the road itself, is a brass plate announcing: "FLODDEN WALL", a 20th Century reminder of the day in September four hundred and sixty-eight years ago that the Scots and the English fought their bloody battle.

It is in this road, now called St Mary's, that Ben Line — and, of course, Ben Line Containers Limited — opened their spanking new, seven-storey offices four years ago.

Inevitably, the 'nitty gritty' of the Ben Line container operation resembles that of any other efficient overseas container set-up, like that of ACTA, for instance, about which I wrote in the last issue of 'Contacts'. It is in the *method* of doing things that such operations vary. ACTA in the United Kingdom does all its own marketing. BLC does not. It provides the ships (three out of 20 operated by the TRIO consortium), plus more than 14,000 containers and the spaces in them — but in the UK leaves the selling of that space to its agents (Killick Martin and others throughout Europe), with only the marketing direction and container control emanating from the BLC office in Edinburgh.

In the Far East, on the other hand, the company does most of its own marketing through Ben Line offices in places like Hong Kong, Bangkok, Jakarta, Kobe, Kuala Lumpur, Osaka, Port Kelang, Singapore and of course, Tokyo, with agents also in the Philippines, Korea and Taiwan.

Helping to co-ordinate the efforts of agents throughout the UK and Europe and of the Ben Line men in Asia is marketing manager Donald McCulloch, whose name and voice betray his

(continued on next page)

LONG VOYAGE TO ASIA AT FLODDEN



HELPING to co-ordinate the BLC marketing operation in Europe and the Far East is marketing manager Donald McCulloch. With regular personal contact vital, Donald flies out for talks with his Asian colleagues at least once a year.

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heritage and whose burly six feet or so does credit to the kilt (as my picture, left, shows). At one time, Donald himself was with agents Prentice, Service, Henderson, before joining Ben Line as an assistant to Hamish Muirhead, then the company's marketing director and now joint managing director. Donald took over as marketing manager, BLC, in 1975.

With more Ben Line Container people employed full-time in the Far East than in Edinburgh, more than 15 countries involved — most of them speaking different languages — and with considerable transshipment necessary to ports the big containerships cannot negotiate, life is not always easy and regular personal contact is essential. Especially since more than 30 other international companies — PLUS the Russians — are battling with BLC for the Far East market.

Hence Donald's wife and three daughters must say farewell to him at least once a year as he sets out for a series of policy and ironing-out-the-problems get-togethers with his colleagues on the other side of the world.

Whisky galore

With something like 160,000 BLC containers carrying goods to the Far East every year — compared with 240,000 coming in the other direction ("From Japan alone, three times as much comes out as goes in", says Donald) — what are the main British exports via BLC?

Donald explains: "Three years ago, the answer would have been easy — WHISKY! The trade has slumped a bit recently, but in 1978 we carried TWO MILLION CASES — that's 24 million bottles — to Japan alone. And even larger quantities of good malt whisky went in bulk to be blended by the Japanese.

"At one time, 35 per cent of all the cargo we carried to Japan was whisky.

"Nowadays, chemicals and textile machinery are high on the lists for places like Hong Kong, Taiwan and Korea. It seems that they put up the machinery there — and flog the products back to us!"

With 20 ships in TRIO doing a two-monthly turnaround, time in port cut to anything between six and 36 hours, BLC are able to offer their customers ships leaving port every four or five days. Indeed, so adept have some BLC ship performances become that Benavon received a pat on the stern a few months ago from the German publication Taglicher Hafenbericht. It seems that in a single eight-hour shift at Hamburg Terminal, 699 containers were unloaded and 560 loaded giving a total of 1,630 TFES. Four gantry cranes were used for the high-speed operation, which handled not only conventional boxes but also six open 40ft containers with two 4-ton cement mixers in each!

Dock humour

Few men, of course, could tell you more about the turnaround of BLC ships than Derek Hume — a Ben man ever since he made his first voyage as a cadet aboard the Benmacdhui — and from 1974 the company's manager at Southampton Terminal, focal point for all BLC containers moving in and out of the UK.

Derek — keen Hamble sailor, cocker spaniel breeder, home ale brewer and inveterate painter ('sailor fashion, with a big brush') finds dock work fascinating.

"I love it", he says. "It produces the same

The Big 5 in TRIO

Five companies, representing three nations — Britain, Germany and Japan — operate 20 ships in the TRIO Europe-Far East trade.

The consortium comprises:
Ben Line Containers Ltd
Overseas Containers Ltd
Hapag-Lloyd
Mitsui-OSK Lines
Nippon Yusen Kaisha

TRIO members operate the ships as one fleet to provide maximum frequency of sailing. Customers enjoy independent marketing and service from each member line.

Ben Line contributes the 73,000-tonne ships — Benalder, Benavon and City of Edinburgh — a 14,000 containers to the consortium service.

people and the same humour it has all produced. It's bitter and it's hard and it's the thing containerisation hasn't changed in 10 years ashore".

The humour of it? "We were once bury well-known shipping worker in London", Derek, "and as his old friends and workmen stood mourning round the grave, a Cockman in the entourage said: 'Cor, that's the time he's been down the lower hold in 20 years. That's dockland humour'".

He also tells of the day Caterpillar trailers were being loaded and for some reason the lifting gear was not to hand. "We were waiting what to do", says Derek, "when one of our Cockney stevedores turned to me and said you want to cut your cost and get that k board, guv, you'll have to wait till they turn bleedin' butterflies; then they'll fly on!"

