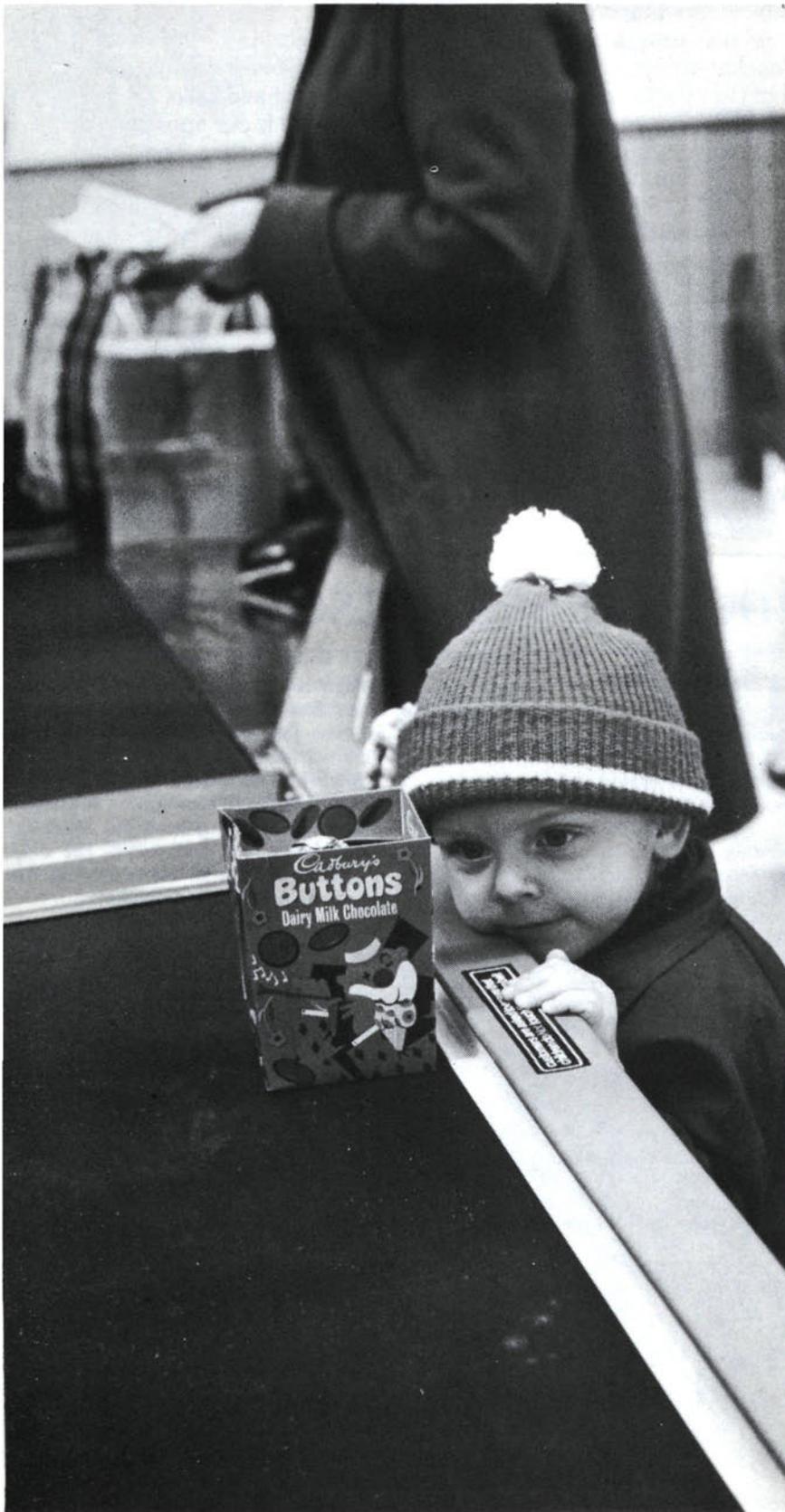


JS JOURNAL

April 1976



Shopping's eggstra special at Pitsea

HUNDREDS of mums swapped their prams for supermarket trolleys to be among the first to shop at JS's new store at the Pitsea Centre, Basildon, when it opened on April 6.

Four-wheeled traffic of a different kind delayed chairman John Sainsbury, who was due to open the new store, so that he had to make his way through the waiting crowds before he finally arrived on the crest of the first wave of shoppers as they surged through the front doors.

'I thought there would be a few waiting but I never dreamed it would be anything like this' said manager Peter Coles. Mr Coles, who is 38, joined JS in 1958 and was previously manager at Sydney Street, Cambridge. 'Pitsea is about twice the size of my old store,' he said.

His new store has a sales area of 2280 square metres (24,541 square feet) and stocks all the normal supermarket lines.

It also has a large hardware department; a range of health and beauty products, including cosmetics; and household textiles, like sheets, towels and tablecloths.

Pitsea is the fourth JS store to sell greetings cards; the third to sell pot plants; the second to have a 'car care' range; and the first to stock only a limited range of textiles. Men's and women's wear have been dropped at Pitsea in favour of a wider selection of children's wear. An experiment that should be a great success, as Pitsea is very much a family community.

The store is the first to open in the Pitsea Centre, which is surrounded by a number of housing developments but very few shops. Basildon, where JS has a store, is about two miles away and Tilbury about eight.

There is plenty of parking space in
continued ►

'Going shopping with mum is not so bad after all . . . ' Andrew Westwood, 2½, keeps an eye on a very special purchase at JS's new store at Pitsea.

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Contents

General News/pages 3-8
Features/pages 9-17
People/pages 18-20
Letters/pages 21-22
Picture pages/23-24

What's all this then . . . ?

THE same but different. That's the aim of the new look *JS Journal* you are now reading. After a lengthy and thoughtful review of the purpose and function of the *Journal*, it has been decided that the needs of staff for a regular publication telling them what is going on in JS can be met better by a magazine rather than a tabloid newspaper.

Many readers showed preference for a magazine in the last *JS Journal* readership survey. We hope you will like the change and find the new format easier to carry around, read and keep.

What we hope will not change in the *Journal* is our approach to what goes on inside JS – and outside, if it is relevant. And we will still want your letters, of course.

News, whether in the outside world or within the restricted world of an organisation, is at its most interesting when it centres around people and what they are thinking and doing, and so we hope individuals will continue to come forward and tell us what is going on around the company.

For our part, we will continue to get around to as many branches, depots and offices as possible to meet people and get your news – but with only three people and a hectic schedule to meet, we obviously can't visit everywhere between issues. So, if something interesting, exciting or funny happens or someone you know does something special or achieves something of note – tell the *Journal*.

Editor

More about what makes Pitsea special

front of the store. It has been calculated that there are more cars per head of the population in and around Pitsea than any other part of the country.

Local housewives are delighted to have a Sainsbury's open close by. 'There's only one parade of shops near here . . . local shopkeepers needed a bit of waking up . . . small shops charge so much . . . prices are a bit more stable at

big supermarkets like Sainsbury's . . . ' are just a few of the comments they made.

Two of the busiest members of staff at Pitsea were customer service assistants Annie Bowden and Tom Hoskins. They hardly had time to breath in between handing out baskets and welcoming customers. Mr Hoskins, a retired security officer, said of his new job: 'I

thought it was about time I made a come-back.' For Mrs Bowden it was back to a full-time job after a break of 25 years while her family were growing up.

Said Mrs Bowden: 'The hours are good for fitting in most household chores. The washing I now put under the stairs until my Monday off. The only problem I've had so far is finding the time to do the weekly shopping!'



Crowds inside and queues outside JS's new store at Pitsea on opening morning.

Ministry men find out we know our onions



TWENTY top horticulturists took a close look behind the scenes at Woolwich branch as part of a day's visit to JS on April 7.

All of them were officers of the Agricultural Development and Advisory Services of the Ministry of Agriculture and Fisheries. They were welcomed to JS by Dr Roy Spencer, director of research, and they listened to Jim Gallacher, director of produce, and John Love, senior vegetable buyer, on the subject of future trends and requirements. Then Mr Love and horticulturist Mark Savidge talked about particular vegetable crops of interest to JS.

The visitors were shown, and impressed by, the new laboratories in Rennie House, and after lunch came the visit to Woolwich.

The horticulturists have visited JS every two or three years for more than a decade. Their visits maintain the close personal and professional links between JS and the ministry in the development of horticulture.

Behind the scenes at Woolwich, the men from the ministry take a closer look at JS's vegetable patch.

Right: Pretty Elaine Sambrook welcomes customers at one of the 24 twin-bay checkouts at Pitsea.

Below left: Pitsea is only the second JS store to have a 'car care' section, which should do well in an area that has almost as many cars as people.

