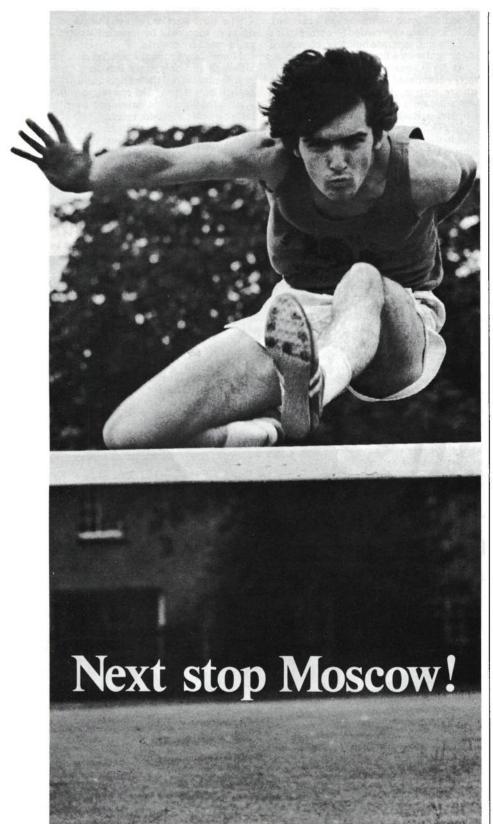
JSJOURNAL

August 1976



For the JS Journal's hot tip for the next Olympics, see back page

The Government giveth...

IS RETAILING at last becoming respectable? For years Sainsbury's and others have protested that Government incentives and allowances discriminate unfairly against distributors.

Now, with the price code changes announced on July 22, the Government has gone some of the way to restoring a balance. For the first time investment relief will be granted on the building of retail shops.

This makes a very considerable difference to the maximum net profits JS is permitted to make under the price code—not that competition and other factors will necessarily permit that maximum to be achieved.

In the trading year to March 1976, JS's profits were 2.82 per cent of turnover—under three-quarters of the ceiling permitted by the price code. The ceiling for JS will now go up by over a third, which means that profits before tax would have to rise to about £30 million—they were £15.4 million last year—before JS bumps its head.

Still, you never know . . . !

...and taketh away

CHANCELLOR DENIS HEALEY'S 'July budget' is not going to help JS's battle to keep costs down. Employers' contributions to National Insurance have been increased by two per cent, which means an addition of over £1 million to the present bill.

Fortunately, the new measure does not come into effect until next April, so it will not affect results in this trading year.

It's an added burden for the future, however, and will have a significant impact on the money available for investment in supermarkets and other new facilities.

JS's current National Insurance contribution is £4,918,222.

Next year, on a larger wage and salary bill, the company is likely to be paying nearly £6,400,000—which is nearly as high as the profit after tax of £7,399,000 for the last year's trading.

JSJOURNAL

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Top: Director Peter Snow and pa Martin Whittey chat to some of the younger customers. Above: Branch manager Stephen Trewhella. Right: The journey from the ground floor to the first floor of the busy Arndale Centre was the same one made by JS over a weekend.

Poole is one up on itself

JUST UPSTAIRS from the old branch in Poole, and on top of a bingo hall, is a new JS supermarket. It's more than twice the size of the old store, and it was opened on July 20 by director Peter Snow.

The old store, which closed the previous Saturday, was on the ground floor of the Arndale Centre. It was seven years old, and it has been superseded by a store that's actually in a separate building, connected to the centre by a first-floor bridge.

At 1,670 square metres (18,000 square feet)—compared to the old shop's 786 square metres (8,460 square feet)—the new store still has some growing to do. By Christmas, it is hoped, another 172 square metres (1,850 square feet) will be opened, which will give the shop a much larger entrance on the balcony of the centre.

An indication of the increases in efficiency that have taken place at JS in the

An indication of the increases in efficiency that have taken place at JS in the years since the old shop was opened is that although the new shop is more than twice the size of the old, the number of staff needed to run it is less than a quarter more.

Manager Stephen Trewhella came to

the branch from Reading a few weeks earlier for the changeover.

In the shop entrance is a two-sided cigarette kiosk. One side of this kiosk—JS's third of this type—serves customers inside the shop, the other serves passersby in the centre.

