

SAFETY SHOES TO BE SURE

Statistics prove that the number of lost working hours due to foot injuries has declined—thanks to the wider use of safety footwear.

The General Stores keep a stock of various types for men all of which are fitted with internal steel toe caps and are indistinguishable from normal footwear.

For ladies, the Personnel Department sells shoes and booties in attractive styles.

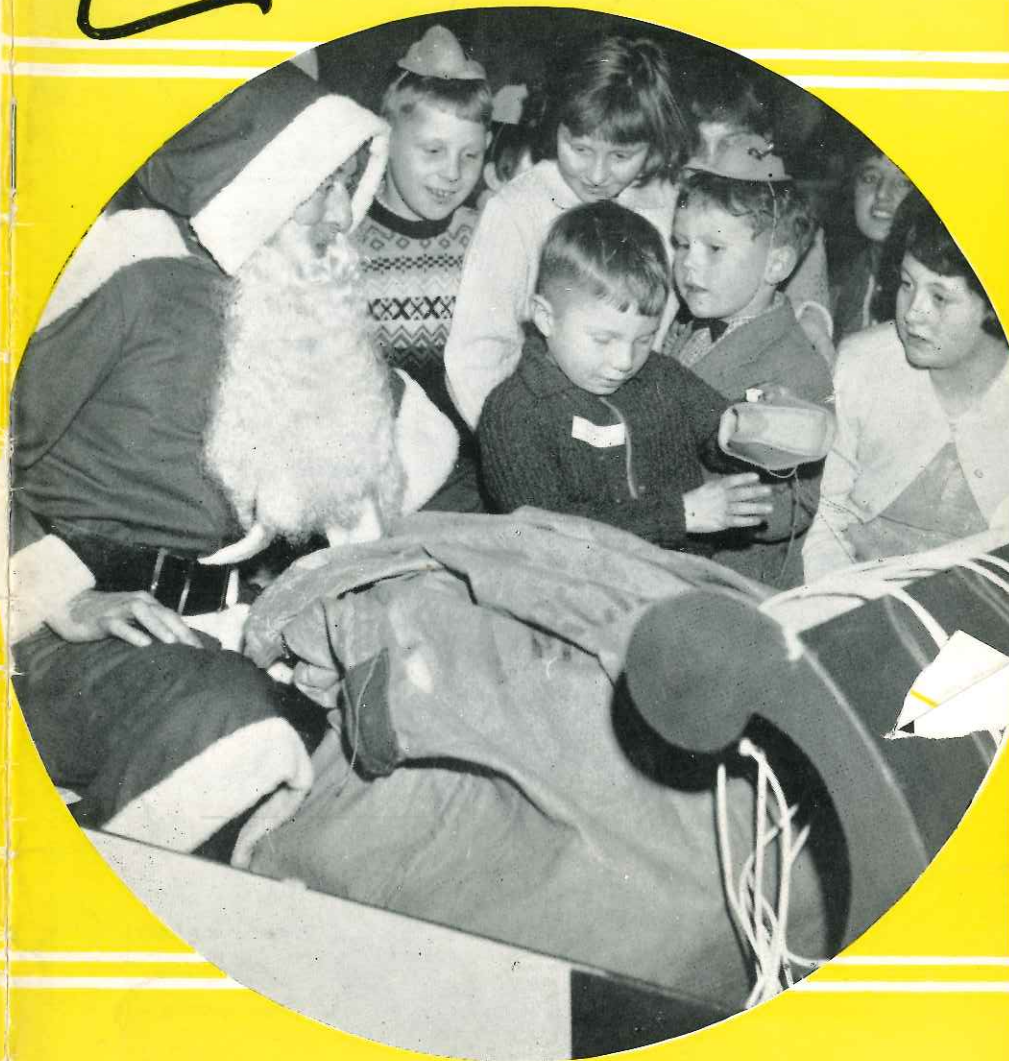
To encourage workpeople to use these very valuable accident prevention aids the Company makes a subsidy of 5s. 0d. per pair.

**SAFETY SHOES ARE NOT EXPENSIVE—BUT
ACCIDENTS ARE!**



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Chance COMMENTS



FEBRUARY — MARCH, 1962

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Chance

COMMENTS

The MAGAZINE of Chance Brothers Limited, published in alternate months for the interest, entertainment and information of all employees of the firm.