Below right: 'allo, 'allo, 'allo, a new Sainsbury's on my patch - must tell the missus.' The local constabulary at Pitsea is one of those experimenting with putting the bobby back on the beat - and it certainly seems to be working here.



Produce blossoms out

SPRING arrived with a flourish at Kempston and Lewisham, the first two JS stores to sell pot plants and cut flowers. A logical addition to the produce department, their introduction on an experimental basis was nicely timed to coincide with Mother's Day and Easter – traditionally the high days of the floral market.

They are delivered direct by the supplier, who is also responsible for the specially lit, mirror-backed display units needed to keep the pot plants in peak condition. The plants are arranged on two self-watering shelves; all branch staff have to do is keep them topped up. 'We have found twice a week is plenty' says Colin Lewis, produce manager at Kempston.

Most popular

Cut flowers are displayed on Merten tables (freestanding units already used at the branches for produce) in pre-packed bunches. The bunches are arranged in colourful tiers and are held upright in individual vases.

Sales so far have been very encouraging, with flowering plants proving the most popular. Colin Harvey, manager of Lewisham, is a keen gardener with a large garden, and he can reel off the Latin names of all 19 varieties on display at the moment.

Business is blooming at Lewisham. Cut flowers are displayed on a Merten table (in the foreground) and pot plants on a special display unit along the far wall.



The answer lies in the soil for deputy manager Gary Love (left) and area produce specialist Alan Atkins as they discuss the technicalities of displaying pot plants.

The range of pot plants covers about 60 varieties, but only a few will be on display at any one time, and they will change according to the season. At the moment the display includes sansevieria, schlumbergera, rhoicissus and ficus (mother-in-law's tongue, Easter cactus, grape ivy and rubber plants to you and me).

Cut flowers include carnations, daffodils and freesias. These have been chosen because of their good shelf life. Some flowers are just not suitable for

supermarket retailing, and consequently the JS flower range will be limited.

The experiment is reported to have been a 'wild success' at Kempston. 'When they went on display for the first time we had almost as many people here as on opening morning' says Colin Lewis.

'Plans to extend the sale of pot plants and cut flowers to other branches' says senior produce buyer John Love 'will depend very much on the outcome of this trial run at Kempston and Lewisham.'



Charity begins at home

EVER wondered what happens to those colourful sales promotion vouchers that drop through your letter box, offering 2p or 3p off certain products?

Not the ones that go straight from the doormat to the dustbin but the vouchers actually traded in by thrifty shoppers.

About 100,000 of these find their way to the JS's Streatham office each week, via the branches, whence they move on to the West Norwood Association of Imps and Seekers (NAIS), where the process of converting them into hard cash really begins.

The vouchers are sorted by a team of old age pensioners (helping them to supplement their pensions) working for a company specially set up by the NAIS

to deal with this important source of income. They are then sent on to the different manufacturers, who reimburse JS for the value of the coupons and also pay JS the handling charges and postage incurred. JS in turn pays the NAIS 95 per cent of the handling charges and all its postage expenses.

'Help my neighbour'

The NAIS (which benefits from the scheme to the tune of around £5000 annually) was formed in 1954 to meet the need for an organisation on the lines of the cub/scout movement – and as the name 'imps' may suggest, for children in the five- to eight-year-old group!

Since then the NAIS, whose motto is

'Help my neighbour', has extended its activities to cover the age groups from nine to 12 years and, latterly, 13 years upwards. Today, its membership stands at around 20,000 spread over 350 clubs in England and Wales.

Its honorary treasurer is Dino Adriano (manager, branch financial control, at Blackfriars) who sees the function of the association as 'basically providing instructional, musical, physical and spiritual activities for young people not catered for by any other organisation'.

So next time you use one of those money-saving vouchers at JS, you are not just helping to balance the house-keeping budget – you are helping some worthy cause too.



Clearly sorting out the vouchers is busy but cheerful work for the West Norwood Association of Imps and Seekers.

Caramel goes 'topsy turvy'

GOOD news for those with a sweet tooth. The JS dairy buying department have introduced two new variations on the dessert theme – chocolate and peppermint, and chocolate and orange.

'Some time ago we introduced a new type of dessert under the JS label called caramel' says JS dairy buyer Wilf Marsden. 'It was different to our old established range of cream desserts in that it was contained in what I would call a "topsy turvy" transparent container with the caramel sauce in the bottom. So that when the container was turned upside down on a plate the sauce ran down the dessert.'

This proved to be such a successful line, being JS's top seller in this range of products, that it was decided to introduce the new lines. Priced 9½p, the new lines are being test marketed in the larger branches.



Proof of the pudding for Wilf Marsden.

Gardens to visit

SIR ROBERT and Lady Sainsbury's garden is one of over 1200 gardens open to the public during the coming months, in support of The National Gardens Scheme. Most of the gardens are not normally accessible to the public but their owners, like Sir Robert and his wife, allow visitors on certain dates, on payment of a small charge, which is donated to the charities helped by the scheme.

Arrangements have been made for copies of the illustrated guide to be available to staff from the SSA office at Blackfriars, price 30p. Or direct from The National Gardens Scheme, 57 Lower Belgrave Street, London SW1W 0LR, price 45p including postage.

The guide contains full details of dates and addresses plus lots of other information about things to see and do in the gardening world.

Sir Robert and Lady Sainsbury's garden is at The Old Vicarage, Bucklebury, Berkshire. The garden will be opened on April 19 (Easter Monday), and June 27 this year.

Island holiday

JUST the thing to blow the cobwebs away after a busy week at work was the weekend trip to the Isle of Wight taken by 80 SSA members on March 12. They stayed in two hotels, and the entertainments included a trip around the island and a disco and cabaret on Saturday evening.

Arrangements for the trip were made even smoother by the fact that for the first time the tickets of all those travelling from Southern Region stations were valid from their local stations.

A day of self analysis for JS scientists

'IMPACT' was the theme of this year's research and scientific services division (RSSD), management conference, held on March 29 in the conference suite at Rennie House. The conference was a follow-up to the division's first-ever laboratory management conference held in March last year.

'You might wonder why the title "Impact '76"' said Dr Roy Spencer, director of research, in his opening address. 'It is because today we will be concerning ourselves with the impact of our 1975 conference and our impact on the company in 1976.'

With these two objectives to the fore, the main preoccupation of the day was firstly, to assess the effect of last year's conference on improving communications between the various departments within the division and other departments within JS; and secondly, how the RSSD could contribute further to the

profitability of the company.

Speakers at the conference were director Joe Barnes ('JS in 1976'); head office personnel manager; Derek Williams ('Communications - tell and sell'); and financial analyst Ewan Davidson ('Financial appraisal for technical managers').

Later the participants split into discussion groups to tackle, each from a different angle, the question: 'How can the RSSD's resources be utilised more effectively and more efficiently, both within the division and throughout the company?'

Summing up at the end of the conference, Dr Spencer said: 'Apart from being an enjoyable day, it has been a most useful one, during which many valuable points have been made. What we must do now is make sure that these points are taken up and followed through.'



Ewan Davidson spells it out to the assembled JS scientists.



In the discussion groups the subject was 'How can we use our resources better?'

Thief of bag daddy

SHOPS in the High Street at Boscombe, including JS, were recently hit by a phantom shoplifter whose trademark was an abandoned trolley of shopping near the exit, having got away with an unknown quantity of carefully chosen, though ill-gotten, gains.

'The managers of shops in the High Street meet every so often to review security' said JS manager at Boscombe, Richard Wilkinson, 'and at one of these meetings the problem of this mysterious shoplifter was discussed.'

As a result of the information exchanged at the meeting, the security

officers of the shops were able to pinpoint a particular shopper.

The culprit's modus operandi was to stroll through the shop with a trolley in which was seated his nine-year-old daughter. The stolen goods were transferred by the girl from the trolley to a bag on her lap. The unusual size of the child for this kind of 'carriage' was the only giveaway.

When they approached the checkout, he would lift the child out of the trolley, and she would promptly walk out of the shop clutching the bag, followed by an empty-handed daddy shortly afterwards.

Takings taken

ROBBERS got away with takings of over £8000 from JS's Kingsland Road store on Thursday evening, March 25. Two men set upon the Securicor guards as they were leaving the store. One guard fell through a plate glass window at the side of the exit, his helmet saving him from serious injury.

Two customers, a husband and wife, were slightly injured in the scuffle, but have now fully recovered from their brush with danger. Police received a number of descriptions of the getaway car, which was later found abandoned, not far from the branch.

Bath sponge

AN embarrassing shortage of cash hit the JS branch at Bath on Saturday, March 20 when a jammed safe left the branch without any money to refill the tills at the start of the day - and on a day when the banks were shut.

