

lift torque xmas special

Winter 2006

CHRISTMAS GREETINGS

It's hard to believe it's December already but the Christmas decorations are up so it must be true! It's been another hugely busy and encouraging year for Apollo and we're really looking forward to what 2007 has in store - but not before everyone has a well earned break with family and friends and a chance to recharge the batteries. I'd just like to take this opportunity, on behalf of my fellow directors, to wish our clients, suppliers and of course, our dedicated, hard-working staff all the very best for the festive period and our heartfelt good wishes for a happy, healthy and prosperous New Year. Have a good one and see you next year!

Martin Bettridge
Managing director, Apollo Lifts



APOLLO GO TWO UP AT LEEDS

One of Apollo's most prestigious installation projects of recent times is due to be completed this month. St James, or Jimmys as it is better known, is Europe's largest teaching hospital and Apollo have been undertaking an impressive replacement programme on a four car group of bed passenger lifts and two single lifts.

The Trust has been so pleased with our work that it has awarded us a further two lifts at the Leeds General Infirmary scheduled for replacement in spring next year. It would appear that as far as quality working goes, Apollo definitely gets a clean bill of health.

NEW FACE IN THE NORTH

We're delighted to announce that Steve Turner has joined Apollo as Regional Manager for the North. Steve's main challenge is to control and channel the phenomenal growth we are achieving in the region and ensure that customers are receiving the optimum service they're entitled to. So far he has impressed everyone with his measured and professional management style and his in-depth knowledge of the lift industry - it's great to have him on board and we're very confident that the northern office will continue to expand - and keep delivering - under his expert guidance.

JUSTICE IS DONE!



It's good to know that excellence in the field and commercial competitiveness can get its just desserts. Apollo has just secured a 5-year maintenance contract for the Royal

Courts of Justice in London, another very high profile win to go alongside recent contract awards such as that from Reuters.

PME IS AOK

Apollo is one of a select few lift companies who have been successfully signed up to leading facilities manager PME's framework agreement. Under the terms of the agreement, Apollo will provide PME with a 3-year fixed pricing schedule for every lift in the company's UK portfolio. This is expected to deliver extensive cost and service benefits to PME while allowing Apollo to plan and budget more effectively for the long-term.

ENGINEERS MOVE INTO THE FAST LANE

The Pocket Pluto, a PDA style device that links engineers directly with the Mercury Service Management System, has recently been revamped to further improve connectivity and information access and retrieval. Plutos were previously based on the Sony Ericsson 910 but they have now been moved onto the new Sony Ericsson M600 phone, enabling users to take advantage of the faster 3G mobile network.



Moreover, while only a proportion of the engineering team has been issued with Plutos up to now, the plan is to equip all call out/service personnel across the UK with the handheld device by the end of January 2007. Since their introduction 18 months ago, the Plutos have had a dramatic effect on efficiency and responsiveness – even though the lift portfolio has grown by approximately 50% and call volumes with it, the service desk can still be effectively manned by the same number of personnel as in 2005.

CREDIT WHERE IT'S DUE

It's always appreciated when clients acknowledge a job well done and especially the contribution of particular teams or individuals. Here are just a couple of plaudits we've received recently but they are typical of many – well done to you all. >>>

**From: Kevin Guy
Middlesbrough Borough Council**

Now that the Vancouver House lift upgrades are approaching their completion I would like to pass on my thanks to your team of Ian, Paul & Kevin for a task well done. Considering the nature of the business and the office environment the team were working in I think they managed a remarkable job.

Please pass on my thanks to all concerned. I certainly look forward to working with them all again.

**From: Norma Bate
Liverton Court Tenants' Association**

This mail is sent to express our appreciation of Ron and Steve who have been working on the lift renewal scheme in this block since February.

Ron and Steve have always been polite, friendly, obliging and willing to help out with any problems. They are extremely helpful and humourous and always had a friendly word for all they came into contact with and this has been appreciated by all in this sheltered housing block.

Where their work was concerned they were diligent, meticulous and always cleared up behind them and just quietly got on with what had to be done. Many workmen we have contact with are constant moaners with hardly a smile but Ron and Steve were never heard to utter one word of complaint or a moan.

My apologies for such a long winded mail just to say that they are two great guys and we are really thankful that it was them that have been with us these long months.