EDITOR A. OGDEN

CORRESPONDENTS

Blown and Pressed

Inspection F. O'CONNOR
Pressed Process
Cathodes A. SUTTON
Vello O. McKENNA
Warehouses G. GRIGG

Flat Glass

Fiesta MRS. GILGROSS
Rolled Plate R. E. EVANS
Rolled Plate
Warehouse MISS W. WALKER
Seven Storey

Laboratory W. H. D. LILLEY

Maintenance and Construction

Boiler Shop R. TIMMINS
Electricians E. A. WHITEHOUSE
Fitters H. BEECH
Drawing Office
and Offices S. SCRIVEN
Vehicle Repairs H. COSNETT

Offices

Accounts MISS J. TAYLOR
Sales F. TAYLOR
Typing MISS M. VICKERS
Buying and
Stationery MISS I. GROVES
Wages A. E. CARTWRIGHT
Stores D. R. KIRKWOOD
Old Hall MISS V. HICKLING
Traffic N. A. RHODES

BRANCH ESTABLISHMENTS

Glasgow H. MACLEOD
London G. H. ELPHE
Malvern MISS D. CLARE

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THIS MONTH'S COVER

Throughout each year our employees raise considerable funds for the several children's parties and much voluntary effort is given in the organising of these happy functions.

This month's cover picture and the photographs on pages 8 to 11 show sheer joy.

VOL. 14, No. 6

FEBRUARY — MARCH, 1962

"WHAT'S COOKING?"

THE English, as a race, are fussy about food and rightly so. They are also traditional. Works Canteen or no canteen there will always be some who, at meal times, have a liking for bought out fish and chips. Recently an employee who made such a purchase asked at the Personnel Department if there was any salt available! There are others who like to squat on their work benches and eat packed meals brought from home and

these can vary from dainty sandwiches to a hunk of bread and cheese plus a Spanish onion with a pocket penknife as the tool for the job. Some who like a full cooked meal prefer to "get away" and frequent local cafes or pubs.

It is not the purpose of industrial catering establishments to compete with such traditions but in recent years the old ideas about works canteens have changed

IN THE BRIGHT AND AIRY VEGETABLE PREPARATION AREA GEORGINA - CONNELL GIVES POTATOES A FINAL CLEAN UP AFTER THEY HAVE PASSED THROUGH THE PEELING MACHINE. NO VEGETABLES ARE PREPARED IN THE KITCHEN ITSELF—THAT WOULD BE AN INFRINGEMENT OF THE ABSOLUTE—CLEANLINESS RULE THERE.



MRS. McDONALD, A HAPPY SCOT, CARVES THE MEAT DISHES. ON A MACHINE MARK YOU. WHERE WAS THAT LONG, RAZOR-SHARP KNIFE WHICH CHEFS ALWAYS WAVE AT PEOPLE WHO LIVE ON CANNED BEANS?



THE SENIOR COOK IS MRS. WOODHOUSE. FORCED VENTILATION IN THE KITCHENS PREVENT A BUILD UP OF STEAM AND COOKING SMELLS BUT OUR PHOTOGRAPHER ENJOYED THE BISTO-KID AROMAS.



IN THE STAFF DINING ROOM THERE IS WAITRESS-SERVICE (FOR WHICH AN EXTRA CHARGE IS MADE). MRS. DAVIS IS PICTURED PUTTING THE FINISHING TOUCHES TO GIVE THAT 'DO SIT DOWN' LOOK.



tremendously and these days the term works restaurant is becoming more in use.

During the past year or so the canteens which were built into the old Schools in 1917 were transformed from the sombre seriousness of the 19th Century to a lighter theme ensuring a high standard of cleanliness, kitchen efficiency and comfort that compares most favourably with smart restaurants of the cities. The conversion cost a very considerable amount of money and everybody takes pride in the result.



IN THE WORKS DINING ROOM THERE IS A QUEUE —BUT CERTAINLY NOT A SLOW-MOVING ONE. THE ONLY BRIEF HOLD-UPS ARE WHILE FRESH SUPPLIES ARE BEING WHISKED FROM THE OVEN TO THE SERVERIES.