However, help came from unexpected quarters, namely the local branches of Littlewoods and Key Markets, who loaned £350 and £100 respectively. This, together with a further loan of £500 obtained from the JS branch at Chippenham, helped the Bath branch see through the day.

The operation to get the safe open began at nine am on the Monday and lasted till seven at night when the engineers eventually managed to prise it open.

And with a keen sense of dedication, some of the staff turned up shortly after the safe was opened on Monday (their day off) and worked till 12.30 that night getting the cash books in order. 'That' said branch manager Bernard Ranger, 'is dedication for you.'

Let them eat (cream) cake . . .

THERE has been a cream cake boom in more than a hundred branches, the result of big changes in the display of the cakes.

JS first sold cream cakes in 1971 when Wandsworth branch was opened with a delicatessen counter, and now there are 35 stores with deli counters, all of them selling cream cakes.

The next change was the introduction of deli cabinets which are now in nine branches. These are ordinary cold cabinets displaying cream cakes along with pre-packed delicatessen items. The success of the deli cabinets led, in February this year, to the introduction of cream cakes to branches with no special deli display, usually taking space previously used for cooked meats.

The cakes sold well, so they have been going into more and more branches, and now more than a hundred branches sell

cream cakes. The supplies of cakes come from bakeries all over the JS trading area, and JS buyers have to ensure that the cakes are standardised in size, quality and character.

Since cream cakes are very much an impulse buy, the way in which they are presented is very important. The cakes are packaged, two at a time, in attractive transparent bubble packs, and they are sold at competitive prices.

Right: Not Jaws but a man-eating cream puff. Below: Food technologist Brian Duddy lays out the cakes ready for a standardisation meeting between JS and the bakers.



Easter parade

'EASTER eggs have been on the shelves two weeks longer this year' says Charles Pratt, head of grocery III. 'They went on display in the last week of February, which is a week later than last year, but then Easter is three weeks later this year.'

'We're selling the same lines from the same amount of shelf space as before, but we're selling larger quantities. Sales are encouraging. Prices are up of course - by about 20 per cent on average.'

Hot cross buns are up in price, too, from 17p to 19p for a packet of four. 'We're selling marginally more than last year' says bread buyer Mike Matthews. 'They're on the shelves for the two weeks before Easter, as usual. The peak sale is on the Thursday before Easter - we sell more than in the rest of Easter week put together.'



The Sun

'Certainly it's a bargain, madam, it's kept its price for three whole days running!'



Back in business at Temple Fortune

TEMPLE FORTUNE is back on the JS trading map, after an absence of 11 years, with the opening of an independent freezer centre on April 6. It was nearly 61 years ago that the company opened its first store in this North London suburb but it ceased trading in the area in 1965, with the closure of the old manual shop in Ashbourne Parade.

The new freezer centre, it's the 19th to open, is just off Finchley Road, with a customer car park at the rear. It has a sales area of 174 square metres (1873 square feet) and sells JS's complete range of frozen foods in bulk packs and a range of home freezer cabinets and accessories.

'This is a good residential district where there is a market for this kind of operation' says manager Sydney Heath, who has been with JS for 40 years. Before taking up his new appointment he spent a few months 'learning the trade' at the Hayes End freezer centre. At Temple Fortune Mr Heath has a full time staff of five plus some part-timers.

The area has a thriving Jewish community and to cater for them the centre sells nine Kosher lines - mainly ice cream and pastries. Temple Fortune is the first freezer centre, so far, to sell special lines like this.

Bletchley next

Shoppers got their way at Bletchley on April 13 with the opening of an integral freezer centre at JS's large modern supermarket (opened in November 1973) in the Brunel Centre.

Says deputy manager Peter



Not a frozen pea out of place at Temple Fortune, caught in limbo between putting the final touches and greeting the first customers.

Longstaff: 'This is a rapidly expanding area and we've had a number of inquiries about opening a freezer centre here.

'There are a lot of villages around Bletchley and people who live in them like to stock up monthly. So in that context the new freezer centre is a service specially for their benefit.'

Clever re-arrangement of the sales area at Bletchley has made it possible to fit the freezer centre in without affecting

the displays of more traditional supermarket items; even though the new department means adding 190 extra lines to the 20 or so freezer products already sold in Bletchley.

Both at Temple Fortune and Bletchley a range of competitively priced chest and upright freezers are available. Delivery, installation, a year's guarantee and free contents insurance cover for the first year are all included in the purchase price.

Les's driving attracts unexpected praise



'HE WAS a driver who observed the three C's of an era of driving long gone - careful, considerate and courteous.' Thus wrote Mr G Hurcombe, of Christchurch, Dorset, who was impressed by the good driving and road manners of a JS driver.

Mr Hurcombe had been following a JS lorry on the A35, and he watched as the driver carefully helped faster vehicles to overtake when it was safe to do so, making sure that he was not an obstacle for other road users. 'I was behind him for a long time, so I had plenty of demonstrations of his good driving' wrote Mr Hurcombe.

A check revealed JS's knight of the road to be Les Couzens, based at Basingstoke depot. 'I don't remember the incident' says Les, who has been a driver with JS for seven years. 'That kind of thing is just a normal day's driving.'

Late night line-up

From Monday to Friday every week, at a quarter to six, the evening shift begins at each branch. Some of the people who work on this shift have only a nodding acquaintance with the day workers; others are day workers who take turns to work in the evening.

So three nights a week when the shop is dimly lit and empty, and two late-trading nights when it's still bright and full, the evening workers move in to prepare the shop for another busy day.

The JS Journal went to Edmonton one evening to watch the evening shift in action.

THE ACTUAL filling of the shelves tonight (it's a Wednesday) is done by seven display assistants and the evening supervisor, Sylvia Saunders. 'We're all married and we've all got young children. That's why we do it. It means our husbands can look after the children' she says. 'They're a nice bunch of girls. It's quite an enjoyable evening, really.'

'I've been doing evenings for two years now. There have been a few come and go while I've been here, but people seem to stay quite a long time at the job. It's so convenient if you've got children, you see.'

The rest of the evening shift consists of warehouseman Lou Goldstein, tradesman Ian Thomas and deputy grocery manager Dave Dixon, who is in charge.

'I look forward to the evening shift,' says Dave. 'It's funny, you really do get

enjoyment out of it, when you see the shop looking nice and full when you leave it. Especially on a Thursday or a Friday night, when it's so much busier and you're all the while making sure all the gaps are filled.'

Satisfaction

The last delivery was at four o'clock, and the goods are waiting in the produce room, which Edmonton uses as a parking space for B and C lines. The small L-shaped trolleys for filling the shelves are all ready kitted out with tools and price markers. Everything else that's needed has been brought down from the warehouse already.

During the shift Lou will be steadily filling trolleys. The girls fill up whichever goods come up next. Tonight Eileen Bridge is filling the biscuits. 'If I've

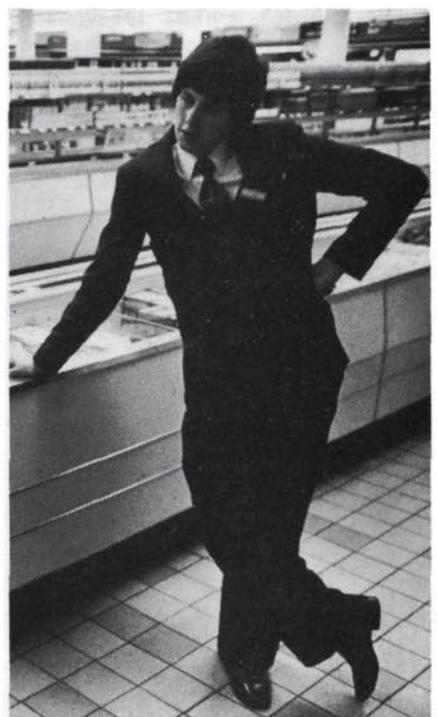
worked in a section and I've done it all myself, I get satisfaction' she says. 'I can look at it at the end of the evening when it's full and say "Well, I did that".'

'I'd know the people who work here in the day, but only to say hello to, not really to speak to. It's only Thursday night that they're still here when I arrive.'

The girls each work three evenings a week, except Sylvia, who as supervisor works four. Extra girls are needed for the busier evenings, Thursday and Friday, when the case count is high. The girls don't concern themselves with displays like meat, dairy produce, hardware or the off-licence.

The lights in the shop are dimmed after the last customer has gone, to conserve energy. (The shop was fully lit only while we were taking photographs.)

continued ▶



Pat Warner (left) enjoys the tranquillity of an empty shop. Dave Dixon (right) sorts out any problems on the spot.



Left: Warehouseman Lou Goldstein makes a thorough job of the sweeping. Above: It's a cheerful 7.30 cuppa for (from left) Jean Broomfield, Pat Warner, Eileen Bridge and Miriam Whitmore.