The store has 16 twin-bay checkouts, and five more will be installed when the extra space is opened.

Home freezer packs are being sold, although the new store has no freezer centre as such. All the refrigeration at the branch uses the parallel run refrigeration system that has been developed over the last two years by JS engineers.

With this system, the cabinets share motors, instead of having one each. This makes them quieter and easier to defrost, and it keeps electricity bills down.

JS treated the new shop as an extension rather than a new opening, and there were no large queues when the doors opened. But soon the shop was full of townspeople and visitors eager to find out what the new shop had in store for them. \bigcirc



Harlow cleans up on award



'AN EXCEPTIONALLY high standard of hygiene' said Michael Warren, as he presented the Food Hygiene Award 1976 to Harlow branch on June 7.

Mr Warren is chief environmental health officer of Harlow district, and when he handed the award to acting manager Tony Davies, JS became only the third shop in the town centre to receive it.

'The standards for the award are over and above the necessary standards' said Mr Warren. 'We were looking for what we call a positive approach to hygiene we don't want shops to wait for us to come along before they do something.

'We examined three areas. First, structure—we did a complete survey of the store and its fittings, and we checked all the equipment to see that, for example, temperatures were accurately controlled.

'Secondly, systems-we examined the



Harlow branch acting manager Tony Davies and the award that he proudly sticks on the front window.

management systems and cleaning schedules.

'And thirdly we assessed the standard of staff training and hygiene awareness.

'We inspect the shop twice a year anyway, but we did a special three-hour inspection of the premises for the award.'

So Mr Davies proudly put the award sticker in the window of the shop, a fitting tribute to the efforts of him and his staff to keep their little bit of Harlow clean.

Second SavaCentre gets go-ahead with news of a third in the pipeline

PLANS ARE GOING AHEAD for a SavaCentre at Hempstead, about four miles south-east of Chatham.

The SavaCentre (which is the name chosen for the JS/BHS hypermarket venture) will have a sales area of about 6,503 square metres (about 70,000 square feet). It will be the main unit in the new £5 million Hempstead Valley Shopping Centre, to be built by Federated Homes Limited. Building is due to start at the end of this year, with completion planned for late 1978.

SavaCentre will lease the shell of the building it will occupy from the developers. JS architects and engineers will be responsible for planning and fitting-out the store, backed up by BHS expertise, particularly where the restaurant area is concerned.

Apart from the restaurant, which will serve full meals and snacks, the store will carry a full range of food and non-food lines at discount prices. JS own label food and BHS's textile and lighting ranges will be a strong feature.

MEANWHILE at Washington, County Durham, work has already started on the first SavaCentre to be announced. (See *JS Journal* May 1976.)

JS's architectural and engineering departments are responsible for the whole building, including the fitting-out, drawing on the specialised resources of BHS.

LOOKING AHEAD — planning approval is being sought to build a SavaCentre on a site about five miles south-west of Reading town centre.

The proposal is for a store of similar size and scope to the SavaCentres planned for Washington and Hempstead.

Dp's fifty yard dash—without the dash!

'THE FACT that we're only moving 50 yards is irrelevant—the risks would be the same if we were moving 50 miles' says John Stanfield, dp equipment installation manager, about the problems of moving JS's two main computers from the first floor of Stamford House to the first floor of Rennie House.

On Saturday, June 12, the ICL 1904S computer made the move.

Normally the 1904S does nearly all the work, and the less powerful 1904A is on standby, ready to take over if anything goes wrong. But for the week when the 1904S was being re-installed the 1904A was doing all the work, and there was nothing to fall back on.

The transmission equipment and operations staff moved on June 19—the equipment had to be running by Monday so that debits would not be late at the depots, and operational staff were back on duty at

six on Saturday evening. By Tuesday the Plessey equipment was needed for branch orders.

And for the week when the 1904A was being re-installed after its move on Saturday 26 the 1904S would in turn be operating without standby

operating without standby.
'It really was dicey' says John. 'This kind of electronic equipment tends to bed down where it is. If you move it, you can't be sure that it hasn't been upset.
'The two weeks when we only had one

'The two weeks when we only had one computer working were the riskiest, but the week in between, when we'd got the 1904S working in Rennie House and the 1904A still in Stamford House, wasn't easy, either.

easy, either.
'Then, if we'd had to fall back on the 1904A, we'd have had to carry about 3,000 magnetic tapes back across the road.'