Old dogs, new tricks

A clear appraisal of Ben Line attitudes — it was decided, in 1970, to go full steam into the container field was given by chairman Michael Strachan last year, writing in Hamburg magazine "Cargoworld".

"We concluded", he wrote then, "that the major strength lay in our tried and trusted ashore and afloat. (At that time the competition was still largely in the conventional ships engaged in Europe/Far East trade). We felt we must bring the staff together and give them new opportunities. We must teach old, middling, and of course young dogs new tricks.

"So we did not engage many new 'experts' in this new game of containers, but about training our existing staff, not on container lore, but in other new directions where their already existent skills could be put to use. This policy has succeeded beyond what any of us dared hope possible".

THAT STARTS WALL

Trio Pooling Team

AT FIFTEEN he was a deck hand with Ben Line, but to-day Ken Gordon (second from right, seated) watches over the profitability of the container operation. As head of the company's Trio Pooling department, Ken and his team of three — Wendy Ross, Nigel Richard and Eileen Batchelor — keep a constant eye on the cargo carried.

Involved very closely in the original feasibility study for Far East containerisation was the man now heading the Ben container team. James Young (And when he asks you, if you visit him, whether you would prefer tea or coffee while you talk, don't be surprised if he goes and gets it himself. At Ben Line in Edinburgh, I discovered, secretaries — including directors' secretaries — are for shorthand, typing and helping the boss, not for making tea and coffee!).

Rapid decision

James Young (now also secretary of the parent company, Ben Line Steamers) joined Ben Line 20 years ago, straight from university, after having served as a pilot in the Fleet Air Arm, and was initially involved as a statistician and in voyage estimating for the company's than conventional service to the Far East. After a spell as assistant in the Westbound department, he was, in 1966, asked to join a Ben Line director, Roderick Macleod, in a study of the problems (and, of course, the advantages viability and potential) of boxed cargoes.

"A fairly rapid decision was made", says James, "and between 1967 and 1970 the structure of the TRIO operation as it is to-day was worked out. By 1969, we had already set up a container department in Edinburgh, and in October, 1972, Benalder, first of the three ships commissioned by us, set out on her maiden voyage. Little more than a year later, all our BLC ships were on the high seas".

To-day, as it has since the beginning, BLC maintains a 15% share in the TRIO activity. Fifteen per cent of the ships (or thereabouts, give a quarter of a ship or so!). Fifteen per cent of the commitment, financial and otherwise. Fifteen per cent of the risks — if any. And, hopefully at the end of the day, fifteen per cent of the profit.

The TRIO partners run a co-ordinated service, and to do this a central office of some kind is obviously essential. Hence the Trio Tonnage Centre in London, with offshoots in most Far East ports. In London, TRIO has its own staff (two senior executives and a team of assistants), with the partner operators also staffing their own offices in the same building.

Thus, if day-to-day problems arise at grass root level, they can (hopefully) be sorted out swiftly among friends and partners. If not, higher level meetings of a Steering Committee are a regular part of the programme. Nothing, so far, has proved insoluble.

Heading the BLC commercial team at TTC is ex-ship's officer Rowan Logan, ashore for 20 years and at one time Cargo Superintendent at London Docks. Helping him at TTC is Cameron Bowie. And responsible for the computerised distribution of cargo in the three BLC ships within the consortium are two ex-seafarers with a long Ben Line record — Captain Andrew Symc and Walter Dun.

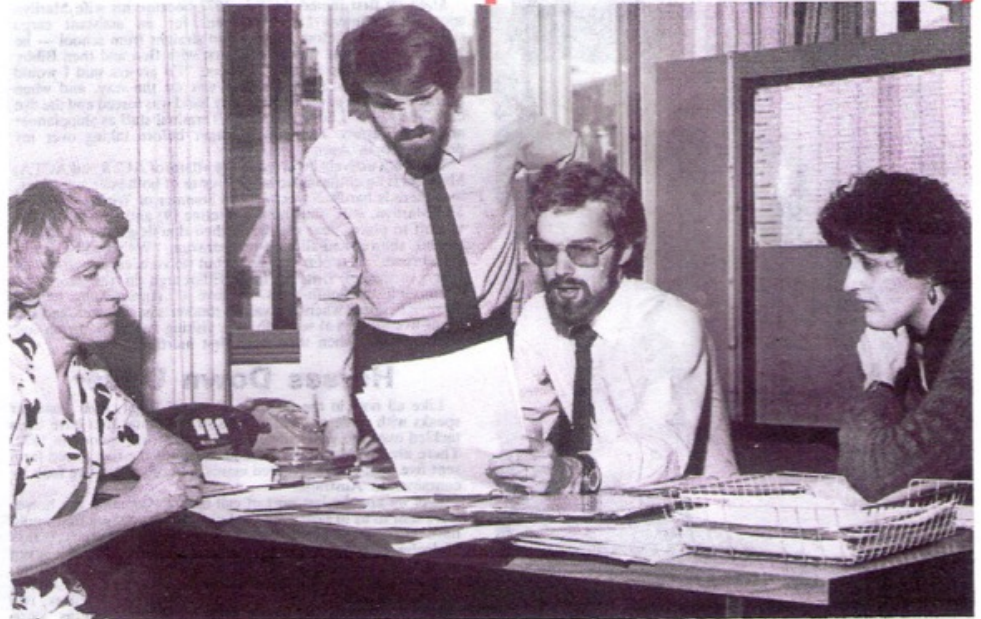
Man with the key job of ensuring that Ben Line containers are where they are needed when they are needed is Fred Anderson, of International Control in Edinburgh, presently in daily and constant touch with ACTS Operations Department in Southampton for computerised information about BLC's 14,000 boxes scattered over Europe and the Far East.