About half past six the back door-bell rings. It can't be a lorry, but Dave has to check. He unlocks the door and finds no one there. 'Kids!' he mutters, and some more besides. 'They're always doing that. Most annoying.'

The Plessey ordering equipment is plugged in, waiting for the computer at Blackfriars to call. When the call comes no information seems to be changing hands. Dave checks all the plugs and buttons, and at the fourth attempt all the orders are sent up the line.

'If it hadn't worked, the computer

would have averaged out our orders for about the last three weeks and sent what it thought it should' Dave explains. 'About a month ago we were having a lot of trouble with the equipment, but I think it's all right now.'

'If it breaks down, say if the tape jams, all the information on there would be wasted. That's about two hours' work. It's heartbreaking. You spend the time feeding in your shop orders and your catalogues and your overs, and it just doesn't go through - it's... frustrating.'

At half past seven everything stops for tea, which is served from a roll pallet in one corner of the empty shop. Dave is the butt of some heavy teasing by the girls, but he puts a stop to it with a firm 'Let's get this work put away, shall we, girls?'

It's back to the shelves. There is a target rate for shelf-filling of 40 cases minimum an hour, so in the course of the shift the seven girls hope to achieve a total of 980 cases.

As each girl finishes her trolley load she returns it and the cardboard as she collects the next. A roll pallet, already tied with string on two of its three open sides, lies on its side to collect cardboard. By the end of the evening six roll pallets full of cardboard are waiting to be collected in the morning.



Left: 'A couple more in here and I'm finished for the night.' Right: The final lock-up.

Set alarms

Lou starts to sweep, up and down the aisles, around and behind the plinths. 'Do I like working evenings? It's a matter of got to' he says. 'If I was a rich man I wouldn't work at all.'

For Dave it's time to lock up. He makes a systematic tour through the building, switching off lights, making sure that the lifts from the warehouse are at the top with the doors open, setting alarms. He chains and padlocks the fire exits, makes a detour through the restaurant to see that the gas is off in the kitchen, double-locks the office and shoos out the last of the girls.

He leaves on just three lights over the checkout, then carefully locks the front door and walks out home into the dark North Square precinct.

Playing at shops helps mum

JUST above Sainsbury's in Farnborough's new Kingsmead shopping centre there is a development in shopping that could have a big future.

It's the Timberden Shoppers' Nursery, thought to be the first nursery to be built into a shopping complex in this country. Shoppers, and shop workers, can leave their children there in skilled hands.

The nursery is run by husband and wife Christopher and Veronica Norris,

who opened it in February. Already it has attracted plenty of attention. 'Play-groups and county councils have shown an enormous amount of interest' says Mr Norris.

But at the moment the problem is attracting the people of Farnborough. Not all the shops in the Kingsmead centre are open yet, and the nursery's position on the first floor is a little way off most shoppers' route.

'It's also a matter of educating people into thinking of leaving their children when they go shopping' Mr Norris explains. 'But when people see the facilities and staff we've got here they're impressed.'

The nursery has a floor area of 200 square metres (2,100 square feet) on three different levels with three play areas. Apart from a huge variety of toys the nursery boasts an aviary, a pool with fish and terrapins, and a two-storey timbered playhouse with a 20-foot enclosed chute.

'For many of the children it's their treat for the week - an hour in the nursery' says Mr Norris.

The nursery is licensed by Hampshire County Council, and there is a legal limit of 50 children at the nursery at any one time. At the last count there were 16 children who were staying full-time at the nursery, and the Norrises are aiming for 25 full-time children.

Competition

The charges at the nursery are £8 for a full week (six days 8.30 - 5.30) including meals, or 30p an hour and 30p for lunch. Besides the Norrises themselves, the nursery employs ten people to help look after the children, and a cook.

A lot of energy is going into publicising the centre, in particular a competition to find 'Kingsmead's loveliest children'. A photographer in the centre takes free pictures of children, which can be bought later by parents, and the children are judged from the photographs. The *Farnborough News* is presenting the trophies, and local traders are giving prizes. Sainsbury's - whose manager, Ray Clark, describes the nursery as a fantastic idea, is giving gift vouchers as prizes.



Above: Christopher Norris and friend admire the birds in the Timberden aviary.
Below: Eileen Wade (left) and Veronica Norris with a number of satisfied customers and a whole heap of toys.



Several important, far-reaching new pieces of legislation came into force during 1974 and 1975, which give new rights to employees and which impose new responsibilities on employers.

Three of the most significant new Acts to be passed are the Health and Safety at Work Act (1974); the Employment Protection Act (1975); and the Sex Discrimination Act (1975).

In this, the first of three articles, the *JS Journal* takes a closer look at what these new Acts are all about and how they affect us as employees and JS as an employer.

This month we find out about the Health and Safety at Work Act and some of the ways JS is making sure we all put ...



Safety first

ONE OF THE most important obligations any employer has towards his employees is to make sure that their place of work is a safe and healthy one. Employers have always had to take some steps to ensure this through laws like the Factories Acts and the Offices

and Shops Acts. Progressive employers have of course always taken it upon themselves to make sure that employees had pleasant and safe working conditions, regardless of what the law has said.

In 1974, Parliament passed the Health and Safety at Work Act, which is probably the most comprehensive piece of legislation in connection with safety anywhere in the world. The Act places a general obligation upon employers to ensure that workplaces are healthy and safe and that adequate steps are taken to see that satisfactory arrangements are made for the welfare of employees.

To enforce this the Act also establishes an inspectorate under the control of the Health and Safety Executive, which has sweeping powers to ensure

that regulations made under the Act are fully complied with. These powers include the right to enter premises and to seize or destroy dangerous machinery or even to close down an operation which they regard as dangerous. The Act covers all types of premises and in this respect ceases to discriminate between factories, shops and offices as previous legislation did.

The Act also makes individual managers within companies responsible for health and safety; and managers who allow dangerous situations to arise can be severely fined or even sent to prison. Managers though are not the only people who can run foul of the health and safety inspectors. The Act requires *everyone* at work to take reasonable

continued ►



What the Company has to do

Make sure that premises and operations under its control offer a safe and healthy environment.

See that all staff are adequately trained in the safe use of machinery and procedures.

Prepare a Company Safety Policy and post this for employees to read.

Make arrangements for the appointment of safety representatives or committees and consult with those committees.

Report the arrangements which it has made to deal with health and safety in its company report each year so that shareholders may know what is going on.

Afford every assistance to inspectors of the Health and Safety Executive and comply with orders made by the Executive or its inspectors.

What you have to do

Ensure that your own workplace is safe and healthy for yourself and your workmates.

Dress and behave in a safe manner. Don't wear shoes which are dangerous. Don't distract your workmates when they are using machinery.

Report hazards to your department or branch manager *immediately*.

Take an interest in the work of the branch safety committees.

Do not work dangerous machinery which you have not been properly trained to use.

care for their own safety and that of their workmates. Just as the inspectors have the power to stop a piece of dangerous machinery – they also have the power to stop a member of staff who is working dangerously from doing so!

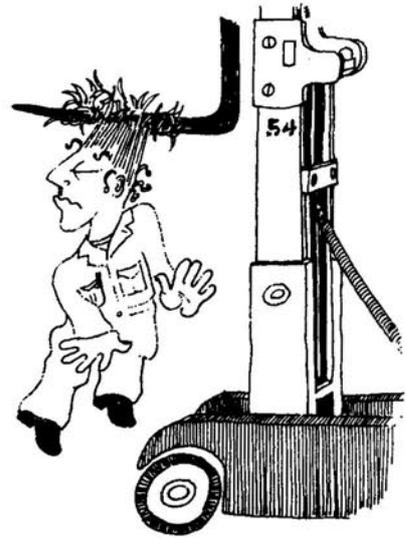
In the Act, a great deal of emphasis is laid upon the need to inform and train people properly – particularly those who are working with dangerous machinery. In every branch at JS two special instructors have been appointed and trained to

teach staff how to use potentially dangerous machinery in the safe and correct manner. Only staff who have been properly trained are allowed to work dangerous machinery like bandsaws. In depots the same practice of teaching through authorised instructors also applies.

JS has also appointed a company safety adviser, Stan Ramage, who is responsible for recommending to the board whatever action is necessary to improve safety standards and to prevent accidents. There are safety committees at depots, central departments and at 21 branches. The company is considering whether to establish safety committees in more branches.

A company safety policy is in existence and it is readily available to staff. This states the company's attitude to safety and explains how it is organised to meet its responsibilities.

The Health and Safety Commissioner, appointed by the Act, will be issuing codes of practice for safety committees and safety representatives within the next few weeks. JS will naturally use this



guidance to further its efforts to improve safety standards and awareness. A new Sentinel training programme will be issued soon; this covers the Act in detail and describes some of the measures which staff can take to make where they work safer and healthier.



