

ACCIDENT TOLL DOWN BUT MORE TIME LOST

“I’m hoping staff will do even better during 1993/94 and make our safety record something to really shout about”

— Phil Hughes

THE accident toll at Manweb has taken another tumble thanks to a major campaign to make staff more safety conscious.

At the end of the financial year, the total lost time accidents had fallen from 294 in 1991/92 to 226 in 1992/93.

“The Company has made significant progress in its declared aim of substantially reducing the level of accidents, and we are delighted with the way staff have responded to the campaign,” said Phil Hughes, 1st Engineer in Corporate Health and Safety.

Knock-on

On the downside, however, the number of days lost was significantly up on the 1991/92 figure of 3,648 to 4,092, as a result of long-term absences due to industrial injuries.

And this had a knock-on effect in terms of the cost of such accidents, which rose significantly during the year from £266,000 to almost £312,000.

“There was a most welcome drop in the number of reportable accidents, down from 139 to 99,” said Phil. “This is the first time ever for Manweb to be under the ‘ton!’”

As a result, Manweb’s reportable accident rate (per 100 employees) was significantly reduced to 2.19 from 3.0 last financial year.

Of Manweb’s reportable accidents, 30 per cent were the result of people falling — highlighting the need for staff to take care where they put their feet!

Falls

Most of these accidents were not from a height — most were falls at ground level, out of vans and off the bottom step of stairs.

Phil said: “The most disappointing aspect of the year, apart from the increased cost of the time lost due to accidents, was the final number of electrical accidents.

“There were six of these in the last quarter of the year, bringing the total for 1992/93 to 10 — only one less than the previous year.”

He added: “Despite all this, we did make significant improvements over the year, but there’s still a long way to go. I’m hoping staff will do even better during 1993/94 and make our safety record something to really shout about.”

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Pick up in Lark Lane — Pages 6-7

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Wilby’s a hoot — Page 12



WILBY GOES TO SCHOOL

Pupils from Saltney Ferry County Primary School, Chester, were introduced to Wilby when they attended the relaunch of ‘Play Safe’ at Manweb’s Chester Office. Pictured (left to right) are Jennifer Starr (8), Suzanne Brown, of Teachers from Industry, Manweb’s Corporate Health and Safety Manager Colin Herbert, Shaun Craig (9), Manweb Chief Executive John Roberts and Ann-Marie Jones (9). (See story page 12)



Before...! The usual view of this Manweb substation in the Tuebrook area of Liverpool.



After...! The substation has been cleverly hidden under a typical 1940s prefab, to create an accurate 'post-war London' scene.

ROTARY WANTS OUR MANAGERS

MANWEB's managers are the target of a recruitment drive by the Rotary Club of Chester Deva.

One of the few Rotary Clubs that has male and female members, Chester's Rotarians meet at Hoole Hall Hotel, at the junction of Hoole Road and the A56 in Chester, every Tuesday evening at 7.30pm. In addition to lively weekly meetings, the Club has a busy programme of social and charitable activities.

Professional

Honorary Secretary Mary Emery said: "Manweb is a major employer of professional and managerial staff, with many no doubt moving into this area from other parts of the country. It may be that there are one or two members of your more senior staff who would be interested in Rotary and who would like to join us at one of our weekly meetings."

All applicants must have a proposer and seconder who are members of Rotary

The Rotary Club of Chester Deva is holding an Open Evening at Hoole Hall Hotel on Tuesday, May 18, from 7.30pm to 9.30pm, when anyone interested in joining can find out more about the organisation. Anyone wishing to attend or would like further details about Rotary should contact Honorary Secretary Mary Emery on 0244 335240.

CONTACT POINT

THE sound of wedding bells will replace the jingling of tills when two Manweb shop staff tie the knot this month... and it's all thanks to privatisation!

Widnes Shop Manager Dave Kingston and his fiancée June Curzon, who works at Knutsford Shop, first met at the staff party to celebrate the flotation of Manweb.

Romance soon followed and the couple will marry on May 14 at Padgate Methodist Church, Warrington.

SUBSTATION DEMOBBED

A PIECE of the action was grabbed by none other than a Manweb substation, when it recently went undercover during the filming of a new comedy-drama for television.

The substation situated in Tuebrook in Liverpool became involved in the filming of 'Demob', about the life of two soldiers returning to Civvy Street after the Second World War

Ted Bostock, from Manweb's Liverpool District Office was approached by Talkback Productions, who are making this six part series for Yorkshire Television. They were using the plot of land where the substation is situated for on-location filming, and wanted to know if it could be disguised to help create a life-like scene of post-war London.

Permission was given, and it was cleverly hidden under a prefabricated bungalow, typi-

District Office helps the film makers

By Rob Skinner

cal of those built shortly after the war.

'Demob' stars Griff Rhys Jones and Martin Clunes in the leading roles. They play a double act who have entertained the troops during the War and are now readjusting to life in Civvy Street.

As the story unfolds, more is learnt of the trials and

tribulations facing the two central characters as they put their wartime experience to the test, following a professional career as nightclub entertainers.

'Demob' will be shown in the autumn, so when you see those prefabs on the screen just remember what may be lurking inside!



HOW POWER PUT NELLIE ON SHOW

MANWEB Contracting Services Ltd joined forces with Deakin Electrical Supplies to sponsor an 'Ice-Travaganza' of a show at the Arcadia Theatre, Llandudno. MCSL supplied the power and labour while Deakin Electrical Supplies provided the switchgear to enable the children's show, starring Nellie the Elephant (pictured), to run for nine days at the Theatre.