The problems weren't just electronic

ones. The largest piece of equipment fitted into the Rennie House service lift with an inch and a half to spare—with the handrail removed.

For the weeks when JS was operating with just one computer there was no difference in the service to the branches.

'But if we had had a major breakdown, the branches would have had contingency orders' says John.

For over a year work has been going on to build the new computer environment. Generators have been installed in the basement, to be used in the event of any power failure, and the air-conditioning system has been designed to keep the temperature and humidity just right for the delicate electronics.

The new computer room has room for the 1904A, the 1904S and the computer that will eventually replace them, an ICL 2900, due to be delivered in 1978.

Depot makes play while the sun shines

CAT WEAZEL, the man wrestling fans love to hate, took part in Buntingford depot's gala day, held on Saturday, July 3. Prior to giving an exhibition of his own brand of grunt 'n' groan expertise in a special bout, Cat Weazel distributed the prizes to the winners of the five-a-side football tournament.

Other attractions on this hot summer afternoon included Morris dancers, a trampoline act, music by the Harlow Town Band and a car and bike act.

There was plenty to amuse the kids too, a Punch and Judy show, donkey rides and a merry-go-round among them. But the most popular was Tuffy Chuffy the train, built by the works engineers at the depot, and driven by engineer John Thompson.

The proceeds of the day were in aid of various local charities and societies.

Right: Punch and Judy battle it out watched by young visitors to the gala day.

Below: John Thompson, Tuffy Chuffy and happy riders.





Kingswood gets a new look

CUSTOMERS AT KINGSWOOD found a new-look Sainsbury's waiting for them on July 20. There were three completely new departments, textiles, car care and stationery; the health and beauty and the hardware ranges had been greatly extended; and a whole host of items were being offered at very competitive discount prices.

The changes at the Kingswood store, which is in Bristol, are a new and experimental approach to trading for JS. Kingswood was chosen as the trial branch as it is a big new store (it opened in October 1975) and it previously sold only JS's traditional supermarket range.

The introduction of new departments and the extension of others can therefore be clearly assessed and monitored. The sales area at Kingswood is also one that could, with careful planning, be easily adapted to take the new departments.

Backing up the stimulus to sales, provided by the wider range of products now available at the store, is a long-term trial of price reductions on over 100 lines, covering all the major departments. Known as 'star discounts' these changes to JS's established pricing policy are a mixture of own-label lines, special purchases and JS special offers held for longer than the normal period.

Special 'star discount' posters and barker cards have been designed for Kingswood. Supporting the point-of-sale material at the store, on July 20, over 45,000 leaflets were distributed to households within the catchment area of the branch.

The leaflets told customers all about the new-look Sainsbury's and included an offer to refund the parking fee of anyone who spent £5 or over in the store during the campaign.

The day the rains (and the roof) came down!

TORRENTIAL RAIN caused extensive damage to JS's branch at Pitsea. Staff arrived for work on the morning of Friday, July 16, to find the branch two inches deep in water.

Says branch manager, Peter Coles: 'The heavy storm the night before had resulted in nearly a quarter of the canteen ceiling collapsing. About half the sales area was covered in water too. However, we managed to mop up the floor, replace damaged stock, cordon off the worst hit part of the sales area and open for business by 9.45. Suprisingly, the customers didn't seem to have noticed anything—there was no reaction from them.'

The roof leaked again a few days later following another cloudburst. 'But this time' says Mr Coles 'we were already in the branch, so another disaster was averted.'

Race that puts bags over not under their eyes

JS HEAD 'N' SHOULDER BAGS made an obstacle race that much more interesting for young people at a recent National Link-up camp in the New Forest.

Link is a national organisation for ex scouts and guides. A couple of times a year all the local Links around the country join up for a jamboree.

Laurence Ling is national publicity officer and secretary of The Link; he is also an assistant buyer in the non-foods department at Blackfriars.

'I didn't realise we had been running round with JS bags on our heads until I saw the photographs later. I had no idea what was happening—it just went dark!'



No need to look at your watch there's bags of time before the off...

Pick 'n' mix at North Cheam



PICK 'N' MIX SWEETS are being tried out at North Cheam and so far the experiment is proving a great success.