How JS is responding to the new Acts

JUST as the company's standards of hygiene and quality far exceed the requirements of the law, so in the field of employee relations, JS is aiming to comply not only with the letter of the law but the purpose behind it. Chairman John Sainsbury has emphasised the importance of following the new laws carefully and positively.

The personnel services division, headed by departmental director Angus Clark, is responsible for advising the board on the new laws and for drawing up new company policies that take account of what the law requires. The division is also responsible for training and educating management and staff to be aware of any new policies and procedures and how to put them into

practice. Special training programmes are already under way for all personnel managers and branch personnel managers. This will be followed up by



briefing sessions for members of management.

JS has prepared its own 'Guide to Employment Laws' which has been distributed to personnel managers and officers and which is available to managers. An audio-visual cassette is being produced that will make sure everyone at JS understands the rights they have, rights not only under the law but in terms of JS policy.

The *JS Journal* will continue to report news of how the new legislation is progressing and what the company is doing about it. Finally, the company would like to hear from staff themselves. Ideas and suggestions from *you* can help make sure that any policy decisions taken are fair and workable.

Stan's our officer of the law

'PEOPLE only understand if they want to understand' says Stan Ramage, company safety adviser, whose job it is to spread the message of safety in general and of last year's Health and Safety at Work Act in particular.

A year ago Stan was appointed to the post when the Act came into force, and before that he was the distribution division's safety officer. 'More thought at the design stage would prevent a lot of engineering accidents' he says, and it was as an electrical engineer in the factory that he joined JS 26 years ago. 'I've been in engineering all my life – since I was 14.'

In fact his engineering talents won

him the 1973 inventions competition run by the Association of Supervisory and Executive Engineers. His latest invention, which is in the process of being patented, is again concerned with safety, being a fail-safe device to stop electric motors.

'I like problem-solving' he says. 'I like sitting down, working out exactly what the problem is and finding a remedy. Being in the safety world gives you the chance to use all your faculties.'

A typical week in Stan's life might go like this.

Monday – in the morning he lectures to half of the purchasing department,

explaining to them the workings of the new safety act and trying to provoke them into thinking about safety in their work. In the afternoon he has a meeting with the architects and the company fire officer to discuss fire hazards in JS buildings. Then there's another meeting with some more architects – this time the subject is safety on the roads and in car parks at branches.

Tuesday – Stan lectures to the other half of the purchasing department. Then he catches up on office work, completing reports, compiling statistics and answering his incessantly ringing phone.

continued ▶

Wednesday — At Streatham he has another meeting with architects, this time to discuss safety hazards in the canteen at the Streatham office. In the afternoon he's back at the office. Every week sees the publication of new regulations, new British Standards, new surveys, and Stan has to know them all.

Thursday — Stan spends all day at a seminar on chemical safety at the City University.

Friday — the hazards to JS customers from bleach bottles and similar containers are the subject of a meeting at

the JS laboratories. Then it's back to the office for more reports, more recommendations, more catching up on the latest safety news.

And all the time Stan carries his camera with him, so that he can make a record of anything he sees that could be dangerous.

'My pet concern is "safety by design"' he says. 'It's very important to consult at the embryo stage. If you all sit down and have a brain-storming session, it saves lots of problems afterwards.'

For Stan a large part of his job is

simply publicising the idea of safety. 'I visit the depots quite a lot' he says 'but I'd like to get round to more branches.'

'Regulations need to be strictly abided by — it's vital. But sometimes it's difficult to get that through to people. If something drops and just misses someone they don't report it. They don't think of it as an accident. They say that a miss is as good as a mile.'

'But gradually people are coming to realise their rights, and their obligations. There hasn't been a fatality since I've been in this job. I hope it stays like that.'



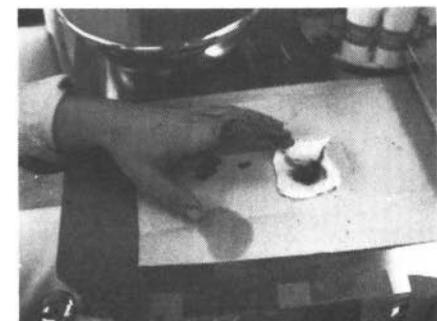
Above left: How to put your back out in one easy lesson — company safety adviser Stan Ramage shows the wrong way to lift a box. **Above right:** The right way. The legs are doing the work, not the back, and the whole movement is much better balanced. Note that Stan uses the palm of the hand as well as his fingers to grip, not just the ends of his fingers. **Right:** Easily overlooked, a piece of wrapping film on a tiled floor can be a serious danger.





A broken roll pallet (far left) can do a lot of damage, so don't just leave it, put a 'for repair' label (left) on it.

Below: Stan shows how useful a chain-mail glove can be. If the knife slips the hand is well protected.



Above: Stan shows an unsafe knife. The hand holding the knife could slip down the blade. Above right: The safe knife has a handle shaped to stop the hand slipping, which prevents this kind of accident (right).

JS plans a fair exchange

'MR WATSON, come here. I want you' are reputed to be the first words spoken over a telephone when, in 1876, Alexander Graham Bell, its inventor, first succeeded in transmitting and receiving speech.

In the 100 years since then, the telephone has become part of our everyday world, with many uses; tying up a business deal, calling for help, furthering a romance or just exchanging gossip. In fact it is hard to imagine what life would be like without the telephone.

Today, telephone technology has progressed so rapidly that it is possible

through ISD (international subscriber dialling) to dial direct to most parts of the world. The ISD system was pioneered in Britain, with subscribers in Birmingham, Edinburgh, Glasgow, Liverpool, London and Manchester becoming the first in the world able to dial their own inter-continental calls.

The telephone system at JS too has come a long way since the common battery exchange of the early 1900's through to the PMBX (private manual branch exchange) system – which most people will remember as the plug board. The present PABX 4 system (private

automatic branch exchange) was installed about 12 years ago.

Fittingly, in the centenary year of the telephone, JS is replacing the present system at Blackfriars and Streatham with a modern DDI (direct dialling inwards) system. The equipment is presently being installed at Rennie House, and already new push button telephones are beginning to appear on desks at Stamford House.

The project commenced in March 1973 with preliminary discussions with

continued ▶



Brenton Hibert, one of a team of Plessey technicians grappling with the masses of tangled wire that make up the new telephone exchange, situated at Rennie House.

potential suppliers and the Post Office. On the basis of a survey of existing telephone exchanges at the central offices and depots conducted by the Post Office, and analysis of quotes from various suppliers, Plessey Limited was awarded the contract in June 1974.

Following discussions with the suppliers to sort out the numerous engineering details, the manufacture of the equipment began in 1975. The installation of this equipment commenced at Rennie House in January 1976, and it is hoped the new telephone exchange will be in service by the end of September.

Detailed instructions regarding the new equipment, and its use, will be circulated nearer the actual changeover date.

As a postscript to that very first telephone conversation, a Fleet Street wag put forward the view that when summoned by Bell, his assistant, Thomas Watson, replied, 'Hang on a minute, I'm on the other line!'



Above: Brenda McCourt tries out one of the new push button telephones appearing on desks at Stamford House.

Below: A view of the switchboard room at Stamford House.



You tell us . . . head lion news!

THE NATIONAL PAPERS were full of it when a woman wearing a leopard-skin coat in Woking was pounced on and severely licked by a lion.

In fact this epic encounter between the short-sighted king of beasts (it wasn't even a *real* leopard-skin coat) and Mrs Poppy Hull happened just outside JS's Woking area office, and George Lovell, area engineer, was an eye-witness of the incident.

He said 'The scene was like the streets of Nairobi. You don't expect to see this kind of thing in Woking. I couldn't

believe my eyes. It must have been a nasty ordeal for her.'

A policeman said 'It's not like a dog bite. That is provided for in the law.'

CUSTOMER: 'Them peas you sold me last week were a dead take-on.'

JS produce manager: 'Which ones, sir?'

Customer: 'Some new-fangled foreign variety - mangy something.'

JS produce manager: 'Mange tout, sir. What was the matter with them?'

Customer: 'Once you'd shelled them - there was nothing left!'

HELEN WAITE bravely fought off the efforts of a man who tried to snatch about £150 from one of the tills at JS's Cheltenham store, where she is deputy chief cashier.

Miss Waite was emptying the till nearest the exit, and despite the thief's attempt to grab the money from her - she held fast, leaving him to make a hurried exit, empty-handed and more than slightly ruffled.

The incident took place around 7.30 pm on a recent Thursday, while the branch was open for late night shopping.



People pages

Long Service

Norman Harding, district manager for Coventry area, celebrated 40 years' service with JS in March.