Jobs for the girls

Something like 8,000 pieces of information on the movement of BLC containers are processed every month, and in six years of operation, Fred Anderson and his colleagues have a proud container control record. Only eight have been damaged beyond repair — one when in the custody of another company — and as far as misplacing them is concerned, Fred proudly declares: "We haven't lost one yet".

When he does manage to take his eyes off his boxes, Fred — married, with two sons and a daughter — enjoys gardening and, of all things, portrait painting. People around the office in Edinburgh will tell you that he's pretty good at it, too. His daughter has modelled for him, and from photographs he has painted, among others, the daughter of Operations Manager John Mittlestein and, a few years ago, the then 7-year-old daughter of Jetta McCormack.

Jetta herself, who joined BLC eight years ago as a one-week 'temp' and has been there ever since, epitomises a trend the observant visitor cannot help



noticing at Ben Line Containers — that there are good jobs for the girls, as well as the boys, if they are ready to take up the challenge of responsibility.

Jetta did just that and among her many duties to-day is the preparation of material for container profitability meetings. (And few things are more important than that!).

So did 24-year-old Kathleen Gaffney, five years with the company and a marketing assistant who lists among her particular responsibilities "keeping my beady eyes on moneys charged by ourselves and others, canvassing local shippers, quoting competitive rates, research into finance and utilisation of boxes — and backing up management generally".

Once a year, too, Kathleen helps to organise the highly-successful golf tournament in which a mixed field of around 24 shippers and Ben executives (led by Donald McCulloch — 'handicap 15 and still falling')



take part. (In Kathleen's case, getting ahead early in life has posed its minor problems, as one of my colleagues reports — with all the answers — on Page 9).

The overall profitability of the Ben Line container exercise, including the detailed costing out of each stage in the operation — carrying a responsibility not only to shareholders in the parent company but also to the other partners in TRIO — is watched over by a young man who not many years ago was a 15-year-old deck hand with Ben.

Ken Gordon had three years at sea before deciding his future lay ashore. From Ordinary Seaman he became an accounts clerk at Head Office, and just over four years ago passed his Finals as an accountant. Today he heads Edinburgh's TRIO Pooling department, from where he and his three colleagues — Wendy Ross (four years with BLC), Eileen Batchelor (two years) and new boy Nigel Richard (who joined the team from Bulk Carrier accounts a couple of months ago) — keep a constant financial eye on Ben Line cargo carried by TRIO ships and work out Ben's 15 per cent share of such operating costs as port charges, pilotage, transport, towage, bunkers etc. (Which isn't always easy when one remembers that the size of the three Ben ships gives them just over a 15 per cent share of total tonnage. How do you account, for instance, for a quarter of a ship?).

But Ken, married with a five-year-old daughter and two-year-old twin boys from the arrival of whom he is only just recovering, has a simple and very logical philosophy about his fundamental duty — "to give, as Ben Line have always done, the best possible service to the trade without too much self sacrifice".

Yet another constant contact with ACTS in Southampton — represented by daily Telex messages and exchanges of freighted manifest microfiches — is maintained by Freight Manager Bob Howell and his ten stalwarts, whose basic jobs is to ensure that all BLC cargo is correctly freighted. Bob joined Ben Line some 33 years ago as a clerk in the freight department — then consisting entirely of him and his boss, Bob Sharp —

(continued on next page)

The Public Image

THE PUBLIC IMAGE of Ben Line is the concern of Alec Pell, who admits to being with the company 'for more years than I care to remember'. He joined originally in Edinburgh as a trainee, later became marketing manager in Hong Kong and then Ben Line manager in Japan. He came back to Scotland when he applied for — and got — a job he saw advertised for head of public relations and advertising at the company's Edinburgh Head Office. To-day he is responsible for what he calls 'the whole propaganda thing' for the entire Ben Line Group. (It must also be recorded, says Lester Carroll, that he was an excellent host to one of the company's recent 'visiting firemen'!).



SEAFORTH TERMINAL manager Malcolm Green checks up on a few details with Anne Crumpton. Below: Terminal assistant George Willis liaises with a Freightliner representative at the Terminal.



NOW SEAFORTH FIGHTS BACK

(continued from Page 3)

"In this way, everybody is kept up-to-date with the demands of every job in the set-up," says Malcolm. "Nobody has a chance to get bored with doing the same thing all the time. It keeps the adrenaline flowing".

Malcolm first joined ACT in 1972 because his wife Marilyn spotted a company advertisement for an assistant cargo superintendent. Before that — and straight from school — he had had a ten-year stint at sea, first with Ben and then Bibby Lines, finishing up as Chief Officer. "I'd always said I would take a shore job when a family was on the way, and when Marilyn saw that advertisement, my hand was forced and the dye cast," he says. "I later joined the Terminal staff as shipplanner and was Deputy Terminal Manager before taking over my present job in April".

When not actively involved in the affairs of ACTS and ACTA, Malcolm is an enthusiastic home brewer of both beer and wines, and there is hardly a week-end in Summer or Winter, when he and Marilyn, with daughters Catherine (9) and Gillian (6), are not off to places near and far in their double-glazed, centrally-heated, shower-and-all-mod-con caravan. "We've still to caravan abroad," Malcolm explains, "but we've been to pretty well every corner of Britain, from Edinburgh in the North to Cornwall in the South-West. We love it". (Incidentally, he and Marilyn first met when she was his mother's hairdresser, and she spent five months at sea with him, visiting Australia, Japan and South Africa, when they were first married).