General knowledge crossword

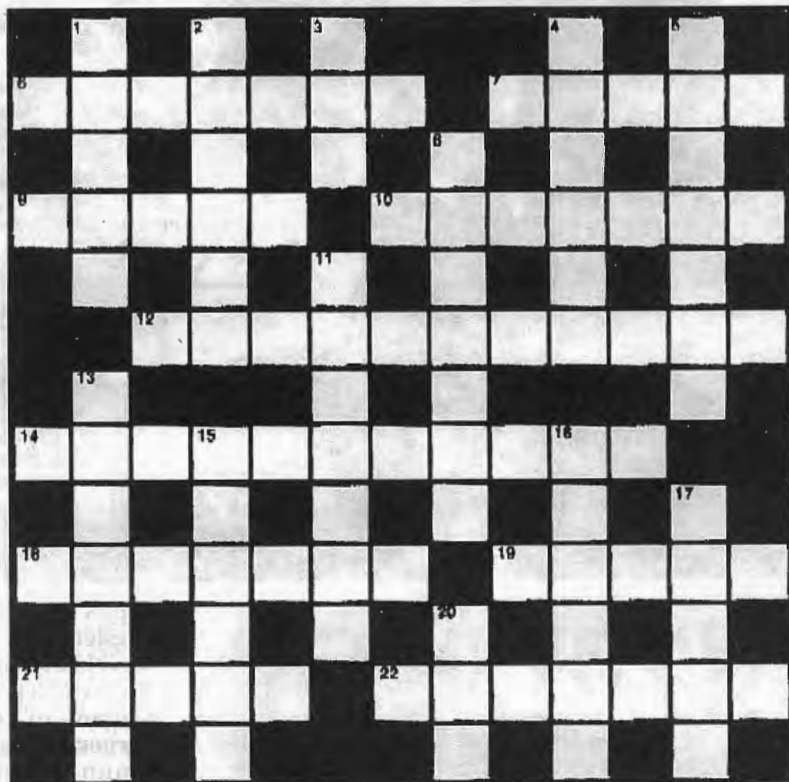
ACROSS

6. Comedian awarded special Academy Awards in 1940, 1944 and 1952 (3,4)
7. Long hunting-knife with a double-edged point (5)
9. See 14 Across
10. Artist's slab used for mixing colours (7)
12. Allied offensive in the Gulf (6, 5)
14. And 9 Across. classic Marx Brothers movie (1, 5, 2, 3, 5)
18. And 17 Down. Shakespearean play, whose alternative title is 'What You Will' (7, 5)
19. The creator of Tom Sawyer and Huckleberry Finn (5)
21. Gas used in light-bulbs to prolong life of filament (5)
22. Flamboyantly confident style (7)

DOWN

1. Military force or division (5)
2. Lunghi, the star of 'The Manageress' (6)
3. Curative, mineral spring (3)
4. West part of channel between the Isle of Wight and England (6)
5. And 20 Down. 'The _____', Malcolm Bradbury's famous novel of university life (7, 3)
8. Short musical composition with vocal solos and choral accompaniment (7)
11. Groups of seven (7)
13. Belgian sea-port (7)
15. The driving force behind Live Aid (6)
16. Seat for riding on the back of an elephant (6)
17. See 18 Across
20. See 5 Down.

Solution next month.



NEW SUPERSTORE FOR LIVERPOOL

BANK holiday bargain-hunters had an Easter bonanza at the opening of Manweb's new electrical superstore at Edge Lane, Liverpool.

Up to 3,000 customers – five of whom spent the previous night camped out on the pavement outside so they could be first through the doors – queued up outside the store for the 9am opening on Good Friday.

And within five minutes of the ribbon being cut by Manweb's Chief Executive John Roberts, customers had snapped up many of the launch-day bargains, including 20 video recorders.

To comply with health and safety regulations, only 60 shoppers at a time were allowed into the new store, so it was a case of 'first come, first served' for the bargain seekers.

Superstore Manager Wayne Gallagher said: "I've seen plenty of shop openings in my time – but never anything like this. The store was packed out all day."

"We had some crazy opening day price reductions on items such as washing machines, hi fi systems and video recorders, and these went like hot cakes. Unfortunately it meant that many people, who arrived later, missed out on the best bargains."

Camped

"But those who came early, including the five who camped out overnight, were not disappointed!"

The superstore is the third to be opened by Manweb, the two others now well established at Greyhound Park, Chester, and on the Alban Retail Park in Winwick Road, Warrington. In addition Manweb has 58 shops throughout the region.

The new superstore covers over 7,000 sq.ft. of sales area on one level. Floorspace is dedicated as a customer service area, similar to a bank or building society environment, with two account collection

By Jackie Unsworth

points, three enquiry desks and a comfortable seating area where customers can talk to staff specially trained to deal with account queries.

Selling a wide variety of electrical goods, including mobile telephones, fax machines, satellite equipment, computers and camcorders, the store also features a Nicam Room, where customers can sample the sound quality of the range of TVs and video recorders in stock.

With easy access and plenty of space between displays for people with prams and for wheelchair-bound customers, the store also has toilet facilities for disabled visitors.

The superstore has 20 full and part-time staff, plus 10 demonstrators representing the main electrical manufacturers, led by Manager Wayne Gallagher, who has 15 years' experience running Dixons and Currys stores in Liverpool City Centre. Sales Manager Mike Rowbottom is also a former Dixon/Currys Manager, and the Customer Service Manageress is Jane Martin, who



A warm welcome to Manweb's new Superstore in Edge Lane, Liverpool, from (l-r) Superstore Manager Wayne Gallagher, Customer Service Manageress Jane Martin, and Sales Manager Mike Rowbottom.

was previously Manageress at Manweb's Waterloo Shop.

Manager Wayne, 31, who lives with his wife and daughter on the Wirral, said: "Manweb's new superstore offers a wide range of products and excellent facilities enabling us to provide the best possible service for our customers."



Sales Assistant Mathew Rogers (left) gives some expert advice to customers James and Georgina Nairn, of Tuebrook.



The customer service area suits Margaret Flynn, of Netherley, to a 'tea'! She is pictured with Sales Assistant Nicky McConville.