Starting as an egg boy at Brondesbury, he was promoted to bacon hand before leaving for his war service. He returned to Bournemouth as dairy hand and, moving in to self-service, served as deputy manager of Southbourne and Southampton. He was promoted again to manager of Collier Row, Purley, and Nottingham and finally to district manager for the North Midlands.

Kenneth 'Bill' Baulcomb, senior skilled tradesman at Eastbourne, celebrated 40 years' service with the company in March.

Mr Baulcomb was a delivery boy for a year, then became a poulterer. He returned to 31 Eastbourne after the war as head poulterer, then became a butcher when poultry work finished at the branches.

Percy Fisher, manager of profit and loss stock records, at Streatham, celebrated 40 years' service with JS in February.

Mr Fisher started work in the retail sales office, and for three years worked in the ledger office. He returned from his war service to work in the depot stock office and in 1971 transferred to purchases accounts.

Richard 'Stan' Brown, reserve meat manager at Surbiton, celebrated 40 years' service with the company in March.

Mr Brown first worked at Hythe, moving to Folkestone and New Malden, where he was made head butcher in 1940 before joining the RAF. On his return to the company, Mr Brown worked at Hook and for 19 years at 97 Kingston, since when he has worked at Battersea, Weybridge and Surbiton.

Gordon Strange, carpentry chargehand at Blackfriars, celebrated 25 years with the company in March.

Starting in the joiners shop at head office, he has worked at many branches throughout the company. He was promoted to chargehand in 1968 and transferred to Clapham in 1970. Mr Strange returned to Blackfriars in 1975.

N 'Mac' Malcolm, security officer at Basingstoke depot, celebrates 25 years with JS this month. Mr Malcolm has also worked as a warehouseman, stock-keeper and a traffic controller at the depot.

Appointments

P Coles, formerly manager at Sidney Street, Cambridge, has been appointed manager of Pitsea.

R Wilkinson, formerly manager at Boscombe, has been appointed manager of Walton-on-Thames.

R Gosling, formerly deputy manager at Coldhams Lane, has been appointed manager of Sidney Street, Cambridge.

T Parkins, formerly deputy manager (acting manager) at Chelmsford, has been appointed manager of Chelmsford.

Two new positions have been created within the company secretary's office. **Peter Fryer** has been appointed pensions manager and assistant company secretary; and **Martin Gant** has been appointed insurance manager and assistant company secretary.

Mr Gant was previously insurance manager. He joined JS in 1972 as insurance manager designate. Mr Fryer, who joined the company in 1971, was previously personnel manager at Clapham and Streatham.

The appointments are the result of the extra demands made on the company secretary's office since the flotation in 1973, and company secretary Stuart Parker's growing involvement with the directors administration committee and the paper flow committee.



Martin Gant (left) and Peter Fryer share the workload as assistant company secretaries.

Retirements

Ivy Creed, part-time cook at Bristol, retired on February 21, after being with JS for a total of 14 years, with a year's break in 1965.

Mrs Creed started her career as a meat packer, and later qualified as a butcher. In 1972 she transferred to the shop floor as a chief display assistant and a year later moved into the kitchen as a domestic, finally being made up to cook.

Kitty Metcalf, customer service assistant at Leicester, retired on March 6 after being with the company for 12 years.

Anne Collins, personnel officer of Putney branch, retired on March 5, after being with JS for 16 years.

Mrs Collins first started working in the factory office, where she was promoted to factory female labour officer. After two years' break she returned in 1966 as a BPO for Richmond and Wembley. Mrs Collins also worked at Kingston and Feltham branches.

Frank Butler, deputy manager at Oxhey, retired on March 5 after being with the company for 46 years.

Mr Butler started his career at Kenton as an errand boy, working his way up as tricycle boy, porter and roundsman. He returned from his army service to Wembley as a trainee butcher. He then worked as a roundsman at various branches including Belmont, Ruislip and Kingsbury. He was promoted to senior salesman at Kenton, and to assistant manager of Belmont, Harrow, Wembley Park and Oxhey, and finally promoted to deputy manager of Oxhey.

George Peters, senior leading salesman at Golders Green, retired on April 3 after working for JS for 46 years.

Mr Peters worked at many branches during his career, including St Albans, Ipswich, Hampstead and Cricklewood.

Joe Denby, assistant head butcher at Addiscombe, retired on March 27 after being with JS for 45 years.

Mr Denby started his career at Rye Lane, Peckham and has worked in at least a dozen branches during his time with the company.

Gerald Armstrong, manager at Chelmsford, retired on March 5 after working for the company for 44 years.

Starting as a runner at Eastern Avenue branch, he attended the JS

continued ▶

Retirements continued

school and was promoted to a learner and moved to 259 Ilford in 1937. Two years later he became an assistant and after his demob returned as a salesman to Romford.

In 1953 Mr Armstrong was promoted to senior leading salesman and to assistant manager in 1956. He was transferred to Debden for self-service training, then moved to Collier Row where he was appointed reserve manager. He became manager of the branch in 1960 and has also worked at 40/44 Walthamstow, and Tottenham. He moved to Chelmsford in 1971.

Donald Knight, manager of Walton branch, retired on April 3, after 43 years with the company.

Mr Knight's first branch after his training was Weybridge, where he was promoted to salesman in 1937; he transferred to Woking a year later, then was called up for national service.

Returning to Woking in 1946, he was promoted to leading salesman. Mr Knight did managerial relief before his appointment to manager at Weybridge in 1946. He has also managed Marylebone, 97 Kingston and Woking. On completing his self-service training he took over his present branch.

David Dance, driver at Charlton depot, retired on April 3 after being with JS for 42 years.

John Hunt, driver at Charlton depot, retired on March 19 after being with the company for 23 years.

Mr Hunt started with the company as a warehouseman checker and was promoted to driver.

Ada Wallace, housekeeper at Burnt

Oak, retired on April 3 after being with JS for 15 years.

Winifred Waitman, part-time sales assistant at Pinner, retired on February 14 after being with the company for 14 years.

Lilian Whitford, deputy chief cashier at Northampton, retired on April 10 after being with JS for 13 years.

Ernie Sawford, bacon returns inspector at Basingstoke depot, retired on March 24 after working with the company for 11 years.

John Bishop, training officer at head office, retired on March 5 after working for the company for 10 years. Mr Bishop had to retire early due to ill health.

Mr Bishop started work in the abattoir, but soon transferred to work study, and productivity services.

Betty Wilson, part-time cleaner at Luton Central, retired on January 24 after being with JS for ten years.

The following employees have also retired. Length of service is shown in brackets:

S Falk (9 years)
D Brown (6 years)
Mrs M Ely (6 years)
Mrs H Hammond (6 years)
Mrs P Metcalf (6 years)
W Oakley (5 years)
Mrs M Brown (5 years)
Mrs M Harvey (5 years)
Mrs M Watts (5 years)
Mrs P Wildman (5 years)
Mrs C Lambert (4 years)
Mrs L Wright (4 years)
Mrs M Huggett (4 years)
Mrs W Barrett (3 years)
Mrs W Sharpe (3 years)
Mrs T Standage (2 years)
Mrs A Hall (2 years)
Mrs R Liebmann (2 years)
J Edmonds (1½ years)
Mrs I Bacchus (1 year)
D Sexton (1 year)
Mrs A Myers (8 months)

Obituary

Nancy Coates, part-time supply assistant at Leatherhead, died on March 3. She had been with the company for four years. Mrs Coates died in an accident when her car collided with a lorry.

Mrs Coates leaves a husband, a son and a daughter.

Mrs Joyce Burdett, part-time display assistant at Kingsland Road, died on February 14. She had worked with JS for two years.

Mrs Burdett leaves a husband, a son and a daughter.

Sydney Walling, bacon kiln technician at Basingstoke depot, died suddenly on February 26. Mr Walling had been with JS for 11 years.

He leaves a wife, a son and a daughter.



Charlie Phillips stands over one of his charges at Hoddesdon depot.

'EXPERIENCING what it's really like to be retired, taking up swimming, learning to play the piano and going to night school to take a course in motor engineering' are just some of the things **Charlie Phillips**, works engineer at Hoddesdon depot, is looking forward to, since his retirement on March 5 after 46 years' service with JS.

Joining the company, at the age of 15,

on the recommendation of his older brother, Mr Phillips has served at Stamford House, Haverhill abattoir, East Anglia egg depot, Bury poultry station and, finally, Hoddesdon depot, where he has been works engineer since 1969.

'I've got some wonderful memories of working at JS' he says 'but the thing I'll miss most is working with a team of men who enjoyed working together.'

Big wheel in transport retires

JACK BURRILL'S magnificent moustache may suggest a lifetime in the air, but he has had his wheels firmly on the ground during the 28 years he worked with JS's transport fleet, until his retirement on March 5.