Two dozen varieties of wrapped sweets—toffees, fruit bonbons, mints and so on—are displayed loose but separate, next to the cigarette kiosk. Customers pick their own mixture, as much or as little as they want. Bowls are provided for customers to put the selected sweets in.

They then take the bowl to the kiosk, which is equipped with a set of scales, where the assistant weighs, bags, prices

and takes the money for the sweets.

'It's an excellent idea' says branch manager John Phillipson. 'Some of the girls get bored working in the kiosk. This gives them a chance to meet different customers and play a more active part in the business of the store.

'So far sales are going well and it is hoped that our pre-packed sweet trade will not be affected too much.'

Some of the pick 'n' mix lines are normally sold pre-packed and some aren't. As this way of doing things means perhaps one more mint lump... Customers get more fun out of buying sweets at North Cheam's pick 'n' mix display.

all the varieties are sold at a flat-rate of 12p a quarter, some are cheaper than the prepacked equivalent and some are dearer.

packed equivalent and some are dearer.

'Pick'n' mix has become more important among shops that sell sweets' says confectionery buyer Bob Murray.

'Our range was selected to reflect the sales we get with our pre-packed lines'

we get with our pre-packed lines.'
Mair Wright, who has been serving in the kiosk at North Cheam says: 'A lot of my new customers are pensioners and children. It's surprising—pensioners often buy a pound of sweets at a time.'

Getting down to the real (k)nitty-gritty



TEACHING EIGHT MEN TO KNIT was the difficult task Rose Bratchell set herself. And in less than 20 minutes they all could! A good example of the success of a new JS training course designed to pass on the art of 'effective instruction' to those whose job is training others in manual skills.

Rose Bratchell, who is a training specialist at Bromley area office, was one of the nine members of JS training staff who went on the course, which was held in the equally new training department at Rennie House, Blackfriars, in July.

How to improvise

'The course is a completely re-vamped version of a pilot one we held last year' says senior course tutor Paul Hammond. 'It is primarily for newly appointed training specialists based at the area offices, but it's also an excellent "refresher" for anyone whose job is training others.'

Called effective instruction the new course is a combination of the practical and the analytical. A thorough grounding in JS's training policy and structure is followed by sessions that include, how to

identify training needs, how to make the best use of audio and visual aids (and how to improvise); and some insight into the psychology of teaching and learning.

The crunch comes at the end with individual presentations by everyone on the course. They can choose any subject they like and are given 20 minutes to get their message across.

This is where Rose Bratchell and her knitting came in. Rose chose it as her presentation subject. After teaching the theory, with the help of visual aids, she handed out needles and balls of wool to her eight male colleagues on the course. In a very few minutes she had them knitting away like experts.

Earlier Bill McQuillan, a divisional training officer at Blackfriars, proved himself an expert on the green, as he unravelled the mysteries of bowls.

Stringing a guitar and how to build a fish pond, were two more of the skills those on the course were 'taught' by their colleagues.

'Presentation is very important' says Paul Hammond.

'A monotonous voice or an irritating mannerism can spell death to someone trying to instruct a group of people.'

Top: Knit one ... knit two ... knit three ... by jove they've got it, they've really got it! Above: Bill McQuillan explains how first you put your left foot forward ... your right arm back ...

So that those on the course can see themselves as others see them, their final presentation is put on video tape.

Any points of presentation that can be improved upon are then played back and discussed the next day.

'We don't play back the whole tape, just

'We don't play back the whole tape, just the bits that need thinking about' explains Paul Hammond.

'The course makes good use of the company's training resources, particularly the video equipment.

'Training can only be as good as those doing the training. So it makes good sense to have a course to train the trainers.'

JS's super exchange is now a fingertip away

GETTING THROUGH to the central offices by telephone will be slicker and easier come the end of September, when the new telephone exchange, currently being installed at Rennie House, Blackfriars, is due to become fully operational.

Already there is a growing crop of grey push button telephones appearing on desks at Blackfriars and Streatham. And masses of tangled wires that hint at the

changes to come.

Says communications manager, Ken Chorley: 'The construction of the exchange is nearly complete, and the Post Office is about to begin testing it. It will also mean a new telephone directory with completely new numbers at Blackfriars and Streatham.'