The new superstore at Edge Lane, Liverpool.

First class service praised

REGION 3 and three Manweb Districts made no guaranteed standards payments to customers during the month of March.

Chief Executive John Roberts said he was delighted with the "first class service" being provided and has written to District Managers Terry Keenan (North Mersey), Phil Ramsey (North Wirral) and Steve Wood (Gwynedd), and to Customer Accounts Manager John Griffith, asking them to pass on his congratulations to their staff.

Excellent

Mr Roberts said: "I do appreciate the commitment made by staff to maintain this excellent pattern and it is to everyone's credit that there is no complacency in their attitude to customer service."

Meanwhile Oswestry District is aiming to get back on the rails after a 'minor blip' in its customer service record.

The District had hoped to achieve six months of 'nil payments', but in February a payment was made for failing to inform a customer about a domestic shutdown.

In a letter to District Manager Mike Jones, John Roberts said: "I know you and your staff must be disappointed over such an unfortunate minor 'blip'."

"Your maintained excellent service over the last six months in the District deserves recognition and your proposed celebration should go ahead."

"Once again my congratulations on your splendid record, and keep up the good work."

TEAM NEEDS YOUR HELP

AID ELECTRIC, a fund raising team founded by staff from Northern Electric at the end of 1992 has encouraged interest in fundraising by staff from other electricity companies.

The group is now looking at its second fundraising venture which will probably be to back the development of micro-voltage regulators in Nepal – a project currently being researched by Intermediate Technology.

Fundraising is being carried out in many different ways. There have been raffles, draws, a river cruise and a twenty four hour five-a-side soccer match. Plans for the future include a dragon boat race in July, a fun run in May and a summer ball.

The group is in the process of seeking registration as a charity which will allow them to seek contributions through give-as-you-earn schemes.

Anyone from Manweb interested in Aid Electric should contact: John McElroy or Ian Clarkin, Aid Electric, c/o Northern Electric, Carloli House, Market Street, Newcastle upon Tyne NE9 6NE telephone 091 235 2652 or 091 235 2137.

Marketing restructured

MANWEB's marketing operation has been restructured to support the company's high quality low cost utility goal and meet future challenges.

Head of Marketing Mike Nehrmann has appointed four senior managers from within Energy Marketing. Their responsibilities reflect Manweb's customer-centred approach, providing excellent service to both external and internal customers.

The line up is:

Bob Hodson, Head of Business Sales and Marketing: Market segment management and analysis; product development; sales planning; promotion; sales; monitoring performance; technical research and development.

Dave Tinsley, Head of Domestic Sales and Marketing: Market segment management and analysis; product development; sales planning; promotion; sales; monitoring performance.

Mike Boxall, Head of Tariffs and Customer Contracts: Pricing policy and planning; sales and purchase profiling; contract policy; risk analysis.

Bill Bartlett, Head of Market Planning and Research: Market planning and strategy; business development and projects; corporate market research and economic forecasts; information technology planning.

Mike Nehrmann said: "The former structure had a number of strengths which allowed us to concentrate on our core business and begin to differentiate ourselves in the market, but it is clear that we need to be far more customer focused if we are to develop a marketing culture that secures our rightful place in the future. We need to be single minded in our efforts to provide exceptional customer service, pursue a clear marketing strategy, empower managers and staff and respond swiftly and effectively to change."

Appointments of staff reporting to senior managers have already been confirmed, but others are still to be made.

By Graeme Cooper



Mike Nehrmann
Head of Marketing



Bob Hodson
Head of Business Sales and Marketing



Dave Tinsley
Head of Domestic Sales and Marketing



Mike Boxall
Head of Tariffs and Customer Contracts



Bill Bartlett
Head of Market Planning and Research

COMPLAIN – AND HELP US IMPROVE

DISAPPOINTED with the Data Centre? Dissatisfied with the service provided? Or have you been kept waiting by one of the Data Centre Sections?

Here's your chance to air any complaints with the launch of the Data Centre's complaints procedure.

We want to know when our customers are dissatisfied with the Data Centre's services so that we can put matters right. If you have any complaints feel free to either:

- Send an Office memo to the ID 'COMPLAIN'.
- Telephone the helpdesk on 182.

Promptly

For each written complaint we aim to acknowledge receipt within 24 hours. Each complaint will be dealt with promptly and within five days a member of the Data Centre will have contacted the customer to offer assistance in resolving the problem.

If the Data Centre, including the section managers, has not been able to remedy your complaint or if you are not satisfied, the matter can be passed to the Data Centre Manager who will try to help.

If, however, you are still

By
Paul Milnes

unhappy, an independent arbitrator can be consulted.

The complaints procedure is available to anybody who has any issues or concerns about the service received from the Data

Centre. All complaints submitted will be considered and addressed and all possible attempts will be made to improve quality and keep customers happy.

This new system has been introduced to ensure that the high standards all departments have come to expect from the Data Centre are continually improved.

For further information, contact either Dave Griffin, HO ext. 3185 or the helpdesk on ext. 182.



A chance to air your complaints – Service and Strategy Manager Dave Griffin (left) with Paul Milnes and Sue Kavanagh of the Data Centre.

Everyone a winner

THE lucky number 48 earned retired employee M A Garrett the top prize of £300 in the EEIBA's January draw. The other winners were as follows:

£200 - G C Wilcox, MCS Ltd (2742); £150 - T E Davies, retired (1743); £100 - H M Craven, Head Office (598); £75 - T J Morris, Dee Valley (234) and R A Meacock, retired (2519); £50 - S A Buswell, Head Office (316), A A Booth, retired (108) and R W Jones, Clwyd (1144); £30 - A Crump, Head Office (451) and B W Lloyd, retired (2287); £25 - C Garbett, Oswestry (1636), A J Wilcock, Head Office (2517), S D Thompson, retired (2058), J W Connor, Aberystwyth (842), A Sheen, retired (142), J E Birch, retired (224), M P Stubbs, retired (711), I M Nealey, retired (1580) and B M Hampton, retired (1392).