MRS. WALKER MAKES A FUSS OF SUPERVISORS BEN LAW, DICK DASHPER AND TERRY BEAUCHAMP. WE MUST ADMIT THAT SUCH PERSONAL SERVICE WAS STAGED-MANAGED FOR PHOTO-GRAPH PURPOSES!

What in fact does the Canteen offer? The menus are varied from day-to-day and the items include excellent soups, grills, roasts, fish, cold meats, egg snacks and a range of sweets. Prices are extremely low as the Company make a substantial subsidy. No matter what one's reasonable requirements are the catering staff will endeavour to meet them.

The Staff and Workpeople's representatives on the Canteen Advisory Committee extend to

everybody employed at Spon Lane an earnest invitation to try the Canteen for a mid-day meal. The Committee representatives are:

Mr. E. A. Whitehouse	<i>M. & C. (Chairman)</i>
Mrs. A. Walker	<i>Pyrometry</i>
Mrs. D. Horton	<i>Blown & Pressed</i>
Mr. W. Weston	<i>Internal Transport</i>
Mrs. A. Simcox	<i>Fiesta</i>
Mr. R. N. Tandy	<i>Process Development</i>
Mr. D. R. Kirkwood	<i>Stores</i>

—WELL THAT WASN'T TOO BAD! IRENE HAYWOOD OF SALES OFFICE AND MAVIS PRICE, WAGES OFFICE WONDER WHAT THE MENU HAS TO OFFER AS A SWEET COURSE.



LONG SERVICE AWARDS



EDWARD A. HOLLOWAY, WAGES OFFICE, 45 YEARS 4TH DECEMBER, 1961. (CLOCK).



MISS I. UFFEN, SALARIES OFFICE, 25 YEARS 23RD NOVEMBER, 1961. (CASH).



CHARLES LOWE, MAINTENANCE AND CONSTRUCTION, 25 YEARS 5TH JANUARY, 1962. (WATCH).



JOHN R. CHEETHAM, WORKS ENGINEER, 25 YEARS 30TH NOVEMBER, 1961. (WATCH).



GEORGE S. CASTLE, MAINTENANCE AND CONSTRUCTION, 25 YEARS 8TH FEBRUARY, 1962. (WATCH).

SUGGESTIONS SCHEME

Since the last edition of Chance Comments there has been a good response to our request for less everyday amenity reminders and more ideas which will reduce costs. The first batch of suggestions taken from the boxes this year included useful ideas which should save time and money.

The response to the "Special Subject" competition was not quite so good as we anticipated.

At the Suggestions Scheme Committee meeting held on 10th January 1962, a total of £47 15s. 0d. was awarded to successful Suggestors.

These included:			£	s.	d.
60/97	L. Collett	Rolled Plate	A combined square edge and ruler should be provided for the $\frac{1}{4}$ wired cutting boards. ...		
			15	0	0
61/408	G. E. Dangerfield No. 1.	Rolled Plate	Modification to double sided wooden stands as used in Rolled Plate Warehouses. ...		
			2	10	0
61/446	F. Botfield	Traffic	Use of tubular steel backers for packing export cases. (Appeal) ...		
			1	15	0
61/525	M. Lange	Vello No. 8	To provide guttering under water pipes over end forming machines to catch condensation. ...		
			1	10	0
61/526	E. Sealey	Malvern Works	Setting gauges for plunger cutting and parting off machines ...		
			15	0	0

What is a Customer?

A customer is the most important person in these Works, in person, by mail or by telephone.

A customer is not dependent on us—we are dependent on him.

A customer is not an interruption of our work—he is the purpose of it. We are not doing him a favour by serving him—he is doing us a favour by giving us the opportunity to do so.

A customer is not an outsider to our business—he is part of it.

A customer is not a cold statistic—he is a flesh-and-blood human being with feelings and emotions like

our own, and with biases and prejudices.

A customer is not someone to argue or match wits with. Nobody ever won an argument with a customer.

A customer is a person who brings us his wants. It is our job to handle them profitably to him and to ourselves.

That is what a CUSTOMER is—in your business, in our business, or in any business. Some people seem to have forgotten a few of those basic truths in recent years, but it is high time to be remembering them again. Tomorrow may be too late!