The two biggest differences between the old and the new system will be the telephone numbers used to call JS from outside, and greatly improved equipment to sort out calls and detect faults at the JS

exchange end.

Firstly calls from outside will use what is known as the DDI system. DDI, which stands for direct dialling inward, means that calls from outside JS bypass the operator and go direct to the person being called. To do this the caller dials the exchange and then the extension number

of the person they are calling. For example, the present telephone number of the JS Journal is 928 3355, extension 2804. Under the new system an outside caller would dial 928 2804 and get straight through to the extension. This number is however just an example as all the extension numbers will be changed when DDI comes into operation. There will still be a main number for callers who don't know the extension of the person they want to speak to.

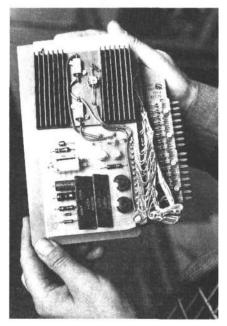
New numbers

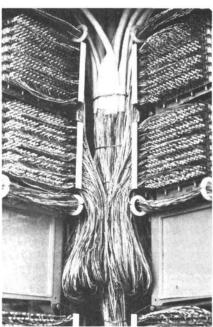
More information about these changes, including details of the new individual extension numbers, will be available soon.

Changing telephone numbers has also meant reprinting the company's stationery, a task that is already in hand.

The second major difference between the old and the new, is that the new exchange has what is called a cross bar switching system. This is able to sort out calls faster and more efficiently. It can detect when a line is faulty and switch the caller to another line within the exchange and produce a fault report for the engineer—all automatically. 'These are the main developments' says Mr Chorley 'but there are other innovations. For instance there is an absent service facility. Departments will be able to switch calls to different phones when they are away from the office.

'We also get complaints from staff and callers to JS about congested lines. The new system with its increased capacity will accommodate additional calls to the Post Office network and our own depots. Furthermore we are also going over to a new cabling that should reduce faults and line interference.'





Left: Ken Chorley tests the keysender on an operator's switchboard. Top: A register sender, a component part of the exchange, that stores the numbers as we 'push-button' them, and decides what sort of call it is—internal, external or direct line. Above: Some of the miles of wire along which our calls will soon be speeding.



Chiene,

In April we took a closer look at the new Health and Safety at Work Act. This month it's the turn of the Sex Discrimination Act, which came into force at the end of December last year.

Most of the ballyhoo surrounding the Act has now died down and jokes about personhole covers and the like hardly even raise a titter nowadays. Nevertheless the mass of new legislation contained within the Act is having a considerable effect on our everyday lives.



"It is illegal to use discriminatory advertisements ...

THE SEX DISCRIMINATION ACT (1975) makes it illegal for an employer to treat men and women differently when they apply for a job. They are to be treated the same with regard to pay and conditions, promotion and training, or indeed anything connected with the job.

The Act also makes it illegal to use discriminatory advertisements or even to use illustrations which could imply discrimination, unless the wording used clearly states that men and women will be considered on an equal footing.

The Act has been very carefully written to ensure that it cannot be easily evaded. For example, it deals not only with direct discrimination, that is where an employer actually turns somebody down for being a woman or a man, but also with indirect discrimination. This means that an employer cannot impose an unnecessary requirement or conditions of employment that few women could meet, or alternatively few men could meet. If JS insisted that all warehouse staff had to have beards, this would be a clear, if

somewhat extreme, example of indirect discrimination.

The new legislation also makes it illegal to discriminate against married people and to treat them less favourably than single persons.

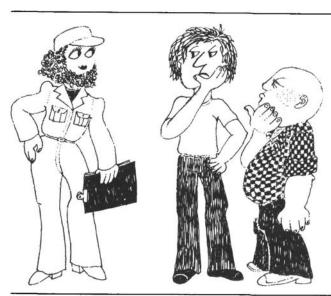
A new body, the Equal Opportunities Commission, has been established to monitor progress towards a non-discriminatory society. The Commission has sweeping powers to carry out enquiries and to authorise research and training to meet these aims.

However the Commission does not normally deal with individual cases of alleged discrimination. Anyone who feels they want to make a complaint of sexual or marital discrimination should make use of the complaints procedures at work if employed, or if not, state the alleged discrimination on a special questionnaire available from any Department of Employment office. If satisfaction is not obtained individuals can finally put their case before an industrial tribunal to seek redress.



