

Number 3, February 1992

New member

ROCC Computers has joined the Computing Services Association (CSA).



The CSA plays a leading role in the World Computing Services Industry Forum and acts as the regulatory body for the UK computing services industry.

ROCC's decision to join the CSA reflects the growth of its business in the services sector of the computer industry.

Prestigious award for Phil

With all aspects of employees' safety in the workplace an important issue at ROCC, **Phil Carr**, its company safety officer and divisional director for systems integration, received the prestigious British Safety Council diploma in safety management at a reception held at the House of Lords and hosted by Baroness Phillips of Fulham, last November.



Picture shows l to r: Phil Carr being presented the diploma in Safety Management by James Tye, director general of the British Safety Council.

Phil was one of 32 recipients representing a variety of industries to be congratulated by James Tye, the director general of the British Safety Council, who stressed that proper training for the safety professional is vital for the success of British companies, particularly in view of the new legislation emanating from Brussels.

He emphasised that if the UK is to maintain a competitive edge over its trading partners, particularly the French and the Germans, after 1992, then companies must ensure their operations are accident free.

Health and Safety is also featured on page 5.

New Gold systems

ROCC has introduced new systems into the ROCC GOLD range of UNIX*-based computer systems, with the lower end now being based on Motorola's new RISC single board computer.

The new ROCC GOLD systems have been designated ROCC 2888-1 and provide 64MB of main memory, on-board disk, Ethernet controller and four asynchronous ports. The ROCC 2888-1 is rated at 38 MIPS.

Motorola has briefed ROCC on future product developments, with predictions for the 88000 processor increasing in speed and power throughout the remainder of the 1990s and well into the 21st century.

* UNIX is the registered trademark of AT&T

This is now our third edition of Newsline and as we start a new year, may I wish a prosperous and healthy 1992 to all our readers.

I should like to thank staff for your contributions to this issue. You really do make my job an enjoyable one and my only regret is that it is necessary to edit all text submitted due to pressure of space.

The next issue is due for publication around the end of April, so keep on sending in your news items.

Beryl Hutchin, editor

Training Needs Analysis

In times of recession, training is an area of paramount importance and should not be axed from a company budget. Indeed, costs can be controlled if the right training is given to the right people at the right time.

To help ROCC clients identify a cost effective training programme within their organisations, our training services department now offers a Training Needs Analysis report service.

Its international training instructors have many years experience in providing and advising on training solutions that satisfy client needs and, through a combination of interviews and/or questionnaires, information is gathered from both managers and individuals. This information is analysed to highlight the client's real training needs and to propose solutions to them. As well as preparing a report, ROCC Training will also coordinate a full training programme.

Additional Services on target

In the first six months of the financial year, Additional Services secured contracts for third party maintenance business to the value of around £1m, meeting its forecast target.

Alan Page, divisional director for UK Operations told Newsline that ROCC is a relative newcomer to this highly competitive marketplace and in some tendering situations our competitors are submitting what we consider to be stupid figures. There don't seem to be any margins built into their responses for them to make any profit or be in a break even position. It is simply panic tactics just to secure the business.

Despite these challenges, director Keith Bankes said: "We aim to penetrate even further into the third party maintenance market next fiscal. It can, and should be, a very profitable growth area for the service arms of ROCC and we intend to carve out a niche for ourselves as a quality provider and become one of the leading players."

Sartorially stunning SDI!



Back row l to r: Matthew North, Derek Connor, Nick Kelly, Steve Funnell, consultant - bespoke systems group based at Manchester. Front row l to r: Peter Blake, Andrew King, Sandra Phelan and Chris Bankes. (Matthew has since left the company)

The Prescription Pricing Authority (PPA) technical equipment trials for its new procurement, which took place at Crawley on October 16-18, had a greater impact on Unit 2 than you might imagine!

One of the most memorable aspects of the occasion was seeing members of systems design in their best 'bibs and tuckers'. It was an extremely rare treat to see the guys in suits.

"Are these our new sales executives in the making?" someone asked, so Newsline captured the moment on celluloid and actually got them all to smile as well. We think they look great.