It is true that during the war Mr Burrill ('I grew the moustache when I was 18') served in the air transport auxiliary. After the war he spent three years working with articulated lorries transporting prefabricated houses from Chester. He joined JS as deputy transport engineer in 1948.

At that time the goods fleet comprised 187 four- and five-tonners and 200 ten-cwt branch vans, while the private car fleet consisted of just 12 cars – Morris 18s and 25s.

'Cars are no more reliable now than they were then' says Mr Burrill. 'As you solve one problem, another one comes along. Lorries were much simpler in design then, too. You could change a clutch in an hour and a half.'

At this time the fleet was garaged at Sail Street, just off Lambeth Walk, and the motor engineers' workshops were there too. Mr Jayes was the transport engineer, and he was eventually succeeded in 1964 by Mr Burrill.

In 1961 JS opened on the site of an old tank repair depot a distribution depot at Buntingford, and three years later Basingstoke followed. As the JS lorry fleet moved out to these and the other JS depots subsequently opened, Mr Burrill, who was in charge of the

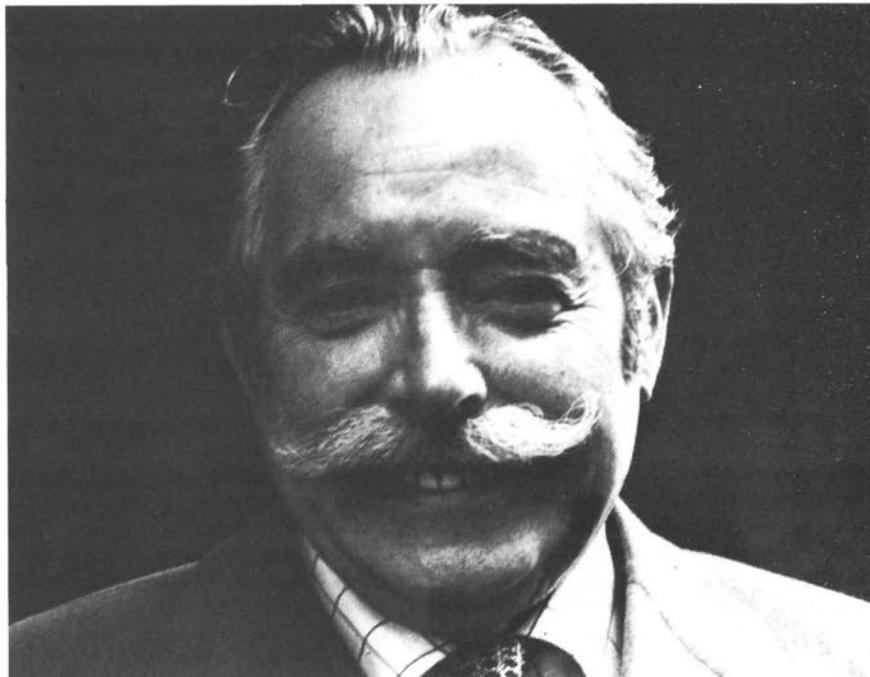
mechanical side of the fleet, found himself regularly travelling out to the depots.

In the meantime the private car fleet was changing and expanding too. The Morris 10 became the standard car, then the Morris Minor (still Mr Burrill's favourite car), the Mini, the 1100 and finally the Marina.

Sail Street finally closed in late 1970, and Mr Burrill worked from a base at the Clapham office. His expertise and experience were recognised when he was

given the honorary fellowship of the Institute of Road Transport Engineers, and he still sits on the City and Guilds moderating committee for commercial vehicle body building.

But in his spare time he indulges in driving of a more leisurely kind as chairman of the driving section of Horley Riding and Driving Club. He has three ponies and five traps, both two- and four-seaters, at his home at Walton-on-the-hill, Surrey.



George hands in his keys



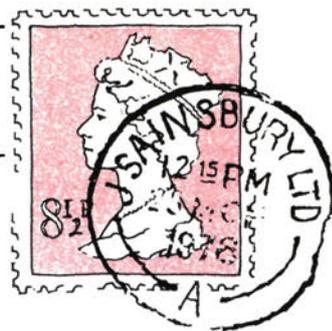
KEEPER of the keys George Everard retired on March 5 after 45 years with the company. He joined JS in 1931 as an apprentice joiner but since 1960 he has been the company's locksmith. This meant he was custodian of the hundreds of spare keys for locks at all the branches and nearly all the depots. Often he has had to come to the rescue of desperate branch and depot staff, when keys have been lost or misplaced.

'I well remember the time I had an urgent message from a branch with a peculiar safe. It was one of those safes which needed two keys to open and one to shut it. The panic-stricken manager was convinced he had locked one of the opening keys inside the safe.'

'I got to the branch only to discover that the key was in his pocket all the time!'

Mr Everard intends to spend his retirement working on his small allotment. 'But I'll miss the aggravation, with everybody shouting for help at the same time.'

Your letters



Letters are welcome and should be addressed to the editor. Don't forget you can dictate one by using the Journal's phone-in service on Blackfriars extension 2363

Apathy?

From: C W Turner, JS veteran

Further to Mr A D Solomon's letter in the December issue of *JS Journal*, I have also wondered why so few letters are ever published. Is it that few are received; space available too small; the editor unable to realise what exactly the readers require, that they are in her view and opinion not good enough for publication – or what?

I disagree with Mr Solomon, who classifies letters into two categories, controversial and exciting, the success of any letter section in any paper covers a wider field than these, one must include humour, history and follow-ups.

I personally wrote several months ago, on a subject that must have been of great interest to both newcomers and veterans, but this was not published but passed to Miss Godfrey the archivist.

Mr Solomon asks is the *Journal* itself to blame or the apathy of its readers. If the latter, may I suggest that this could be caused by its presentation and content which makes the word 'Journal' a misname and 'Bulletin' would be more applicable.

Letters for publication need to be topical; deal with a subject that has a wide appeal throughout the company; or cover a subject that is close to people's hearts. It also helps if they are short (you are right, Mr Turner, space is at a premium) and to the point; and not likely to land anyone in court for libel.

We also try to keep a fair balance between veterans and members of staff. After all veterans have their own newsletter and the Journal's prime function is as a platform for an exchange of news and views between staff at JS.

Your letter, Mr Turner, recounting memories of JS hostels, was passed to archivist Honor Godfrey in order to preserve your recollections as part of the

company's history rather than give them a brief airing in the Journal.

'Journal' or 'bulletin' – that ball I throw back into our readers' court. Keep your replies short, please! Editor

Born too soon

From: Mrs Till, ex South Harrow branch

Looking through the retired list in the last issue of the *JS Journal* I wondered how many of the people mentioned actually retired.

I think that quite a lot of them feel like me that they were thrown on the scrap heap because they were born in a certain year.

I worked part-time at South Harrow until the end of last year but I certainly did not 'retire' but was 'sacked' just because I happen to have been born too soon.

Homage to JS housekeepers

From: Mrs Irene Geoghegan, BPO, Balham

Because of my job I have close association with the catering staff at the branches and because I am at Balham, I have a hostel. During my time at the branches I have known the housekeepers and catering managers to take a great many 'knocks'. Because I feel that they all do a good job in difficult circumstances, I thought you might like to print the following letter from the company driving instructor, Ralph Henderson, based at Blackfriars, to our housekeeper, Mrs Bell:

Dear Mrs Bell

May I on behalf of six of my trainee drivers, thank you for the kindness you showed during their stay with you while they were on driving courses in your area. It is always difficult for a man to stay away from home and concentrate on a very exacting course, but each and everyone of them sung the praises of your well kept table, cleanliness and general hospitality during their stay. All this has of course made it easier for me to ask the next one to stay away from home. Thank you.

Thank you Mr Henderson, you are the first to put it in writing.



Betty Bell's welcoming smile makes JS's hostel at Balham a real home from home.

R A Clark, departmental director, personnel, replies:

The society in which we live is geared to a retirement date of 65 for men and 60 for women, in the same way as it specifies a positive period of full time education at the outset of life.

Within this framework it is, therefore, a right open to every individual to be able to retire when they reach this age. If they wish to carry on working then, where this is practicable, we are prepared to enter into a mutual agreement and it is sensible that any such agreement is made reviewable at regular intervals.

Any dissatisfaction at such a situation is really a criticism of the pattern created by our society rather than on the actions of any individual employer operating within the social framework.

Right on target

From: G North, senior training specialist, Woking area office

With reference to the article in the March Journal on Meto guns. May I draw your attention to the inset showing
continued ►

More of your letters

the two pricing labels. Firstly, the old label (top) is wrong as it shows both the £ and p sign. This has not been used since decimalisation. Secondly, on the new label (bottom) the £ sign and decimal point are shown, these are only used with prices over a pound, items under a pound should only have the price and pence sign. The ticket should read 21p.