Winners of the previous two months' draws were:

December: £300 - R J Furlong, retired (1346); £200 - L Sale, retired (1181); £150 - G E Stephens, retired (1763); £100 - R Triggs, retired (1412); £75 - E G Ellis, retired (1313) and P Boardman, Liverpool (2559); £50 - B Roberts, Gwynedd (1774), T Saladine, retired (78) and K G Speed, retired (236); £30 - B Smith, Mid Mersey (2689) and P C Moss, Clwyd (1026); £25 - J Smith, retired (2030), J L Doherty, retired (2608), M E Hamblin, retired (1694), B M Kyffin, retired (427), H Sutton, Head Office (2484), B H Weston, Head Office (731), F P Evans, retired (1720), K Martin, Head Office (505) and I Williams, retired (2721).

November: £300 - A Ritchie, retired (1446); £200 - C M Dean, MCS Ltd (1458); £150 - P Barrow, retired (157); £100 - M E Lock, retired (2764); £75 - U A Byrne, Aberystwyth (2550) and J E G Jones, retired (301); £50 - G A Bent, Head Office (522), A H Hardman, retired (2139) and B H Kaye, retired (2720); £30 - L A Carr, Dee Valley (1613), D J Jones, Dee Valley (2700) and G S Postle, North Wirral (821); £25 - D J Scott, retired (1490), R A Hughes, Head Office (240), W H Gittins, retired (640), E Shawcross, retired (1465), B Sexton, Dee Valley (2593), W B McDonald, Head Office (2596), M Ryan, retired (2002) and A Davies, Dee Valley (1274).

NOW POP IS LIVE

By
Paul Rosenberg

After a successful pilot in Central Purchasing, Liverpool District, Human Resources and Public Relations at Head Office, the POP system went live across the Company on February 22, 1993.

The POP team sprang into action during the spring of 1992. They undertook a full programme of process testing and carried out the necessary system changes to meet the company needs. This was achieved by a mixture of utilising the experience of the team members and talking to purchase system users.

Package

In addition to the POP system the Purchase Ledger module was obtained at the same time. A important factor in obtaining the total package was that these systems are part of the OLAS (On Line Accounting System) module and readily integrated with the General Ledger system. Excellent co-operation between Financial Projects, Creditors, the POP team and the respective I.S. Business Systems teams guaranteed that the development of the system progressed smoothly. At the forefront of this was the need to communicate fully across the Company with all known (and potential) users of the system. A programme of overviews was presented throughout the Company and this was supported by using the office bulletin board to report on development progress and the proposed implementation programme. This produced divi-

dends with the word POP on the lips of many.

Besides the OLAS implications the system has increased functionality over the previous ordering system and in addition to purchase orders has auto-receipting orders, on-system requisitions and quotation handling. The system has extensive enquiry facilities to the extent that linked enquiries through into the General Ledger can be carried out. All this had to be provided for in the training module and this resulted in 2/3 day courses being held both in Head Office and a number of Districts. Training took place over a 6 week period immediately prior to implementation with over 150 staff attending the courses.

To give some indication of use of the system, up to the end of the financial year a little over 7,000 orders had been raised in the new system. A POP help desk has been established and as time has passed the number of calls being handled has reduced to a trickle today. POP Facilitators have been appointed in the Districts and they will be the focal point in reviewing and reporting back on the system.

A post implementation review of the system will be shortly taking place. This is to ensure that user needs are being met and where applicable further enhancements are made to the system. The POP project will be phased out by mid summer and eventually POP project will become the responsibility of the Network Divisional Accountant.



Members of the Pop project team celebrate 'going live' from left to right, Paul Rosenberg, Martin Hampstead, Hilary Davies, Lisa Darlington and Grahame Jones.

Presentation to planners

WHEN Manweb hosted the Regional Meeting for the National Housing Town Planning Council (NHTPC) North Wales it provided the opportunity for Ian Sharpe, Head of Energy Resources, to make a presentation on wind energy.

The NHTPC is an important body which, amongst the other responsibilities grants or rejects planning permission. As members of the Council have received numerous planning applications for wind turbines, the meeting was an appropriate occasion on which to put forward a case in their favour.

Request

Ian's presentation was well received and resulted in a request for a further presentation by Ynys Mon Borough Council.

Roger Glover, Business Marketing Engineer, Power Marketing Division who arranged the initial meeting was pleased with the response. "It was an example of our new



Pictured at the NHTPC Regional Meeting are left to right; Keith Hunter, Housing Consultant; Ian Sharpe; Councillor J. Chorlton, Vice chairman NHTPC, Mike Edwards, NHTPC Secretary and Roger Glover.

Marketing approach – actively marketing Manweb and not just energy. It gave us the chance to put over our views on wind energy to planners who often only regard a wind combine as an eyesore. We were able to emphasise the positive aspects like cleanliness, lack of emissions, and being environmentally friendly."

Ian Sharpe added, "A summary report on the ETSU Survey on renewables in the Manweb regions will be published in May. This also looks at the planning issues and the potential of renewables. It should enable us to provide planners with an appreciation of both sides of the argument enabling them to see the positive value of wind energy."

HOW ARTHUR DISCOVERED COLUMBUS

"IN 14 HUNDRED AND 92, COLUMBUS SAILED THE OCEAN BLUE" or so the school rhyme goes that allows you to remember the date America was discovered. But one year after the 500th Anniversary celebrations Manweb's 33kV Protection Development Engineer Arthur Mackrell, from Head Office, reversed the procedure and discovered Columbus!

As a finale to the 500th celebrations, the Institute of Electrical and Electronic Engineers, New York (IEEE) Winter Power Meeting was held in the city of Columbus, Ohio. Manweb was represented at the IEEE Meeting by Arthur, who spent a week in Columbus to present a Technical Paper that he and colleague Howard Postlethwaite had taken a full year to prepare.