Guest speaker

As an extension of the training services department's venture into the field of ergonomics education, chief software lecturer, **Martin Bender** was invited to be a guest speaker at a seminar on January 15, sponsored by Imperial Interiors Ltd, an office design company based in Bristol.



Martin Bender

The seminar was attended by senior managers from a variety of backgrounds, including solicitors, computer manufacturers, the RSPCA, British Gas and South West Water.

Martin's address covered such subjects as 'Work-related Disorders' and 'The Implementation of the EC Directive on Display Screen Equipment'.

Training services has been running seminars in ergonomics for over a year and also offers ergonomic audits and consultancy. Branch manager for the Bristol sales office, **Brian Tappy** was responsible for arranging the link between ROCC and Imperial Interiors.

Martin was also re-elected, in his absence, as a director of DEMA (the Data Entry Management Association) at their conference held in Dallas, Texas last November.

Featured at last!



Sean attempting to belly dance

It was at the Surbiton Service Centre's Christmas dinner on January 11, held at the Acropolis Restaurant in Walton on Thames, that spares controller, **Sean Ward** at last won a photographic place in *Newsline*. (He had complained just before Christmas at not being featured in the last issue).

The evening's entertainment included plenty of plate smashing, as is the norm in Greek restaurants, and the highlight of the evening, a belly dancer.

Now this is when Sean made his big mistake! As the belly dancer moved in front of him, he put his arm around her waist and, for his bold action, she chose him to join her on the dance floor. He should be pleased that this also enabled his dream of appearing in the house magazine to be fulfilled!

Day out for Crawley children

December 7 - Saw 84 disadvantaged and abused children having a day to remember, when employees and former ROCC staff, together with representatives from the Social Services and CUCOO took the children on a trip to Brighton. CUCOO is part of the Golden Lions Charity Trust and stands for Crawley Underprivileged Children's Outing Organisation. The outing was part of Operation Santa Claus, the original idea of Crawley-based Radio Mercury.

The team left Kelvin Way at 10.00am to collect the children from various pick-up points and arrived at their destination at around 12.15pm. First stop was the Brighton Marine Restaurant on the pier where the children tucked into a hearty lunch of sausages, beans and chips, followed by ice cream and a soft drink. Balloons, badges and lollipops were given to the children by the manager.

...Quivering like a jelly, he broke away from Elaine's hold and rushed off...

Next was the Sea Life Centre but **Elaine Tyler**, who went on ahead to warn the manager that the party was about to arrive, hit a major problem. Although the centre had been booked in advance and confirmed, the management had decided to close it for refurbishment until February 1992, without telling ROCC or a couple of other parties due there later that day.

Pint-sized Elaine, in her own words, 'grabbed the manager by the throat and informed him that the 84 children were about to descend upon the centre and she would leave it to his imagination to envisage what the consequences would be if they found the centre closed'. Quivering like a jelly, he broke away from Elaine's hold and rushed off to open up! ▶▶▶

The visit was a great success, something to tell their chums at school as they were allowed to stroke the turtles, stingrays and other sea life creatures.

One little boy went up to **Simon Head** and said: "Hey mister! I found this 'and. I never touched it!" It was soon realised that the hand belonged to an Edwardian lady on a display stand in the centre.



At 3.00pm it was off to the Pirate Deep Adventure Centre where the children removed coats and shoes and had a whale of a time letting off steam.

Former employee, **Mike Gosling**, in the guise of Father Christmas, arrived an hour later. Each child received a torch kindly donated by Duracell and a Cadbury's selection pack, which disappeared in two seconds flat, Elaine says. Other gifts donated by local Sussex companies, snakes, aeroplanes, hats, balloons, cuddly toys, kites and calculators, were also handed out.

...tired and in need of liquid refreshment

When it was time to leave Brighton, a happy and contented bunch of children either fell asleep on the coaches or chatted non-stop on the way home about their wonderful day. By 7.30pm the team who had made all this happen arrived back at ROCC tired and in need of liquid refreshment!

A letter from the office of West Sussex County Council's Director of Social Services summed up the day: "...grateful thanks to all you good folk at ROCC for entertaining so successfully children who have faced considerable difficulties. A day of fun...a little respite for the parents is so valuable..."