Horses Down Under

Like all now in the Seaforth Team of Eight, their manager speaks with pride and enthusiasm of the things that have been tackled over the years since the Terminal first opened in 1972. There are vivid memories, for instance, of the day a stud farm sent five high-cost, pure-bred mares, 11 ponies and five foals by container to Australia.

"As we are the last port of call before Australia, the horses were sent to us to save even the few more days at sea that would have been involved if they had gone from Tilbury," says Malcolm. "They were all very valuable animals indeed — even though one of them was described on the customs export form, (mistakenly, I guess) as 'a six-year-old flea-bitten grey mare'!

Ten containers were used — four to carry the horses, two fully-loaded with the hay to feed them, and four as 'store rooms', with special fans to cool the animals down in the tropics.

Though the total payroll is now only eight, Seaforth Terminal, like most offices in shipping or any other industry, is a genial blend of the fairly young and those who, fifteen years from now, will be trying to convince themselves that the thinning of the hair is only a temporary matter!

The Duo Jim, for instance — Jim Atkinson and Jim Peat, who join happily with their younger colleagues in the monthly 'All Change'. Jim A, who once worked for cost accounting at Fords, lives only three miles up the road from the Terminal and watched it being built, brick by brick. Married (to Philomena) and with three children — Gregory (19), Catherine (18) and Jane (14) — he joined ACTS in March, 1973, as Assistant Controller, Exports. If you ask him why he made the transition from cost accounting at Fords to the, then, comparatively new-fangled business of containerisation, he will tell you: "Because it seemed (and still does) to be an up-and-coming type of thing with a future in it".

'Coarse' games

The other Jim — Jim Peat, who smiles forgivingly when anybody still calls him the 'old sod' — came into the ACT four years ago as a shipplanner.

Jim Peat and his wife have two children, Helen (aged 22) and David (19), and it becomes pretty obvious as you talk to him that when he's not at the office, his mind (and/or his body) is likely to be occupied with one sporting interest or another. As a golfer, his handicap is 23 'and likely to stay that way', and he confesses that in his day he has played 'pretty well every game you can think of — in a coarse way'!

Fairly inseparable at work and away from it — they both play soccer regularly for Manweb (the Mersey and North Wales Electricity Board) — are two of the other Terminal assistants, 25-year-old George Willis and 30-year-old Ray Nickson, whose wife Sheila is expecting their first child in January (George and his wife Carol are already proud parents — of Paul, aged two-and-a-half, and David, aged five months).

The old grey mare sails East

George had four years with OCL ('I saw an ad, and applied for a job as a trainee in their ops department') before joining ACTS at Seaforth, in 1978, as an assistant controller. Ray spent six years with ACT Imports at Aintree and then made the short move to Seaforth as an Assistant Controller.

Which leaves the other bright spark in the Gang of Six — Dave Goodwin, seven years at the Terminal (first as a control clerk and later assistant controller). He is engaged to be married next year.

Odd girl in

Helping everybody in the Seaforth daily round is the one lady in the picture, Anne Crumpton, who joined the team two years ago . . . and soon made herself an integral part of it. Anne herself has two children (Claire, aged 20, and Peter, 18) and perhaps not unaturally devotes much of her spare time to interests of young people. She has been Area Staff Officer for the St John Ambulance, which she first joined in 1954, and a few weeks ago ran a week-end school for cadets.

Before leaving Seaforth, I just had to return to Andy Gilliland, one of whose four sisters — he has a brother, too — has been at sea for the past five years, as a cook-cum-steward with the Merchant Navy. I had noticed that this obvious man of action and inveterate traveller had a slight limp and wondered if maybe he had been in an accident recently.

"Oh, no", he said. "I had polio as a baby and still have to wear a caliper on my right leg. It's funny, you know, but when Jackie and I were doing that whirlwind rail tour of Europe, the caliper broke in two right in the middle of Athens!

"I was completely floored but eventually found a Greek mechanic in a garage who said he'd have a go. He was wonderful and put it right in no time.

"And, would you believe it, when I talked to him, I found he'd spent eight years in Australia — and knew all about Liverpool!"

I am tempted to say that that is the courage — and the luck — of Seaforth.



Derek Hume, a Ben man since his first voyage to sea as a cadet, is now the company's manager at Southampton Terminal.

LODDON WALL TO THE FAR EAST

(continued from previous page)

and took over as manager 30 years ago. He reckons that, given time, he may get to like the job!

A keen golfer, Bob's favourite hobby is watching son Denis playing Rugby for Heriots FP, who won the Harlequins Sevens trophy last year.

The Future

Looking back over the history of Ben Line and having met some of those men who will no doubt be taking them all into the 21st Century, it seems to me that the company has achieved its present eminence because it has always had behind it people to whom shipping was just a bit more than simply a means of making money. There's been a spirit of adventure, of have-a-go and of fun in it most of the way. Three of the present board Sir David, William and Bill Thomson, are direct descendants of the brothers who started it all — the sons of James, a builder who wanted Italian marble for his work.

And if today's chairman, Michael Strachan, has his

way, there need be no doubts about the future. In the 'Cargoworld' article to which I referred earlier, he wrote:—"It seems fashionable nowadays to have on your staff professional planners who must then, of course, justify their existence by producing plans which may or may not be rooted in down-to-earth experience and knowledge of the company's aims and capabilities.

"In this respect we are behind the times; we employ no one whose function is simply to plan. In any case, planning is far too important, and far too much fun, not to expect the best and most experienced financial, operational and administrative brains at the company's disposal to devote part of their efforts to it in addition to their other duties.