LONDON OFFICE.

PARTY TIME



MALVERN WORKS



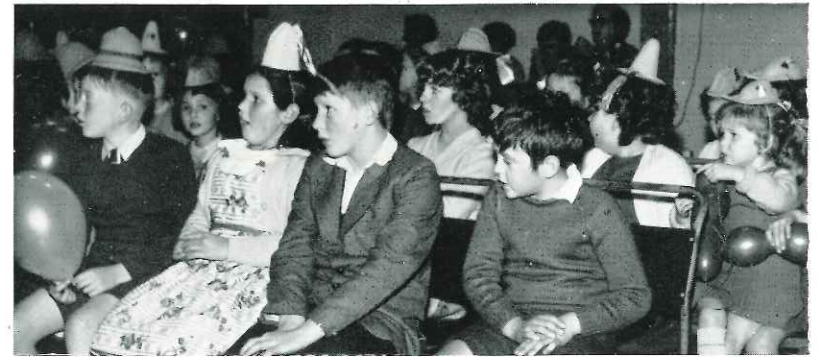
BLOWN AND PRESSED

M. & C. Annual Dinner





CHRISTMAS
HAPPY
CHILDREN





CHRISTMAS
HAPPY
CHILDREN
continued





From all Departments

MOSTLY PERSONAL

● SMETHWICK

Retirements

Chance people at Smethwick recently said farewell to three colleagues who have retired and they went with everyone's best wishes for health and happiness in the days ahead.

Miss E. Jackson of the Accounts Department retired on 1st December, 1961, after 46 years service—a wonderful record of service for a lady member of the Organisation. Her many friends in the Office Departments subscribed to an electric fire which was presented to her as a mark of real affection by the Chief Accountant, Mr. G. G. Roberts.

Arthur G. Wood of Maintenance and Construction retired on attaining his sixty-fifth birthday on 22nd December, 1961. Unfortunately Arthur has suffered from illness for some twelve months which kept him away from work. We most sincerely hope that his health will improve to enable him to enjoy his well earned rest.

W. Arthur Mallin of Blown and Pressed retired after forty-one years service on 19th January. Since Christmas he has suffered from an attack of bronchitis and we hope he will recover soon. Arthur was always loyal and popular in the several departments he worked in and will be missed particularly by the young ladies in the Lead Process section.

We are sorry to Lose

Members of the Staff who have left recently include Mrs. A. L. Jones, Typing department and Mrs. Margaret Mole, Secretary to the Chief Accountant. They each look forward to the birth of a child in the near future. Mrs. Eileen Durden and Mrs. Gwen Chisholm left Work Study. Mrs. M. Strong has



MISS E. JACKSON.

left the Sales Office, Mrs. L. Evans the M. & C. Office and Mrs. L. Dutton the Printing Office—we are sorry to lose them.

We regret to Report

It is with profound regret that we record the death of three colleagues. Henry Bird of Building Department passed away on 26th December aged 55. He had been in our employ for twenty-two years service. William E. Arrowsmith of Mixing Department died on 23rd November, 1961, aged forty-six with twenty-eight years service and Mrs. Wood, Housekeeper to the Workmen's Hostel died as a result of a road accident in Spon Lane on 25th December. It is particularly sad that each was of comparative young age. It is difficult not to be emotional about the circumstances of these deaths; we do, however, express most deep sympathy to the relatives.

Welcomes

A warm welcome is extended to new members of our staff which include Jennifer Thompson Invoice Section Valerie Bowler General Office Irene Haywood Sales Christine Hawkes Costs Mrs. Wilde Secretary to Chief

Janet Poole M. & C. Office Mrs. L. Parrott Work Study Miss S. Tonks Secretary to Works Engineer

Robert Grigg Costs Ken Tarr who returned to the Laboratory after National Service.

Engagements

Very hearty congratulations are extended to the following on the announcements of their engagements: Judith Morris (Wages) to Michael Farley (son of Arthur Farley of Invoice Section). Shirley Edwards (Chemistry Laboratory) to Frank Jones.

Ann Corbett (Work Study) to John Redmond (Process Development). Brenda Shakespeare (Technical Development) to Peter Hayes.