Sandra Corcoran, Simon Head, Tony Adlam, Tony Harrop, Kevin Elliott and Elaine Tyler - just some of those who enjoyed their day out with the children.

ROCC employees who accompanied the children were: coach captains, **Simon Head** and **Kevin Elliott**, **Sandra Corcoran**, **Joanne White**, **Jan Morgan**, **Pat Dobson**, **Tony Adlam**, **Elaine Tyler**, **Louise Kent**, **Tony Harrop** and **Bill Haines**. Former employees, **Blanaid Moynihan**, **Brett Tilney**, **Guy Leeson**, **Malcolm Riley**, **Karen Elliott**, **Mike Gosling**, **Mick Hill**, **Andy Bridgland**, **Sharon Clifton** (née Loates) and **Caroline Peters**, Elaine's youngest sister. Other helpers included Sharon's husband **Charlie** and another sister of Elaine's, **Mehvish Durrani**.

President Tim

Repair group test methods engineer, **Tim Hemsley** was elected president of the East Grinstead Junior Chamber last October and took up office on January 1.

He has been a member for four years and for the last two years has sat on the chamber's controlling body. This new role will involve a great deal of contact with the civic and business communities of the town. He told Newsline that the effort put into chamber work gives self-confidence, poise, motivation and a positive outlook.

Tim organised the region's annual awards dinner for 130 people at Lingfield Park Race Course and a race night which raised in excess of £400 for a local youth organisation to build an indoor climbing wall. He has also organised a regional quiz, taken part in numerous training sessions and many other chamber events and activities.

The chamber is a local organisation of British Junior Chamber (BJC) which is a member of Junior Chamber International which has over 500,000 members around the world, making it the world's largest out-of-hours management training organisation. Each year in June there is a European conference and a World Congress is held in November. Members are given the opportunity to acquire new business skills and polish the ones that they already possess, through formal training sessions, workshops, seminars, discussions and business games. Members are able to meet new challenges head-on and solve new problems within the 'safety net' and friendly environment of Junior Chamber before going on to tackle these at work. ▶▶▶

Within the south east of England there are 13 chambers, which run their own programmes but are open to members of other chambers to attend. East Grinstead and Horsham are the two junior chambers local to Crawley.



Junior Chamber is open to anyone from 18 to 40 who is looking for opportunity, potential and recognition in their career. A national project is already underway whereby members of Junior Chamber will be able to gain a National Vocational Qualification in management. Their slogan is 'Open the door to your future'.

Tim says it has a great deal to offer any individual - and is fun. If you wish to find out more contact him on ext 2395.

Health & Safety

by Phil Carr

November was my first anniversary as company safety officer and I also attended a reception at the House of Lords to be presented with the diploma in safety management (Dip.SM). My wife Norma accompanied me to what turned out to be a most enjoyable day. The occasion was attended by about a dozen MPs, including Ron Brown of 'mace dropping' fame.

Before accepting the responsibility of company safety officer I decided it was important to obtain some specialist qualifications on the subject. The board of directors agreed to my attending a series of courses run by the British Safety Council which led to me receiving the aforementioned diploma.

The courses started in December 1990 and I set out with confidence to tackle the first module which lasted one week. A further four one-week modules followed, culminating in a one-day examination last May. Panic set in!

I spent the evenings of that last week burning the midnight oil and realising how difficult it is to organise the 'little grey cells' once you reach your fifties (believe it or not I haven't reached 60, yet!). Having got that trauma out of the way, I returned to ROCC and the serious task of getting our safety procedures in place.

By now all employees should be familiar with the ROCC Health and Safety Manual and the company safety policy contained therein. If you have not seen the manual then please ask your departmental heads to let you borrow their copy. Under the Health and Safety at Work Act it is the duty of every manager to make you aware of its contents.

ROCC's safety committee meets monthly and I must thank this hard working team for the help they have given me. I should also mention the fire and first aid teams, whose services have been called upon several times over the year. The names of the committee representatives are published in the Health & Safety Manual and on the notice boards.