"Assuming that the powers that be allow us to go on minding our own business, I dare say that with a slice of luck and a lot of hard work, we shall be able to reinforce success where this has been achieved (as in BLC?) and even convert some more new ideas into worthwhile ventures of a maritime nature in the years ahead".

That is the spirit of Ben. Past, present . . . and future.



How to make light of 1½ stone

Look closely at the picture on the right of 24-year-old Kathleen Gaffney, taken when she was on holiday last year with her mother. She looks lovely and is obviously happy. But, whisper it, doesn't she look just a *little* above the normal weight for her age and height?

Kathleen herself thought so. She enjoys her food and, quite apart from that, had been doing a little extra 'business eating' as part of her job as a marketing assistant with Ben Line Containers Limited.

"Suddenly, I found I'd put on a stone and a half — and was horrified", she says. "So much so that I went to Weigh Watchers and asked what I could do. They told me to take up a programme of 'balanced eating', consisting of fish, fruit, eggs, vegetables, liver, bread and chicken.

"That may sound a lot of food on which to lose weight, but as I quickly found out, the proof is in the eating".

Within four months of starting her planned programme, Kathleen had got down to her 'own weight' — and to-day is a trim (and very shapely) 8st 10½lb.

To demonstrate not only her faith in the Weight Watcher scheme of things, but also her gratitude for 'getting back to normal', Kathleen trained for eight weeks to become one of the organisation's lecturers.

Kathleen to-day



Kathleen (centre) on holiday in 1980 — when she realised she had a weight problem.

When I said I could hardly believe that any kind of planned eating could satisfy a normal, healthy appetite, she gave me the menus for her meals the previous day. Here they are:

BREAKFAST: 4 fluid oz pure orange juice; 1 boiled egg; 1oz toasted bread; coffee.

LUNCH: 5oz cottage cheese; tomatoes; cucumber; onion; 1oz bread; apple; 1 can of diet Pepsi.

DINNER: 6oz chicken; courgettes; mushrooms; tomatoes; onions; w/w Vanilla Dessert; 5oz strawberries.

... and here is the news from Birmingham WENDY STARTS HONEYMOON IN HER WEDDING DRESS

Birmingham commercial assistant Wendy Buffery and her new husband Neil McGuff drove away in style in an open, horse-drawn carriage after their wedding at Erdington. Later, an unsuspecting Wendy was whisked away by Neil to a hide-away honeymoon hotel in the Malverns — where she arrived still wearing her wedding dress!

As our picture shows, both Neil and young page boy were wearing the kilt for this very special occasion.

★ ★ ★
During the Summer another former commercial assistant with Birmingham ACTS, Lynne Walsh, delighted husband Chris and everybody else by introducing Andrew Christopher, at 4lb 4oz. By the time Lynne (looking extremely fit) was able to introduce him to her old office colleagues, Andrew had more than doubled his weight to a bouncing 9½lbs.

★ ★ ★
colleagues when he can tear himself away from wife Marjorie, his rose garden — and Test cricket!

Karen's Jealous

No use telling Karen Edwards not to be jealous. Early in September, Telex operator Karen announced her engagement to Roger Jealous. The wedding date is not yet fixed, but is expected to be sometime next Autumn. Karen joined ACTS two years ago.

★ ★ ★
Accounts clerk Carol Lerwill has forsaken the typewriter and invoice register for a career as housewife and mother. She and husband Stephen expect their first baby in the late Autumn.

★ ★ ★
Hugh Pedley, former ACTA Sales Manager in the Midlands reports that he finds retirement not at all the same thing as a holiday. Nowadays, he says, he has an occasional problem deciding what to do each day during the Summer before Test cricket starts on TV!

Hugh, who retired at the end of April, had been ACTA sales manager from the start of the containerised service to Australia. He was a very good friend of all at ACTS, and promises to look in on his old

★ ★ ★
CONGRATULATIONS to Dave Clark, Deputy Regional Manager, on becoming a Fellow of the Institute of Freight Forwarders; and to Telex operator Steve Fleming on her 21st birthday.



Diane joins Terminal

Reading, listening to music and needlework are the hobbies of Diane Barber, who joined the Southampton Terminal ACTS team as an accounts clerk earlier this year.

She also says she is "a keen follower of a variety of sports".

Before joining ACTS, Diane was a credit control clerk with Manor Bakeries Limited.



Brum picture-reel

Bridegroom and page wore the kilt when Wendy Buffery married Neil McGuff. Far left: Andrew Christopher — a son for Lynne Walsh. Left: Hugh Pedley, former ACTA sales manager at Birmingham.

SPORTNEWS

OLYMPICS DAY

WAR!

That's the name of the game

ON a table at Millbrook School, Southampton, a girl plays with her toy soldiers. But this is not kids' stuff. It's deadly serious. Strategic positions are in danger; lives are at risk.

Anita Powell, data control clerk at Head Office and a member with husband Mike of the Wessex Wargame Society, is to-day Commander-in-Chief of an Army threatened with extinction unless she alone can find the answer...

The Wessex Wargame Society is one of the oldest in the country, its regulars include both schoolchildren and adults, and at a typical meeting there are battles ranging from Ancients (pre 600 AD, and the most popular) to World War II and even hypothetical NATO versus Warsaw pact engagements.

There are rules to regulate the battles and promote the tactics of the period, charts being used to determine activities like missile fire and hand-to-hand combat.