HIGHLY SUCCESSFUL AND ENJOYABLE ENGINEER'S HOLIDAY

The Paper described the MPR (OLP), Microprocessor Protection Relay (Overhead Line Protection), which is successfully being installed on the 33kV overhead network to replace the ageing Stabilay Protection. So successful is the MPR(OLP) relay that the number of rural overhead 33kV protection mal-operations has been rapidly reducing over the past 12 months to the benefit of customers. Arthur and Howard are justly very proud of this achievement.

The Manweb Paper, entitled "A New Relay for Interconnected Distribution in the UK - Design and Field Experience" was pre-

sented to over 2,000 international delegates in Columbus by Arthur, representing Manweb, and Dr John Sanderson and Wen An, representing their participation in the UMIST sponsorship, although both are now with Power Engineering Consultants Ltd. Other co-authors were Bill Rogers and Brian Swinerton, of Manweb, and Mike Kyriakedes, ex-UMIST, now also with PEC Ltd.

The IEEE Meeting spanned six very full days and Arthur, accompanied by his wife Joan, spent every moment with fellow delegates at presentations and other IEEE organised events. Arthur's "engineer's holiday" took him to the American Electric Power HQ and Load Management Centre and to a 765kV substation where he was introduced to a 3,000MVA 765/345kV transformer, the largest in the world.

Activities

There were also visits for the engineers and their wives, including a tour of the Honda factory (making the Accord at the rate of one new car every 30 seconds!), the Science Museum, the Historical Society Museum, the USAF Military Aviation Museum at Daytona started by the Wright Brothers, and evening social activities including two theatre visits.

Activities purely for wives included fashion shows, shopping malls, a visit to a German Village, wine tasting and endless hosted breakfasts, lunches and dinners in the superb locations of the Hyatt Regency and Holiday Inn Conference hotels.

Excited

Arthur said: "I was particularly excited to meet up with a Canadian professor with whom I had written an IEE Paper in 1976 whilst with the CEGB, and a Malaysian engineer who worked for me in Singapore and Kuala Lumpur whilst on secondment with BEI in 1987/88. A Conference of this nature allows transfer of information between engineers of all nationalities, and is an invaluable platform for giving and receiving knowledge on one's particular engineering field. It is very fulfilling to share and



Arthur Mackrell prepares for the Presentation of the Manweb Technical Paper in Columbus, Ohio.

cooperate with fellow engineers of other countries to the good of mankind. In fact the Manweb Paper was one of 240 presented by authors from 32 countries."

Cleanliness

Columbus has a full size replica of the Santa Maria on the Scioto River floating alongside wide clean streets and skyscrapers. The cleanliness of the city is stunning, the drivers unbelievably courteous, and everyone goes out of their way to be helpful - not the image of the States as portrayed in films!

When the time came to leave Port Columbus International Airport, flights had been cancelled to New York due to a severe snowstorm. Arthur's wife Joan immediately started listing the things she'd like to do whilst waiting for the snow to clear. Emmy Lou Harris was at the Ohio Theatre and there was the Ice Show, but Arthur brought her back to earth by mentioning the need to be back to work Monday morning! So a flight two hours in the wrong direction to Minneapolis was hastily arranged, and from there to the UK, missing out New York.

Broadcast

A highly successful and enjoyable "engineer's holiday" was over and the achievements and developments of engineers in Manweb had been broadcast to North America and beyond. Arthur hopes that this publicity acts as a morale boost to all engineers working on the MPR(OLP) project, in the knowledge that their work is being recognised and applauded worldwide.

SAFETY



Warmer weather can bring problems

WINTER is now behind us, the summer months are approaching and as well as thinking about holidays, fetes and activities like boating and fishing, we should not forget the effect these long sunny days can have on our work and leisure life.

In many ways the warm weather makes life easier and work can be more pleasant, both in the office and at home, catching up on some of those gardening jobs and house repairs that have built up over the winter. But there can be problems.

In winter there is a need to keep well covered, and in general we don't need any encouragement to do so. But in summer there's a tendency to do the opposite and wear fewer clothes, particularly during a hot spell.

Clothing keeps the skin covered and protected from those aspects of work that are likely to cause injury - for example, contact with creosote can irritate the skin and in some cases cause chemical burns.

Encouragement

In the case of underground work on cables, there are other dangers - exposure of the skin in certain critical live activities quite often results in burn injuries being much worse than if sensible clothing had been worn.

Contact with paint can cause problems, particularly for people with sensitive skin. You should also resist the temptation when painting to clean your hands with paraffin or turpentine substitute. It works very well but also has the effect of defatting the skin, leav-

by
Derek Jackson

ing it exposed to infection. It may be uncomfortable to wear gloves when painting, but this can prevent many problems.

In all these situations the clothing we wear protects us from danger to our skin.

Problem

Over-exposure to the sun is something we also have to contend with, as sunburn can be a problem, particularly for those with sensitive skin. Sunblock lotions are readily available both in this country and in most holiday locations abroad and should be used. It is worth noting that when the skin turns red it is because it has suffered a burn, and the browning effect is the skin's way of protecting itself from the sun.

Please remember to take care of your skin. You have been warned!



Even at 6ft 2in Arthur is dwarfed by one phase of the largest transformer in the world. The 3,000 MVA 765/345 kV transformer is at Marysville, Ohio.

RUN FOR HIS MONEY

BOB Sheedy from Head Office was among a 25,000 strong field of runners who competed in this year's London Marathon.

An experienced jogger, Bob raised £350 for the Chester and North Wales Children's Cancer Support Group, which included a £150 donation from Manweb's Charity Chest, which matches staff's charity fundraising efforts to a £150 maximum.

Bob said: "I was delighted with the amount raised for the support group, and would like to say thanks to everyone who sponsored me. I finished the race in five hours, and had been hoping for a time nearer to four-and-a-half hours, but the wind was against us!"