Of course, employment is not the only area in which sexual discrimination takes place. Much of the new Act deals with financial matters, such as mortgages, hire purchase and the provision of goods and services.

If you want to know more about the Act and the new rights you have, in or outside work, get in touch with any JS personnel manager. They have full details of the new Act and will be able to explain any point that's not quite clear to you. \bigcirc



"If JS insisted that all warehouse staff had to have beards..."

Egene

So, the Sex Discrimination Act makes it illegal to treat men and women differently at work. So what? The big questions are: 'How much difference will it really make? And what is JS doing about it?

THE COMPANY'S RESPONSE to the new legislation has been a positive one. Steps are being taken to make sure staff know of their new rights and are helped to take advantage of them.

More women are being appointed to key management positions. There are a small, but growing, number of woman departmental managers at the branches. Again, a small, but growing, number of management jobs in other areas of the

company are held by women.

Just last month a woman was appointed to a senior management position—a JS first. (Anne Heath was appointed head of the textile department. See the July issue of JS Journal.)

The company has also introduced new assessment procedures for entry to the retail management training scheme. These have been designed to ensure that young men and women wishing to join the scheme are fairly considered for entry to it.

Although the Act and JS's response to it will lead to a gradual increase in the number of women in management positions, it is unlikely that there will be any dramatic change in the management structure of the company on the whole.

Equal terms

In the first place, the new legislation will not create new opportunities but will only ensure that those opportunities which arise are open to men and women on equal terms. In the present economic climate the number of vacancies for promotion is necessarily restricted as fewer people are seeking new jobs outside the company.





"A management team which includes both sexes tends to work more smoothly..."

Also the rate of growth of the company has slowed down a little.

It is also important to recognise that, as part of its overall cost control programme, JS is carefully reviewing all vacancies which do arise to ensure that no unnecessary recruitment is undertaken.

And perhaps more importantly, the demands of management positions, particularly in the retail division, are such that only relatively few women would wish to accept them. For example, the hours worked by retail managers are both long and socially inconvenient. They are required to be highly mobile and to undertake physically strenuous work.

Certainly some women at JS will wish to move into management and will be prepared to accept these conditions. For these, the company policy guarantees equal opportunities of being considered for appointments in management.

Similarly in the distribution division, many members of management are required to undertake night shift work.

It is very important to realise that equal opportunities will be afforded to all women at JS but they will be equal in all aspects of the job. Women candidates for promotion will be expected to carry out exactly the same duties and to work the

same hours under the same conditions as their male colleagues. To do anything else would be as much in breach of the new legislation as to fail to give women equal opportunities with men.

Having sounded a slightly cautionary note, JS does however recognise the invaluable contribution women can make towards the future development of the company. A management team which includes both sexes tends to work more smoothly and productively than a single-sex team.

Togetherness

The company also recognises the vital role which branch personnel officers, chief clerks and chief cashiers are playing as members of JS management. This is being achieved through training, such as the effective team work and the joint deputy managers/branch personnel officers courses run at Dulwich. Still looking at training, it is now unusual to have a course which does not include at least one female course tutor.

The opportunities are there for those who have the ambition and qualifications to seize them. JS is trying to do its bit towards equality—the rest is up to us. O

"A small but growing number of key management jobs in the company are now being held by women"

Sex Discrimination Act or no there is still one area where there can never be complete equality between the sexes—having a baby. It is perhaps therefore appropriate that within the context of a feature about one Act that goes a long way towards improving the lot of women, we should also include details of another Act that does the same.





"It is now illegal to dismiss ... solely on the grounds of pregnancy

THE EMPLOYMENT PROTECTION ACT recognises that many women will wish to interrupt their careers to have children and provides special job protection for them. Although the Act became law in 1975, not all the provisions it covers are in force yet. For instance the right to maternity pay does not come into effect until April 1977. The following is therefore only a guide to what is planned.

On June 1, it became illegal to dismiss full time employees with 26 weeks' service solely on the grounds of pregnancy. The law says that pregnant women are entitled to work as long as they are capable of doing the job in question and that, if they are not capable of doing their own jobs, they must be offered suitable alternative work if it is available

It is planned that maternity pay will be provided from a special fund and will offer

90 per cent of normal pay, less maternity allowance, for a period of six weeks subject to certain conditions, the most important of which is two years' continuous employment up to 11 weeks before the expected date of confinement.