"We try to cater for all age groups and interests", says Anita, "and normally stage an introductory game at our meetings for newcomers and those without their own 'armies'."



Anita plays the war game.

Charity walk

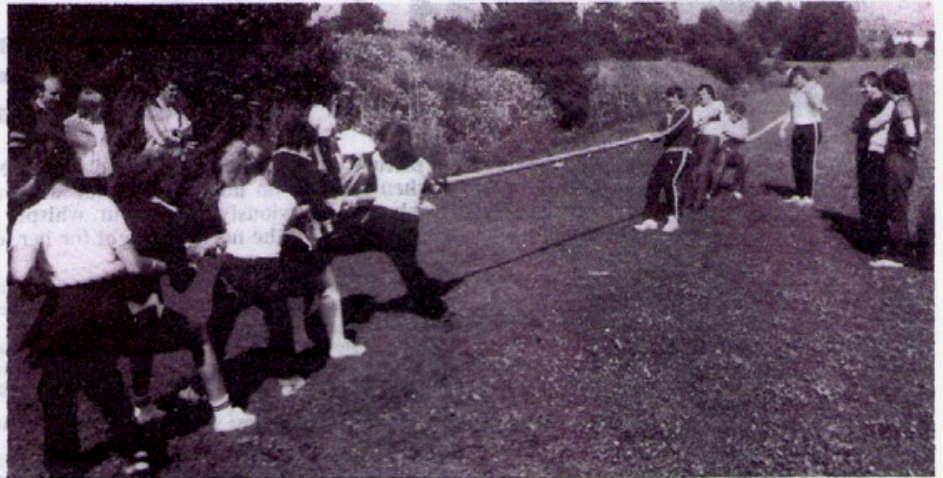
On a cold, wet day in early Summer, three hardy members of Barking ACTS staff joined others from OCL in a sponsored fancy dress walk which raised £100 towards the Year of the Disabled.

Starting at the Containerbase at 9.30 a.m., the gallant three girls (plus one husband) reached OCL head office, in the city, at 2.0 p.m. All said the journey seemed more like 99 miles than nine.

Those involved were Olympic hammer thrower Helen Ballard (of Accounts); Aunt Sally Sharon Troke (Commercial typist); Sharon's Husband Jeff, as Worzel Gummidge; and Lyons Nippy Julie Short (Commercial typist).



Trial pull for the Basildon tug-of-war ladies.



Basildon ladies struggling against a relaxed Birmingham team in the tug-of-war.

By The Sports Editor

A great week-end enjoyed by all and "a riotous day of sport and fun" were the verdicts of two of my correspondents on the Sports Day organised by Basildon ACTs, thanks (according to one of them) to the initial inspiration of Mike Mackay (then at Basildon) and also to a lot of hard work put in by Export's Lorraine Bell.

So what's golf got to do with sport?

Who said golf as a game for relaxation and to be played by true sportsmen only? Certainly not the Southampton Terminal club-swingers who were locked in conflict recently for a challenge trophy kindly put up by our friends at Ben Line.

The event was a great success, though the Royal and Ancient may have been appalled by the total lack of etiquette and sportmanship demonstrated!

Deserving special mention were Stan Tribbeck, on his first sporting outing since bowls with Drake; Lorne Beesley, looking like part of the Forestry Commission; and those heroines of the Telex, Jules Wing and Williamson, who swore they found a 'Par 10' on the course! (Sorry, girls, you are *not* allowed to THROW the ball out of a bunker so, in retrospect, your scores have been doubled).

Our picture shows the eventual champion, Tom Jenkins (whose arithmetic was always doubtful, anyway). We failed to get a picture of the sponsors' man, Ben Line Terminal manager Derek Hume, to this day holding his head in disbelief...



Tom Jenkins

I doubt whether either would ask for too much of the credit because all who participated — teams from Leeds, Birmingham, Southampton, Barking, Tilbury and Basildon — played their part in the event's undoubted success.

Contestants and supporters began to gather at the Essex Centre Hotel late on a Friday evening in June, and a convivial get-together until the early hours of Saturday of many old friends and rivals can have done little to help those involved in the Five-a-Side football the following morning. Head office again proved a dominant force and came out of the event unbeaten.

The netball competition which followed was often reduced to an all-in scrimmage, with Basildon the eventual winners.

The after-lunch session was given over to the individual events — squash, darts, table tennis and pool — and only a tremendous feat of organisation by the Basildon hosts enabled the full programme to be completed on time.

The Saturday night disco provided a fitting climax to a sporting day and participants have asked me, on their behalf, to say a big thank you to the hotel manager for putting up with them (even if it was his idea to hoist Tom Jenkins' trousers up the flagpole!).

FOOTNOTE:- My Basildon correspondent asks:- Anybody for a return match next year?



Evening energy being demonstrated by some of the Leeds team.

REAL WINNER FOR BASILDON

How the day ended

The winners were:

TEAM EVENTS

Football	Southampton
Netball	Basildon
Tug-of-War	Birmingham

INDIVIDUAL EVENTS

Ladies' Squash	Gina Hunter, Basildon
Men's Squash	R. Strong, Birmingham
Ladies' Darts	Gill Creed, Southampton
Men's Darts	Paul Dimes, Barking
Ladies' T/Tennis	Shelly Dowle, Barking
Men's T/Tennis	Barry Giffin, Barking
Pool	Dave Saunders, Basildon



Lorraine Bell presenting the table trophy to Barry Giffin (Barking).

Twelve of the best!

By Carter Leonard

NO space this time for my usual gossip column, but the Editor has allowed me just six inches to offer readers a sporting challenge.