This was Bob's third London Marathon, and, he says, probably his last... until next year!

Helping to protect

Switch to this new logo

Switch off PC's, VDU's and printers at the end of the day

Manweb

NRG EFFICIENT
the environment

A NEW logo has been introduced at Manweb to remind staff to switch off their PCs, VDUs and printers when not required - including lunch-time or at the end of the day.

Protect

Printers should always be switched off at home-time, except those required for essential services - and these should be marked as such.

The logo adopts the familiar heart shape to show that we are helping to protect the

By
Geoff Ravenscroft
Energy and
Environment Manager

environment. It carries the words NRG EFFICIENT to show that by being energy efficient we are saving money as well as

reducing the volume of CO₂ gas we produce. CO₂ is a known contributor to global warming, and, in fact, 50 per cent of greenhouse gases is CO₂.

The self-adhesive logo is available in two sizes - 40mm and 50mm. They have been distributed to District and Head Office managers in sufficient quantities to be stuck on to all of our 2,000 PCs, VDUs and printers throughout the Company.

If you need more, please contact me on 700 2320 or to RAVENG on Office Systems.

IT'S FUN TIME WITH THE MANWEB FUNDRAISERS

HIT PARADE

A SPONSORED sponge throw, organised at Lister Drive by Clerical Supervisor Kate Jack in aid of Comic Relief was an opportunity for district staff to show their appreciation of senior staff.

The District Manager, Customer Service Manager, Engineers, Foremen and Clerical Supervisors, volunteered to place their heads in seaside photograph boards and staff were charged varying rates to throw wet sponges at them.

Needless to say, a lot of people got very wet and it was no surprise that Manager Bill Tubey (£3 for 3 sponges) and Customer Services Manager, John Boyer (£2.50) did good business. John in fact turfed up in a complete wet suit - he must have known something.

Everybody had a good



Allan Kerr, left, and Bill Tubey in the firing line.

laugh especially when Chris Edwards, Training Officer, was hit by an unseen raincloud that was later discovered to be a low flying bucket of water.

for Comic Relief in just over one hour. Special mention must go to Ron Burgess, Planning Manager, who came into Lister Drive on his holiday to take his turn in the firing line. What a guy!

HARRY ROBERTSON

A total of £400 was raised



The final count as Bill Tubey and organiser Kate Jack tot up the £400 for Comic Relief.

Course winners



THE 'Livewires' were the high speed stars of an army assault course recently.

The team of four linesmen from Clwyd District took to the course at Kinmel Army Camp, Bodelwydden to raise money for the Spastics Society.

FASTEST

The 'Livewires' certainly lived up to their name - by recording the fastest time from 43 teams entered. They had to beat a previous best time of 1 minute 28 seconds and did so in style, clocking a commendable 1 min 11 seconds.

The team is pictured here with Paul Roberts assisting Carl Malbon to join Martin Barker and Mike Ingram on top of the wall.



Taking stock

STOCKTAKING came early for Warrington Regional Customer Centre, as staff conjured up various capers for Comic Relief.

Accounts Manager John Lawes found himself in the stocks and instead of taking lunch he took the full force of a barrage of sponges hurled at him at £1 a throw.

Meanwhile staff in fancy dress for the day helped swell the funds to £150.

Pictured, left, is a besplattered John Lawes earning his money the hard way. Below, complete with fancy dress are the staff who helped make the day such a success.

EDNA LAMBERT



SUCCESS FOR SCHOOLS ENGINEERING SCHEME



Students with the results of their projects; left to right, Mike Hughes, student; Hazel Warburton, student; Deb Woodall, teacher; Chris Regan, student; Neil Hamilton, MP; Stephen Bryan, student and Pete Roper, Manweb, Mid Mersey.

TECHNOLOGY minded students have been encouraged by Manweb to consider a career in engineering.

A-level students from Priestly College in Warrington have been assisted by Manweb as part of a national scheme, where they are set a real-life engineering problem to solve.

In Cheshire, Manweb is one of several leading local companies to team up with a county high school or sixth form college as part of this project.

Awards

Students from all 12 schools who took part were presented with awards for their efforts by MP for Tatton Neil Hamilton, who is Corporate Affairs Minister at the Department of Trade and Industry. The awards ceremony took place at Runcorn on Thursday March 18.

Manweb Engineer Pete Roper, from the Mid Mersey District Office in Warrington, joined the students as engineer tutor setting their task and assisting them in seeking solutions.

By
Rob Skinner

The problem set by Manweb was to design and produce a test rig to check the calibration of various meters, used to check the safety of electrical appliances.

Manweb's Mid Mersey District Manager Barry Judd said: "I am delighted that Manweb has been given the opportunity to support this scheme, which enables students to develop an understanding of electrical engineering and turn this into a worthwhile career."

"In fact, representatives from the two of the national companies attending the awards ceremony were so impressed with what the team from Priestly College had produced, they said there was a definite need for it in their businesses."

"The equipment designed and produced by the students will hopefully be a boost towards Manweb's BS5750 quality accreditation."



Group One



Group Two

Success for shop managers

FOURTEEN successful shop managers from Manweb and three of their Head Office colleagues have been presented with Institute of Supervisory Management Introductory Certificates.

Designed for potential and newly-appointed supervisors and managers, the ISM course lays the foundations for the skills and knowledge they will need.

Trading Division, in consultation with Training and Development, agreed to pilot the course, which was run by Janet Knapper, of Cardiff-based MultiTRAIN.

Participants

In addition to course work, participants had to prepare and orally present a 15 minute work-related assignment to their peers, line managers and tutor, followed by a five-minute question session when they had to defend their project.

Some of the participants are now going on to take the Certificate in Management Studies.