Picture shows representatives from each section of the emergency teams wearing the regulatory safety helmets. The different colours were chosen to identify each team quickly. They are l to r: Phil Carr (GREEN), Joanne White - first aider (WHITE), Andre le Petit - road marshal (BLUE) - (also the evacuation marshals will be wearing this colour) and Simon Head - fire fighter (YELLOW).

The appearance of the coloured 'safety helmets' has caused a certain amount of humour in some circles but if they enable us to identify our emergency teams in a real crisis and reduce confusion, they will have been worthwhile.

Simon Head and **Kevin Elliott** have carried out tests on portable electrical appliances in several departments and with **70% of the equipment in some areas found to be unsafe**, they may have already saved someone's life. Please help by disclosing all appliances in your area. Even that old radio you use for test match results and the budget could be a killer and if it's used on ROCC premises, you have a responsibility under the Health and Safety at Work Act 'to take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work'.

The Act requires employers to 'provide such information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of their employees'. To this end a series of ROCC Management Training Workshops are to be held starting in February which will include the subjects - Health and Safety at Work legislation and Employment legislation.

Finally, the number of accidents reported over the last year remains steady. It could mean that things have not improved but I would also point out that our accident reporting is much better, so don't be downhearted. Let us all aim for being an **accident free company!**

Charity challenge

December 1 last saw the Gatwick Penta Hotel running a charity challenge on behalf of Radio Mercury's Operation Santa Claus.

Two teams representing the Customer Services Division arrived at the hotel to participate in the day's events.

The teams were:

A:

Tim Hemsley

Paul Acraman

Niki Beard

Louise Kent

B:

Peter Richardson

Colin Bailey

Cary Compton

Maria Corcoran



Paul Acraman on the rowing machine.

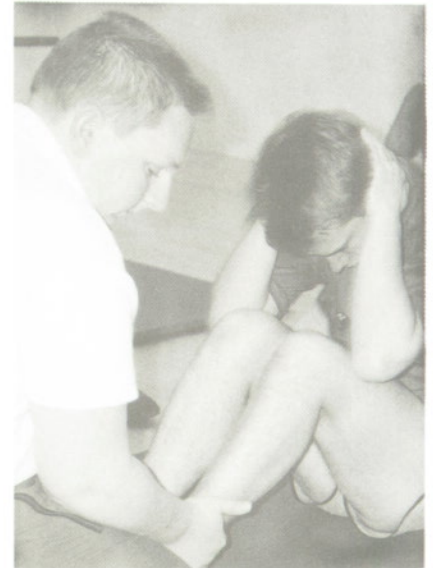
There were 10 events in total, each of 30 minutes; five minutes for briefing, 20 for the event, five for scoring and moving on to the next event.

The events were:

- (1) **Quadrathon** - involving swimming, rowing machine, exercise bike and running.
- (2) **Icing** - making an icing bag and melting chocolate drops, filling the bag and icing onto greaseproof paper as many motifs as possible.
- (3) **Luggage lug** - keys to one floor of bedrooms were handed to the competitors and they had to enter each room until they had retrieved 10 pieces of luggage.
- (4) **Logic test 1** - competitors were given a list of statements about people and they had to work out the relationships, saying who got out of each taxi, on which street and so on.
- (5) **Gym tests** - sit-ups, press-ups, squat thrusts and shuttle runs.



Niki Beard and Louise Kent doing the luggage lug along the Penta corridors.



Tim Hemsley, assisted by Mark from the Penta Leisure Centre, does sit-ups.

- (6) **Napkin folding** - making up several different designs.
- (7) **Conference room** - looking at a conference room layout and then reconstructing this in another conference room right down to the colour scheme (no notes were allowed to be taken.)
- (8) **Bedroom objects** - looking at the layout and then repeating this exactly in another bedroom.
- (9) **Logic test 2** - involving radioactive waste, food, ice and paper without leaving the wrong combination together and ending up with radioactive chicken.
- (10) The last event was a **Treasure hunt**.

Although the teams did not win (Tim's team came 6th and Peter's 9th) they jointly raised a sum of £443 for the charity.

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Since the charity challenge winners were announced, our teams have been awarded a special prize - six months free membership of the Penta Leisure Centre - for raising the largest sum of money out of all the teams competing.

CONGRATULATIONS to everyone who took part!

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