(This right, like the right to return to work after the baby is born, applies only to fulltime employees—i.e. those working more than 16 hours a week or eight hours after five years' service.)

Naturally, very few women will be prepared to work right up to the last moment, and most are expected to continue to leave 11 weeks before the of confinement. date Employment beyond this time will normally be subject to a fortnightly medical examination to ensure the health and welfare of the employee concerned.

Back to work

The right for full-time employees with two years' continuous service to return to work after having a baby, provided that they express a wish to do so, also came into effect on June 1. The law now requires that they shall be offered their own job or jobs on similar conditions at any time up to 29 weeks after the birth of the child. This period may be extended by four weeks with a medical certificate. O



One person's eye view of the new Act and what vistas of possibilities it could open up at JS... and beyond!

The person—Mary Harold, who works in the engineering design department at Clapham.

WITH THE EMERGENCE of the Sex Discrimination Act I fondly imagine we will now begin to play the female power game, with ambitious women jostling for top managerial positions, and, who knows, perhaps some day, a seat on the board! I have it from a reliable source that, in our own company, applications are now coming in for positions as drivers, butchers and warehousepersons.

JS drivers! Well-why not? I read recently that the manufacturers of Daf trucks decided to sponsor a Lady Truck

> continued

Driver of the Year competition.

They expected 20 entries but got over 40 and they now suspect that there might be as many as 75 women around Britain with Class I HGV licences!

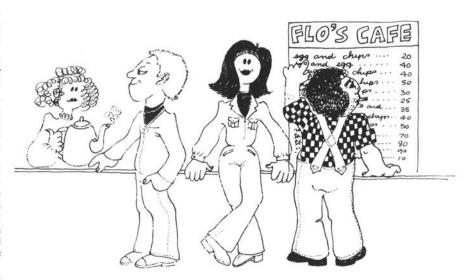
So if you keep your eyes open, any day now up and down the roads of Britain you may see Aggie in her Atkinson 400 or Flo in her Ford DA 2417. I'm not making fun of them; indeed my admiration knows no bounds as I visualise them manoeuvring several tons of machinery and coping with umpteen gears.

I can also foresee an air of desolation around the lingerie and perfumery departments as the traditional black lace nighties lie forlorn and unsold upon the shelves. While managers gleefully report record sales in bib and brace overalls and arc welders' aprons, while perfumed hand cream is disdained in favour of a nice big tin of Swarfega.

Already we have witnessed the demise



"Her dress has 150,000 sequins, all lovingly sewn on by hand by her husband"



"They suspect that there may be as many as 75 women with Class 1 HGV licences"

of the old-type grannie, that cosy image of rocking chair and knitting needles. In her place has come a glamorous new creature who pats her blue rinse and, flicking an imaginary spot from her gold lamé trouser suit, exclaims: 'Sorry love, I can't babysit for you next Tuesday—that's the day I go for my hang-gliding lesson.'

But stay! We are reminded that this Act works both ways and that men now enter and apply for the hitherto female dominated jobs such as typists, dressmakers or housekeepers.

Typists? The day may come when the man slaves peevishly over a hot type-writer while the woman sallys forth to drill for North Sea oil—her time sheets tucked into her bra! (If she wears one!)

Dressmakers? It's feasible. The top designers are mostly men as it is, with the more mundane sewing tasks being done by women. But any day now, we may switch on to 'Come Dancing' to hear: 'Now here is Marcia, looking lovely in pink tulle. Her dress has 150,000 sequins, all lovingly sewn on by hand, by her husband'.

I realise this is only the beginning, but where is it all going to end? Perhaps with the women coming home from a night out at the local with the girls, her cheeks flushed after sinking a few pints. She flings her muscular arms around her man . . . only to be pushed away with the petulant cry: 'Not tonight dear, I'm too tired—I've just finished a pile of ironing.'

News from round and about

THE HUSTLERS beat the Manglers two goals to one at Hoddesdon depot. The occasion was the finals of the depot's hard fought five-a-side football league.