Below are the jumbled names of twelve really well-known British sporting stars. Imagine we are sending a team of 12 to compete in a world sexathlon (that's my name for a six-event pentathlon!) in which the sports will be golf, cricket, tennis, boxing, athletics and horsemanship (racing and jumping).

TWO FAMOUS REPRESENTATIVES FROM EACH OF THOSE SPORTS are in the team below and their names have coded to preserve secrecy:-

- 1 TOBY GEO. COFFERTY
- 2 BERT M. TRUMASTO
- 3 PERRY O. CHROME
- 4 LIBI BOWLS
- 5 PETER T. TOGGILS
- 6 JOCK N. TYLAIN
- 7 J. H. DOLLYON
- 8 U. E. PRIEST SHOOTER
- 9 F. F. GEO. SPACE
- 10 V. I. 'DODO' BREAM
- 11 COSTIAN E. BASE
- 12 NINA TRAMEL

Just decode the 12 names (as a guide I'll reveal that one of them is athlete Geoff Capes), and send them on a postcard to Lynne Lisney, Personnel, Head Office. All entries will be kept until January 25 next year and the first correct solution then opened will win £3, the second £2.

As a final piece of help, I can tell you that if you think of perhaps the best-known British representative in each sport mentioned, you just can't go wrong. Good luck to you...

How we gave the Bank a run for its money

by a special correspondent

It isn't every day that you are invited by the Bank of England to play them (and their friends) at football. So since the wording was tempting and the battle was to be fought on the Bank's plush ground at Teddington, we at Head Office quickly accepted before the offer could be withdrawn! (We reckoned it was our big chance to give them a run for their money!)

It appeared that there were to be four teams in the tournament — two from the Bank, one from Antwerp (captained by Julien Van Zeeland of Conship) and ourselves.

Joining forces with Tilbury, we sent an all-powerful side into action and in an afternoon of dynamic play, ACTS gave a good account of themselves, losing the final play-off against the Bank 1st XI by three goals to two.

Kevin ('the Hulk') Hymas kept goal well, and Lyndsey 'Legs' Baldwin and Eric 'Sniffer' Sims hit glorious goals.

Tom Jenkins gave his display of footwork later in the bar when he realised that drinks there were 'going for a song'.

Our sincere thanks to the Bank for their great hospitality...

When is a bar not a bar?

The fact that the bar opened at the start of the Birmingham ACTS innings may have contributed to their downfall when they played cricket against a team from Birmingham OCL. It may also account for the fact that my utterly delightful and enthusiastic young lady correspondent forgot to get the exact scores (writes the Sports Editor). However, you will get the general drift of things from her report:-

Last year Birmingham gave OCL a lesson in the noble art of cricket. This year OCL showed how well they had been taught by defeating ACTS by about 40 runs.

To be fair to OCL it should perhaps be mentioned that ACTS scored only about 40 runs in reply to OCL's seemingly small score.

Yes, it must have been the opening of the bar...



"Rowing" away the evening in fine style.

CROSSWORD

Limited space in this issue means that the Crossword, like Carter Leonard's gossip column, has had to be held over. The first two correct solutions to last time's Crossword, devised by John Brooks, Management Accountant at Head Office, were sent in by Bill McGregor, a section leader in the commercial department at Coatbridge, and Les Heather, revenue and current accounts supervisor at Head Office. They get cheques for £3 and £2 respectively.

CHILDHOOD SWEETHEARTS

Childhood sweethearts Kevin Williams, of Barking Transport department, and Tracy Sayer were married at Barking Abbey in August.

Kevin's sister — whose husband was best man — flew over from Germany to be at the wedding.

+ + + +
Congratulations to Barking's 'Buzby', receptionist-telephonist Pat Hawkins, on the birth of her 7lb 15oz daughter Sara Victoria.