John Gaskell (Technical Development) to Ann Woodgate.

Jim Salt (Technical Development) to Morag Mackenzie.

Walter Scherbaum (Technical Development) to Cynthia Taylor.

Editor's Note: What on earth is going on in the Technical Development Section?

● GLASGOW

The Glasgow Works Recreation Club held their Christmas Party on Saturday, 16th December, when a large gathering of children were entertained to a film show, prior to the arrival of Father Christmas.

May we take this opportunity to wish a speedy recovery to Robert Anderson, Patrick Hughes and Alex Tavendale who have been on the sick list for some time.

Congratulations are extended to the seven employees who have recently been awarded their First Aid Certificate.

It is with deep regret that we record the death of Mr. A. B. Paton. Mr. Paton attained the rank of Captain in the first World War and on demobilisation in 1919 came to Firhill as Warehouse Manager. He left the Company in 1924 to go to U.S.A., but returned to Firhill in 1935 and

remained till his retirement in 1955. To his son we extend our sincere sympathy.

The following sums have recently been distributed by the Firhill Glassworks Charity Fund:

	£
Kilmun Convalescent Home ...	10
Glasgow District Coast Homes—	
Saltcoats	10
Convalescent Seaside Homes—	
Dunoon	10
Scottish Council for Care of Spastics	6
National Fund for Poliomyelitis	
Research	6
National Lifeboat Institution ...	6
Salvation Army	6
Little Sisters of the Poor	6
Mission to the Outdoor Blind ...	6
Glasgow Branch of Limbless Ex-	
Servicemen's Association ...	6
Scottish National Institution for	
War Blinded	6
St. Andrew's Ambulance Associa-	
tion	6
British Empire Cancer Campaign	10
Dr. Barnardo's Homes	6

100

● LONDON OFFICE

Our London Office Christmas party was a combined operation with Pilkington Brothers and we are grateful to Selwyn House who laid on a very fine spread in the Conference Room. We are glad of the opportunity to meet Sir Harry Pilkington. After refreshments we proceeded to the Duke of York Theatre for "One Over the Eight" which rounded off a very pleasant evening.

● MALVERN

Christmas is over and a New-Year has started, so may we wish everybody a Happy and Prosperous New-Year especially those who have been ill for a long time. On the 6th January, 1962, the Malvern Social Committee welcomed to their annual Dinner and Dance 148 people, who enjoyed a very pleasant evening. After the Dinner we had a Dance and Social, which was masterly compered by one of our well known Malvern characters Miss E. Perks. Keeping everybody busy and mainly herself was one of her achievements. The evening was very successful and we were very pleased to have in our midst several distinguished guests from Spon Lane.

Jottings of shorter items and employees' contributions

AGE

The time comes to everybody employed in industry when they have to clock out for the last time due to age. Most employers have some form of pension scheme; the State during the past several years had made improved provision for the financial security of retired persons; local Authorities and Voluntary Social Services had paid particular attention to the physical, domestic, and social needs of the older persons.

What, however, matters above all in the minds of pensioned-off people from industry is not entirely the manner in which the former employer remembers them in the form of reunion parties and Christmas greetings but to what extent, if any, former workmates remember their old colleagues.

At Chance Brothers the employees certainly do "not forget" old friends and each year they voluntarily make a tangible gift at Christmas time to those who have retired from their departments.

Last Christmas, by means of weekly contributions and money raising schemes, the employees of the firm ensured that each retired person received not only a seasonable greeting but also an invitation, as a guest, to the particular department's annual dinner and, in the Flat Glass Division a cash gift was sent and in the Blown and Pressed Division food hampers were presented.

Some 112 retired employees of the firm were thus remembered at a cost to the employees to a total of £110.

LUNCH TIME LEISURE

The Assembly Room situated next to the Canteen in the New Gate thoroughfare is available to all employees between 12.0 noon and 2.25 p.m. for lunchtime leisure.

This room has been attractively decorated and furnished.

Playing cards and sets of Chess and Dominoes are available on request at

the Personnel Department which is adjacent to the room.

It is not permissible for persons to consume food or drink in this room.