You are right, Mr North. The tickets shown on the inset were just to demonstrate the size and spacing of the figures – the old against the new. Those on the tins printed by Mrs James were just as you describe. Editor

Pensions

From: N W Riley, Northampton branch

I read that the future of pensions – JS or Government – is to be looked into soon. I hope and trust that JS keep on with theirs.

The JS returns are better than any Government scheme will ever be. I could never understand why JS, with such a good scheme of its own, did not contract out of the Government graduated pension scheme; £7.50p for 2½p a week is nothing compared with what a JS

scheme would have paid, if the company had increased theirs by say, two per cent instead.

The graduated pension, for what you get out of it, is just another form of income tax. Please keep the JS one and help the workers.

From: P Downs, Welwyn Garden City branch

Re sex discrimination: What price gingerbread men?

PS: And fairy cakes?

... or indeed custard tarts! Editor

Sydney snaps up £500 prize



Photo: Sydney Harding

THE top prize in amateur photography has been carried off by Sydney Harding, of supply control.

We told you in last December's *JS Journal* about some of Sydney's achievements with the camera, but since then he's snapped up the £500 prize in the 'Fabulous Five' competition run by *Amateur Photographer* magazine. His portfolio of five black-and-white prints (it's the first time the contest has been held in black-and-white) was judged the best of well over 2,000 entries in what is the largest and most valuable annual photographic contest in this country.

As you can see from the evidence on this page, Sydney really knows how to handle a camera.

Karen's not just a pretty face

PROVOCATIVE, sparkling, with a hint of sweetness, could well refer to one of the products marketed by the off-licence department at Blackfriars, but in this instance it could also apply to 17-year-old Karen Barratt, a secretary in that department.

London-born Karen (pictured left) has been with the company since February 1975, when she joined JS as a secretarial trainee. After 'temping around' in a few departments, she finally took up her present post, where she has been for the past six months.

'I enjoy working in the department because I like the people I work with – and I am kept busy' says Karen. 'But I'm always looking round for any new opportunities that may become available within the company.'

Charlton carries off the cup—again

VICTORY for the Charlton depot football team who, for the second year running, have won the SSA Sunday football league.

Their final game, played on March 7 at the Griffin Athletic Club at Dulwich, gave Charlton their 19th victory of the season. Altogether they played 22 matches, losing only one and scoring 83

goals in the process.

After the game Miss JS, Wendy Boutwood, as one of her first official duties since acceding to the title, presented Charlton's captain, Johnny Woods (a driver at the depot) with the championship trophy. There was also a special presentation of a sportsmanship trophy to the Ilford branch.

Though losing 21 of their 22 matches (registering their only win on the very day of the presentation) the team, in the words of SSA organiser Alan Kettley: '... always turned up punctually, and displayed virtues of sportsmanship like fair play and competitiveness' — an apt tribute especially in this, the year of the Olympics.



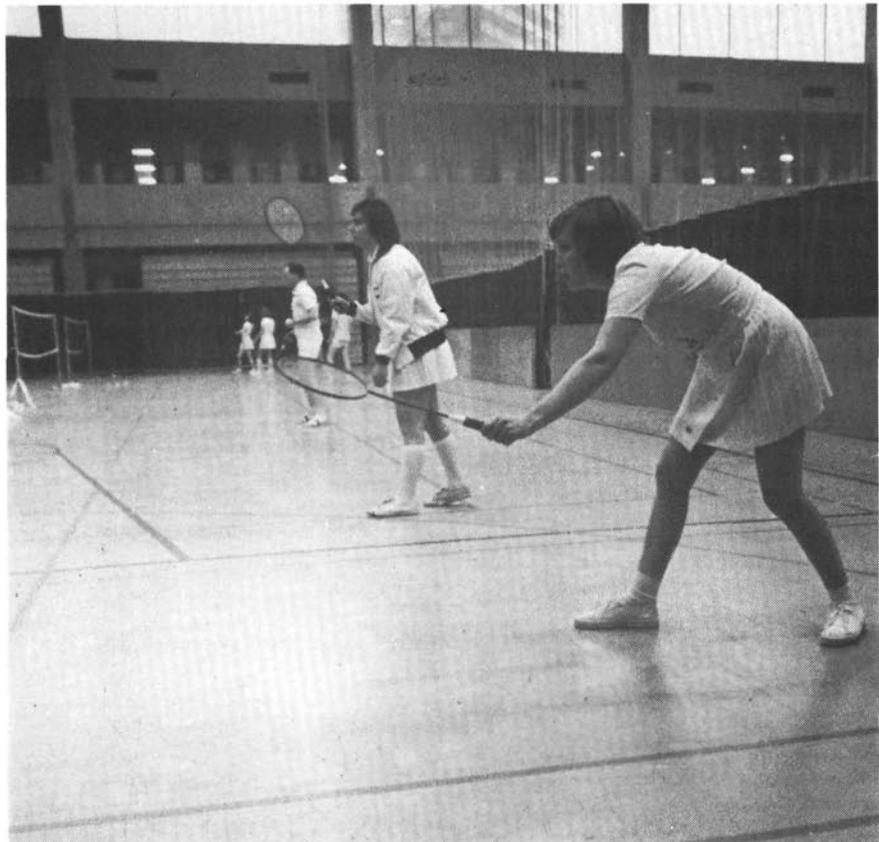
Above: Johnny Woods receives the championship trophy from Miss JS, Wendy Boutwood. Left: The sporting Ilford team.

Branches win the day at badminton

PLENTY of contenders, and much new talent from the branches, ensured an exciting day's play at the JS badminton tournament, held on Sunday, March 14, at the Michael Sobell Centre, North London.

The trophies were presented by Miss JS, Wendy Boutwood. **Mrs Lesley McNally** (Blackfriars) retained her ladies' singles title, while her husband **Eddie McNally** won the men's singles. **Mrs Diane Smith** (Dartford) and **Mrs D Manning** won the ladies' doubles. The mixed doubles went to **Mrs Beryl Ball** (Romford) and her husband. **Mike Smith** (Dartford) and **Aziz Mullani** (Streatham) were the victors in the men's doubles.

A plate competition, for men knocked out in the first round of the singles, was won by **Steven Wetherilt** (London Road, Brighton).



Right: Concentration and poise at the badminton finals, held at the Michael Sobell Centre.

Veterans talk shop over a cuppa

IT TOOK an operation of near military precision to get 1400 JS veterans to the Royal Lancaster Hotel for their 28th annual reunion, held in the Nine Kings and Westbourn Suites on Tuesday April 4. Cambridge and Canterbury were just two of the places from which the coaches, 24 in all, picked up the veterans.

On arrival at the hotel the 'campaign' moved smoothly into action. The coaches carrying white ticket holders were diverted to the forecourt, whilst those carrying yellow ticket holders were diverted to the west side of the hotel.

Once inside, and refreshed by a welcome cuppa, the hotel's muzak system was completely drowned by the hubbub of old friends and workmates greeting each other. For some it was a new experience, but to others like 92 year old Mrs Emily Bailey it was a familiar occasion.

Mrs Bailey, who worked for the company till she was 83 years four months, has been attending the reunion for more years than she cares to remember.

'Ever since I was 90 years, each year on my birthday I have received personal greetings from Lord Sainsbury and Mr JD' she says with pride. 'I love everything about the reunion.'

High tea

Another veteran who regarded the event as 'the highlight of my year', is Miss Margaret Geham, who retired from JS in 1966. Miss Geham, who suffers from arthritis and is wheelchair-bound, worked for 16 years in the factory at Stamford Street.

Following a high tea of cold chicken and ham, fruit and cream pastries, the veterans held their annual general meeting, presided over by president Fred



Above: Some of the 800 veterans in the Nine Kings Suite – there were another 600 downstairs!

Right: The end of a long journey, a helping hand and a waiting cuppa.

Salisbury (an ex-director) in the absence of chairman Bill Hedges (an ex-AGM) through ill-health. Mr Hedges was made the new vice-president at the meeting. Harold Dyer (an ex-AGM) was elected as the new chairman.

A raffle with 20 prizes of £2 each was drawn, preceding the title in the programme billed as 'time to meet your old friends'. Mingling with the veterans during this time were Lord Sainsbury, Robert Sainsbury, John Sainsbury, Mrs Celia Blakey (née Sainsbury) and Peter Snow, who had dropped in to say hello and no doubt chat, or hear about the good old days.



It's a time to greet old friends and chat about the old days at JS.



Faded snapshots bring back vivid memories of workmates, the old factory at Blackfriars, Union Street and the way things used to be . . .