Staff taking part were split into two groups, and the Group One

Recipients (pictured top) were as follows:

S. Bentley (Old Swan), H. Russell (Chester), P. Walsh (Garston), I. Warlow (St Helens), S. Unsworth (Wrexham), A. Lewis (Retail Operations, Head Office), J. Swift (Retail purchasing, Head Office).

The successful Group Two delegates were:

C. Davies (Tywyn), G. Holmes (Mold), D. Kingston (Widnes), S. Farrimond (Bootle), A. Howard (Holyhead), P. Roberts (Chester Superstore), P. Jones (Birkenhead), S. Riley (Llanwrst), L. Hughes (Bangor), J. Smith (Retail Purchasing, Head Office).

The certificates were awarded by Retail Operations Manager Paul Sharkey at two special presentation ceremonies. He was joined by Robin Melvin, ISM Regional Education Officer, and Freda Entwistle, ISM Assessor.

After presenting the certificates Paul paid tribute to the hard work and effort put in by each of the candidates. He also thanked Janet Knapper, of MultiTRAIN, for her expert tutor guidance throughout the programme. Janet was also presented with Champagne, chocolates and flowers by the delegates of both programmes in appreciation of her help and support.

AGM PULLS THEM IN

A GOOD turn out was recorded at the Annual General Meeting of Manweb (Aberystwyth) Retired Staff Association. The Officers and Committee Members were elected as follows:

President/Chairman: Mr Maldwyn Evans. Secretary: Mr Ray Evans. Treasurer: Mr John Parrott. Welfare Representative: Mr Iorwerth Edwards. Committee Members: Mrs E Evans, Mr G Walker and Mrs J Parry.

At the AGM, Members were presented with an interesting talk by Mr Keith Jones on the theme 'Manweb plc Today and in the Future'.

The Committee has drawn up

the following activities for the coming year. Please note change of date for Chester Canal Boat Trip, which will now take place on Friday, July 9 and not Thursday, July 8 as previously circulated.

May 21 — Trip to Dublin; June 2 — Trip to Llanelli and Carmarthen; July 9 — Chester Canal Boat Trip; August 13 — Shrewsbury Flower Show; September 17 — Mystery Trip; October 8 — Welsh Folk Museum, St Fagans; November 25 — Manchester; February — Fun Night.

Also arranged are two trips to Theatr y Werin for 'Guys and Dolls' in July, and a pantomime in January.

FREE ADS

Holidays

Lanzarote — Spacious 1-bedroom villa on select site close to centre of Playa Blanca. Private garden, BBQ. Available weeks commencing 11, 18, 25 November 1993. Tel. HO int. ext. 2833 or 051-336 8678.

Cornish Cottage — With garden, Gwinear, Hayle. Peaceful countryside, convenient location, sleeps 2/4. Tel. 0736 850389.

Colwyn Bay — Swiss-style chalet, sleeps up to five. Electric heating, bathroom, flush toilet, fridge, colour TV, garden and parking, situated in Woodland Dell near Eirias Park and beach. Weekly rates, weekend or mid-week breaks. Tel. 051-678 9854.

For Sale

Trailer Tent — N R Nimrod 5/6 berth, complete with awning, kitchen, brakes, spare wheel, ground sheet and gas bottle. Very good condition, £550. Tel. Mark Pearson on 0352 758169.

Push Chair — Silver Cross Dual Wafer and double rain hood, £175 o.n.o. (with cushions), Britax car seat, birth to 4-years, £20 o.n.o. Tel. Wrexham 362259.

Caravan Porch Awning — Trio Acrylic, vgc, complete, £195. Porta Poti, £20. Tel. 051-342 8727

Vehicles

Rover 2000 TC — 1971 K reg, almond with black leather interior, 2 owners, 54,500 miles, MOT 28/7/93. Regularly serviced and in excellent condition, suit classic car enthusiast, value £2,300, sell at £2,000 o.n.o. Tel. 0244 660114.

VW Caravanette — H reg, 4-berth, 3-way fridge, awning, radio cassette, plus extras, £11,000 o.n.o. Tel. 051-639 6433.

Toyota MR2 — Sports coupe, D reg, in gleaming red, electric windows and mirrors, absolutely stunning condition, £5,500 o.n.o. Tel. Sharon Gardner on 0248 722612.

Property

Wallasey — 4-bedroom house in Rice Lane, 2 entertaining, large kitchen, £29,950. Tel. Graeme Cooper, HO int. ext. 2099.

Northwich — Semi detached, 2-bedroom House, rural location, double glazing, gas central heating, large garden, open aspect, £69,950 o.n.o. Tel. H. Connolly, 0606 781321.

Mynydd Isa — 3-bedroom semi detached, with gas central heating, part double-glazed, large garage, gardens front and rear, £53,500 o.n.o. Tel. M. Haslehurst, 0244 654219 (day) or 0352 840332 (evening/weekend).

To let — Bedsitting room and small flat in pleasant house in West Kirkby, £200 per month each, inclusive of heating, hot water and council tax. Contact Miss P. Phillips on 051-625 8472.

Leisure

Canal Restaurant Boat — Judith Mary welcomes parties of up to 35. Cruise for 2 1/2 to 3 hours on the Shropshire Union Canal from Chester Basin (by Telford's Warehouse). Good food at reasonable prices, with fully stocked bar, central heating, taped music etc. Enjoy a relaxing break in different surroundings. Why not arrange a party outing? Ring Keith or Pat Sowden for details on 0244 383887.

Personal

Slimming and Lifestyle Club — Lose weight simply by changing your eating habits — and you don't even have to give up chocolate! Clubs currently in Chester and Ellesmere Port. From May clubs will also open in Wrexham and Buckley. Ring 0978 290569 for more information.

Quality Replacement Windows — Doors, Patio Doors, Conservatories, Hardwood, Softwood, UPVC, Aluminium, competitive rates, 10% discount for Manweb staff. Day 0244 549449, after 5.30pm and weekends 0352 758793

Vision Aid Overseas — Many thanks to all colleagues and customers who contributed to the collection of old spectacles for the Third World. The total collected was 558! Helen Connolly.