EMPLOYEES' CHARITY FUND

At a Meeting of the Committee held on 14th December, 1961, the following donations were made thus bringing the total for 1961 to £252. 0s. 0d.:—

	£	s.	d.
Air Training Corps No. 494 (Smethwick) ...	3	3	0
Knightwick Sanatorium—			
Friends of the Sanatoria ...	5	5	0
Infantile Paralysis Fellowship ...	5	5	0
Smethwick Diocesan Moral Welfare Council ...	5	5	0
Save the Children Fund ...	5	5	0
Salvation Army ...	5	5	0
St. Dunstan's ...	5	5	0
National Society for Prevention of Cruelty to Children ...	5	5	0
Sunshine Homes for Blind Babies ...	5	5	0
West Bromwich Old People's Welfare Committee (Christmas Party Fund) ...	5	5	0
TOTAL	50	8	0

COMPETITION SERVES US ALL

We are frequently reminded of our needs to remain competitive in order to stay in business. In order to do this we are asked to reduce costs, produce high quality ware, and work efficiently.

How often have we considered how competition serves us? Anyone is free to go into business, to produce as much as he likes, and to try to sell these goods where and to whom he chooses. This results in COMPETITION. Competition, in turn, serves us all in many ways.

COMPETITION—

- provides better products for us
- raises quality and service
- contributes products to serve "every purse and purpose"
- creates luxury features
- offers us more and diversified products
- insures greater safety

- saves time
- promotes conveniences
- expands and speeds services
- brings culture into our homes
- spurs advanced education
- creates more jobs
- brings about higher earnings

From this you can see that competition is the life of trade, and the life-blood of our economic well-being.

SUBSCRIBER TRUNK DIALLING

S.T.D. for short, and that is what telephone conversations will need to be under the new system of charging for telephone calls, which is now in operation.

Under the new system, both local and trunk calls will be charged for in units of 2d., the length of time allowed for 2d. varying according to the distance, e.g. for a call to Birmingham from Spon Lane, three minutes will be allowed for 2d., a call to London, twelve seconds.

The first general rule, therefore, is not to hold on when the person you wish to speak to is not available,—leave a message with the person's secretary or somebody else, asking for him to ring you back, or alternatively obtain a definite time when the person will be available so that you can ring again.

The second rule is to have all your information assembled before you ask for the number you want.

The third rule is to keep your conversation to essentials, make it as short as possible. If further information is required, it will probably be better to make another call.

Obviously common sense must be exercised. It may pay to wait a short time while the person you want is called to the telephone, but this will probably be the exception rather than the general rule.

Private calls may no longer be made through the Switch Board. Two telephone kiosks are being provided—one in the Old Hall, one in the Old Gatehouse—with coin boxes. Private calls, as at present, will be made only during lunch breaks or outside normal working hours, except in cases of emergency when a Managers' permission should be sought before the call is made.

THE HISTORY OF SMETHWICK

During the ice age, the ice field covered the whole of the British Isles as far south as the Midland plain. The land was inhabited by cave-men.

The only local relics are boulder stones found in the field between the Old Chapel and Thimblemill Pool and now removed to the corners of Astbury Avenue.

Traditions concerning the large boulder stone say that it turns round once every time the Old Chapel bell is rung and that it was brought there by two horses in the night, but twenty men cannot move it.

Another large stone is at the corner of Holly Lane, near Summit Bridge.

A reminder of the Roman period was discovered as a well in Park Road, Harborne, this being part of the ancient road from Smethwick to King's Norton, three-quarters of a mile west of Icknield Street.

By 715 A.D. Smethwick had become a Saxon settlement. It was a manor of Chiefton Handes—Smethwick, the "village on the smooth heathland." The Saxon word "smethe" means a level field or plain.

Sometime between A.D. 600 and 1000 Smethwick became a Manor.

The first historical document to mention Smethwick is the Domesday Book, prepared by William the Conqueror in 1066. The name was spelt "Smedwich," and it was said to have about 2,000 acres.

In 1216 Smethwick was owned by Warine, son of Henry, and Chamberlain to King John.

In 1826 Telford was asked to improve the canals of the Midlands. He constructed the Birmingham to Wolverhampton Canal. Over it are many bridges. Noteworthy is the Galton Bridge carrying Roebuck Lane. This was built in March 1829.