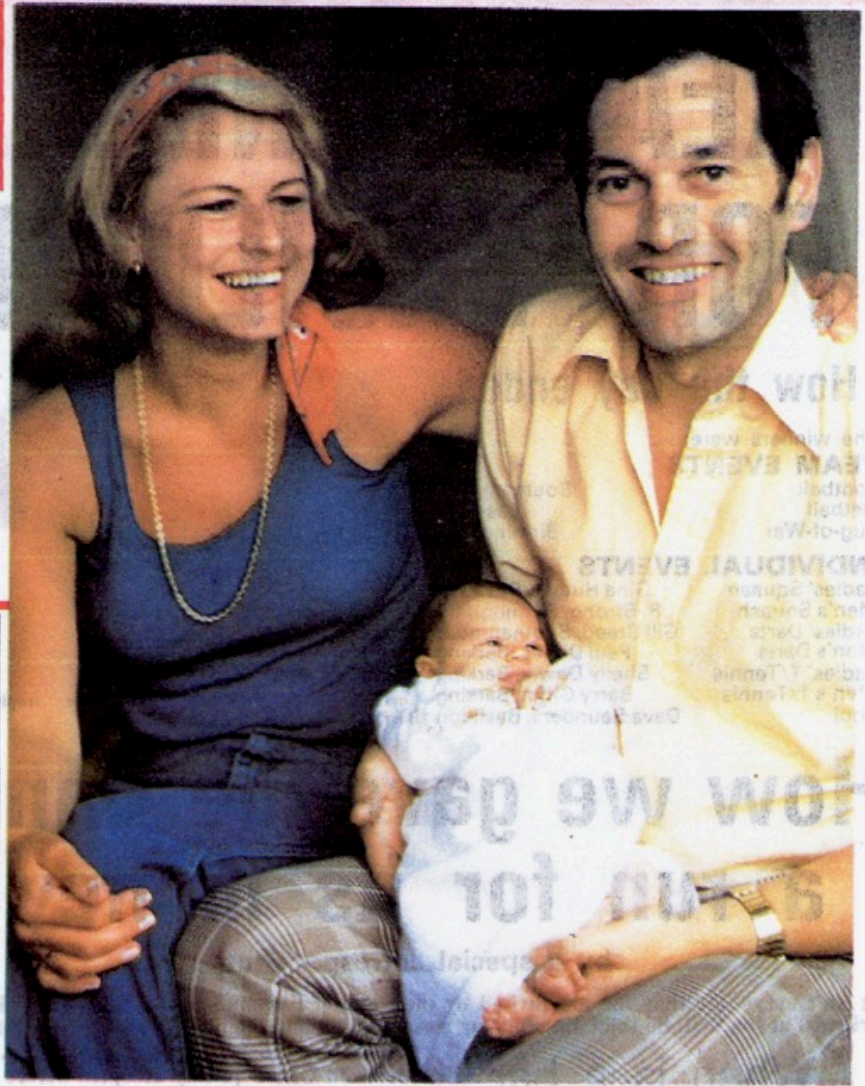
The happiness that is Claire-Marie

You'd be hardpressed to find a happier-looking family than the Farrars. That's John, Jean and four-month-old Claire-Marie.

John and Jean first met soon after he joined ACT as Cargo Superintendent in Birmingham. She was then with OCL and he began giving her a lift home from work in his car. Their marriage, in 1971, constituted what John now describes as 'a highly successful merger'.

Young Claire-Marie, 8lb 1oz at birth and just 12lb when she weighed-in again exactly a month later, is their first child — and well deserves those happy smiles.

John is now ACTS Marine Manager, Europe, in the Operations Department at Richmond House, and between his first Birmingham appointment and now has had spells as the company's first manager at Southampton Terminal, Assistant Operations Manager (Cargo) and Regional Manager at Barking.



COULD YOU BE TOP OF THE FIRM

LATEST brainwave of Basildon Exports' Lorraine Bell was a quiz contest to decide which department in Northgate House was worthy to carry the label Top Of The Firm. First round winners (with a little help from their friends) were Central Services, and the second round went to Exports, owing much, one suspects, to their mascot Wiley Cyote!

Now Basildon are anxious to hear from any ACTS region prepared to Have a Go in a battle to find the real Top of the Firm (EDITOR'S NOTE: All enquiries, please to Lorraine Bell at Basildon).

Before deciding whether your region would stand a chance, try yourself out on the following questions — all of which were put to those competing at Northgate House. (Answers at foot of column three).

THE QUESTIONS

1. Viewed from the air, how can you tell which London building is the Stock Exchange?
2. Who said "One more step, Mr Hands, and I'll blow your brains out!"
3. Bears growl, bulls bellow. What do deers do?
4. Which TV show can agree on a four to one shot?
5. What were the names of Adam's sons?
6. On which day of the week is Ascension Day?
7. Which gulf separates Finland and Sweden?
8. What is the smallest interval in music?
9. What do elves become?
10. "Good Christian Men Rejoice" is the first line of a carol? What is the second?
11. What is a cuckoo pint?
12. In what sport does the winning team move backwards, the losers forward?
13. How many stripes has the American flag?
14. What is the highest mountain in Scotland?

YOUR CHANCE TO WIN A BIG CASH PRIZE

MANCHESTER ACTS have been pushing peas into a bottle. Not because they've gone round the twist, but because they want to raise £1,000 for the Guide Dogs for the Blind Association.

Having filled the bottle with peas — an ordinary Dimple Haig bottle, 8" high, 4½" wide and with a total volume of 26½ fluid ounces — they are inviting everybody to estimate how many peas it holds.

One estimate costs ten pence, but you can do yourself a favour and have six goes for 50p.

When the bottle is uncorked on New Year's Eve, half the money paid by those entering the competi-

How many peas in this bottle?

tion will go to the person who estimates correctly, or nearest correct. In the event of a tie, the winners' money will be equally divided.

The balance of the money subscribed will be added to the £350 the region has already collected for the Guide Dogs for the Blind Association.

If you would like to enter — and, remember, you are helping the blind as well as putting yourself in line for a big New Year cash prize — please fill in the form below and hand it, with the right contribution, to your local 'Contacts' co-ordinator.

PLEASE give as generously as you can...



ENTRY FORM — PEAS IN BOTTLE CONTEST

I estimate the number of peas in the bottle as follows:—

- | | | |
|---------|---------|---------|
| 1 | 3 | 5 |
| 2 | 4 | 6 |

Name..... Dept..... Region.....

For 10p, fill in No 1 space only. For 50p, make six estimates.

QUIZ ANSWERS

(See Column 1 this page)

1. —There is a golden grasshopper on the roof; 2. — Jim Hawkins in 'Treasure Island'; 3. — They bell; 4. — Winner Takes All; 5. — Cain, Abel, Seth; 6. — Thursday; 7. — Gulf of Bothnia; 8. — Semi-tones; 9. — A; 10. — With heart and soul and voice; 11. — A flower; 12. — Tug-of-War; 13. — 13 — one for each of the original States; 14. — Ben Nevis.
- 12 correct answers or more — ring Lorraine Bell and issue your challenge right away; 7 to 11 correct — start swatting and then ring Lorraine; under 7 correct — forget it, and acknowledge Basildon as Top of the Firm!