CONTACT

The newspaper for staff and retired employees of Manweb plc, Sealand Road, Chester CH1 1LR, telephone 0244 652090 or 652099.

If you've an idea for a story or photograph, write, phone or come and talk to Editor Jackie Unsworth in Public Relations, Room 5E1, Head office, ext 2090, or Graeme Cooper on ext. 2099. At the following locations you can talk directly to one of Contact's District correspondents.

North Mersey: Pat Shaw, ext 2204

Liverpool: Harry Robertson, ext. 2160

Mid-Mersey: Mike Townson, ext 2231

Dee Valley: Kath Sadowski, ext. 2183

North Wirral: Janet Ford, ext 2360

Mid-Cheshire: Diana Wood, ext. 2117

Clwyd: Min Williams, ext. 2187

Gwynedd: Hefyn Thomas, ext. 2250

Oswestry: Cherry Garbett, ext. 2201

Aberystwyth: Keith Jones, ext. 2202

Hoylake Training Centre: ext. 2512

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SALI SHOWS THE WAY



FOUR generations of Blue Roan Cocker Spaniels have shown their way to winning hundreds of prizes and trophies for proud owner Coral Morris.

Now, Coral's current show star Sali, has gone one better than her mother Tessa, grandmother Abbey and great-grandmother Mandy by qualifying for Crufts. And in January this year Sali (Riondel Blue Savanna) won the special yearling class at this most prestigious event.

Experience

Coral, a clerk in Central Services who has been showing dogs since 1979 nearly gave up after her first experience in buying 'quality' stock. "I bought my first bitch from a lady in Henllan and, being a novice, I opted for the first one I saw. Unfortunately it turned out to be the runt of the litter."

All that is now history and Coral has been delighted with the four generations — all still alive — who have lined her cabinet with trophies including, best in show, best of breed and numerous best puppy awards.

Coral is now grooming Sali for her first challenge certificate — three of which will make her a champion.

Coral's interest in dogs doesn't stop at showing — she is a qualified judge of gun dog breeds

...and she hopes to become a champion

which keeps her busy around the country most weekends. She also breeds German Shepherd dogs at her home in Rhos.

Naturally Coral is hoping that Sali will become a champion, but if not there could be another generation ready to make the grade. For Sali's sister Jenny is due to have a litter. "Also I'm hoping Sali herself will eventually have a litter," said Coral. Meanwhile Sali will be shown in Bournemouth, Bath, Peterborough and Scotland as well as in more local championship shows.

Wilby's a hoot with the kiddies

A WISE owl called Wilby is helping Manweb spread its safety message to schoolchildren.

The company has relaunched its popular 'Play Safe programme for primary schools and Wilby is playing a key role.

Manweb has provided this free educational programme since 1991. Based on electrical safety at home and at play, it is presented by the Safety Education Consultancy 'Teachers from Industry'.

Teams of qualified teachers visit classrooms to explain the need for care and common sense when dealing with electricity, and youngsters are presented with a special 'safety kit', including a cardboard Wilby owl, posters, ruler and certificate.

The service is in line with the National Curriculum for science and is provided in English and Welsh.

Manweb's Corporate Health and Safety Manager Colin Herbert, who has since taken early retirement from the Company, said: "Teachers from Industry have produced some new resource materials, again in both English and Welsh, to make our safety programme more interesting and enjoyable for infants and juniors. The Wilby owl character will play a starring role."

To date, Teachers from Industry have given more than 4,000 talks to approximately

By Jackie Unsworth

86,000 schoolchildren in Manweb's region.

Pupils from Saltney Ferry County Primary School were the first youngsters to 'meet' Wilby, when they attended the relaunch of Play Safe at Manweb's Head Office.

Talk

Suzanne Brown, who runs the Teachers from Industry programme, gave the children a safety talk, watched by representatives of British Rail, the Police, Gwynedd, Cheshire and Wirral Education Departments, and visitors from London, Yorkshire, Midlands and East Midlands Electricity, who are interested in following Manweb's lead on safety education.



Suzanne Brown, of Teachers from Industry, introduces Saltney Ferry pupils to Wilby.



Manweb's Educational Liaison Officer Nigel Charlton chats to some of the young visitors to the Play Safe re-launch.



Corporate Health and Safety Manager Colin Herbert helps some of the children with a colouring project.

Stepping out in style

MEMBERS of Manweb's Chester and Head Office Retired Staff Association recently put their best feet forward and had an enjoyable day out in Kendal — with a visit to the 'K-Shoe' shop on the way home!

Visits

This was followed by a trip to the Netherlands for 33 members, with a visit to Keukenhof Gardens and a tour of the Dutch bulbfields amongst the highlights of the holiday.

The Association has a busy schedule ahead, and after the April outing to Wales, the following visits have been arranged:

Wednesday, May 19 — York (including the Viking Centre and Minster)

Wednesday, June 23 — Royal Brierley Glass factory and Merry Hill Centre (leaving at 9am)

Wednesday, July 21 — Portmeirion

All excursions leave the Manweb car park at 9.30am unless otherwise stated.

Meetings are held on the last Wednesday of every month at 2pm, except for the July meeting, which has been postponed until August 4 because of Manweb's Annual General Meeting.

Certificates for service

FOUR employees from Aberystwyth District, who between them have completed almost 100 years' service, were presented with long service certificates during a special celebration lunch.

Pictured (left) receiving his certificate from District Manager John Brown is Chargehand Overhead Linesman Meirion Rees, who recently retired from Dolgellau after 39½ years' service.

Also pictured are three members of staff who have each completed 20 years' service, (left to right) Network Services Administrator Geraint Howells, former Construction Manager Andy Stubbs, who is now based at Head Office, and Meter Operative Tom Ricketts.