Smethwick's expansion began with the setting up of Boulton and Watts' foundry at Soho, in 1764. During the eighteenth century Smethwick grew to the status of a parish, and showed signs of a great and speedy industrial development that was to help make it the important town we know today.

(This note was contributed by a pupil at Holly Lodge Grammar School to the School Magazine).

THE COMMON MARKET

At a recent meeting of the Works Consultative Committee a Lecturer interested very much the members with a talk on the Common Market.

The following notes on this important matter have been issued by the Economic League.

You and the 6

"Is my lolly going to be all right if we go into the Common Market? That's what I want to know." This very natural and human question was put by a shipyard worker to an Economic speaker.

It is a question a lot of people are asking at the present time—employers and employees in industry and commerce, farmers and farm workers, and many others.

Comparisons

It is difficult to make accurate comparisons of wage rates and earnings in the six Common Market countries (France, West Germany, Italy, Holland, Belgium and Luxembourg) with those in Britain. They are made all the more complicated by differing social insurance deductions and differing social benefits.

It is, however, possible to make a general comparison on the basis of total average hourly wage costs. They are approximately the same in Germany, France, Belgium and Britain, but considerably lower in Italy and the Netherlands. Assuming a particular job costs £100 in Great Britain, the same job would cost £105 in West Germany, £93 in France or £78 in Italy.

Conclusions

What can we conclude from these figures? They dispose of the fiction that wages costs, and thus production costs, in France, Belgium and Germany are much lower than in Britain, and that we shall be undercut by "cheap labour" in those countries. On the other hand, we must face up to the fact that in the Netherlands and Italy at least people are prepared to work similar and often

longer hours for lower earnings than in Britain.

So far as farming is concerned, comparisons are made difficult by the fact that in the Six there is a much larger number of peasant-proprietors, i.e., families working their own holdings, than there are here. Production costs are lower in Holland and Italy. If Britain entered the Common Market the sharpest competition would come from French grain and meat, Italian fruit and vegetables, and Dutch tomatoes.

Production

It is when we look at the comparative figures of production that we are in for a shock. Between 1951 and 1960 industrial production expanded by 8.8 per cent. in West Germany, 6.6 per cent. in France, and 3.2 per cent. in Britain.

We are also lagging in exports. To quote the Treasury 'Broadsheets on Britain' for July 1961: "Since 1953 our exports have increased much less than those of any of our main competitors... We must have missed a good many export opportunities." And our main European competitors are in the Common Market.

West Germany's exports to the U.S.A. in 1960 were nearly four times as great as in 1951. Ours were a little over double.

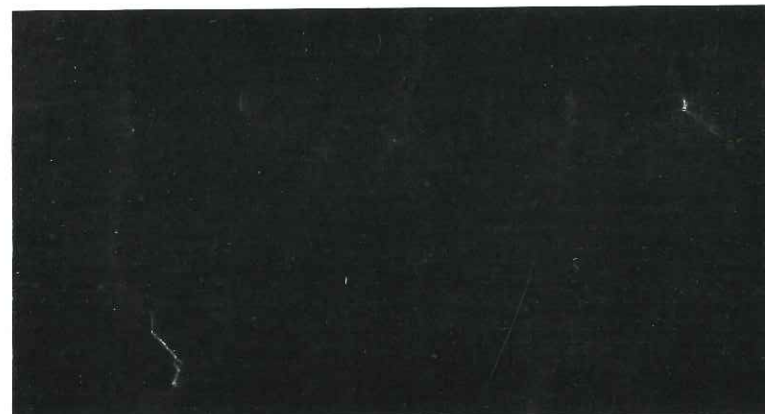
Market

At the same time, the Common Market countries are themselves an expanding market for manufactured goods.

In the coming weeks and months Britain's possible entry into the Common Market will be in the news.

Look!

WHAT CAN YOU SEE HERE?



This is what you would see if you were blind. This might represent the face of your sweetheart or husband or wife, or it might be the smile of a tiny baby—or maybe it is the first rosebud in your garden in the spring. But no matter what it is, if you were blind, this is what you would see... NOTHING!

After carefully considering this message, we're certain you will want to wear your safety glasses.