Eight teams competed for a shield donated by Derek Graham when he was depot manager. (Mr Graham is now manager, contractors and relief, in the distribution division at head office.)

Dave Draisey, shift manager, captained the fiery winning team. He was backed-up by senior clerk Barry Neal, costing clerk Steve Farrington, senior steward Johnny Way and warehouse manager Ray Hasler.

'It was a memorable game' says Dave 'for one thing it must be one of the few occasions a steward and a manager have been on the same side!'

AN ANNUAL OUTING with a difference for JS veterans from Buntingford who, at their own request, were taken

to JS's largest branch in Kempston.

Says depot personnel officer Tony Fletcher: 'We took them there by mini bus and they really enjoyed themselves. They were very impressed with the Kempston set-up and quite surprised by the range of goods on sale—especially non-food lines.'

FORTY NOT OUT—that's the score in years notched up by JS dairy buyer Wilf Marsden as a member of the Griffin Cricket XI. The anniversary also marks 40 years on the staff of JS.

Wilf, who was presented with a trophy at the Griffin Club to mark the occasion, says he's got a few centuries and a few ducks during that time. 'When I retire I will be able to play mid-week as well' he says hopefully.

GUESSING THE WEIGHT of a car boot-full of JS goodies was the novel competition that took place on the forecourt of Kempston branch recently.

The competition, held to publicise the new Vauxhall Chevette and lasting for three days, was organised by a local garage which bought £50 worth of goods from JS's Kempston store to stack the boot with. Entry forms were distributed at the check-outs and outside the store.

The correct weight—210 lbs 3 ozs—was

The correct weight—210 lbs 3 ozs—was guessed by three people. So the winner was eventually decided on the strength of the slogan that all entrants had to submit.

DEFEAT FOR TESCO'S at its annual south-east area five-a-side football competition. It was won by a team from the JS branch at Southend, invited to compete as a guest team.

Southend branch entered two teams for the competition and it was the 'B' team that triumphed in the final, held on Tuesday, July 20, at the Billericay Sports Hall.

How to knock up a few roses

A GLIMPSE into the world of half a century ago was afforded by JS veteran William Bridgeman when he showed head office staff how they made the famous margarine roses that adorned shop windows in the twenties.

Mr Bridgeman demonstrated to an appreciative audience in the staff restaurant in Stamford House on July 6 one of the old tradesman's skills that has

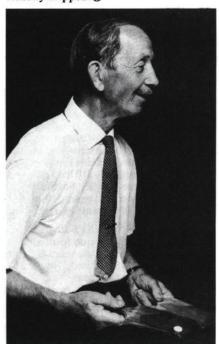
now almost disappeared. But there was a problem—you can't make margarine roses these days. All those adverts about how spreadable the stuff is are true-it's softer than it was.

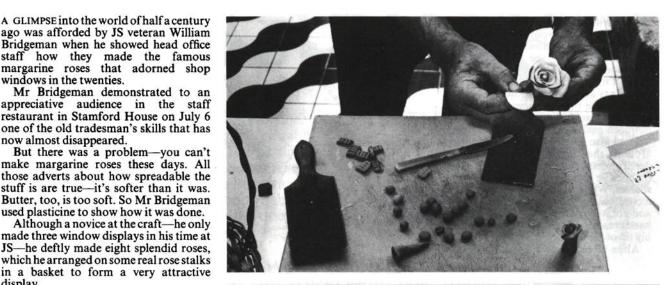
used plasticine to show how it was done. Although a novice at the craft—he only made three window displays in his time at JS—he deftly made eight splendid roses, which he arranged on some real rose stalks in a basket to form a very attractive

display. Mr Bridgeman, who joined JS in 1921, first made the roses the following year at Temple Fortune branch for a Golders Green traders' competition. In those days (when margarine was 1/8d, or 8½p, a pound, incidentally) the roses were impaled on wooden game skewers, stuck into blocks of lard and displayed in egg baskets (often with foliage stolen from

nearby gardens!). He lived in at the branch, so he got up early on Sunday mornings to make the displays, which usually lasted for about a week.

The margarine was knocked up on a slate, which was dampened, and salted to keep it damp. Since the displays were only made in the winter, one of the occupational hazards of the knocker-up was chilblains, not only on his hands, but also on his feet, onto which cold water steadily dripped. O

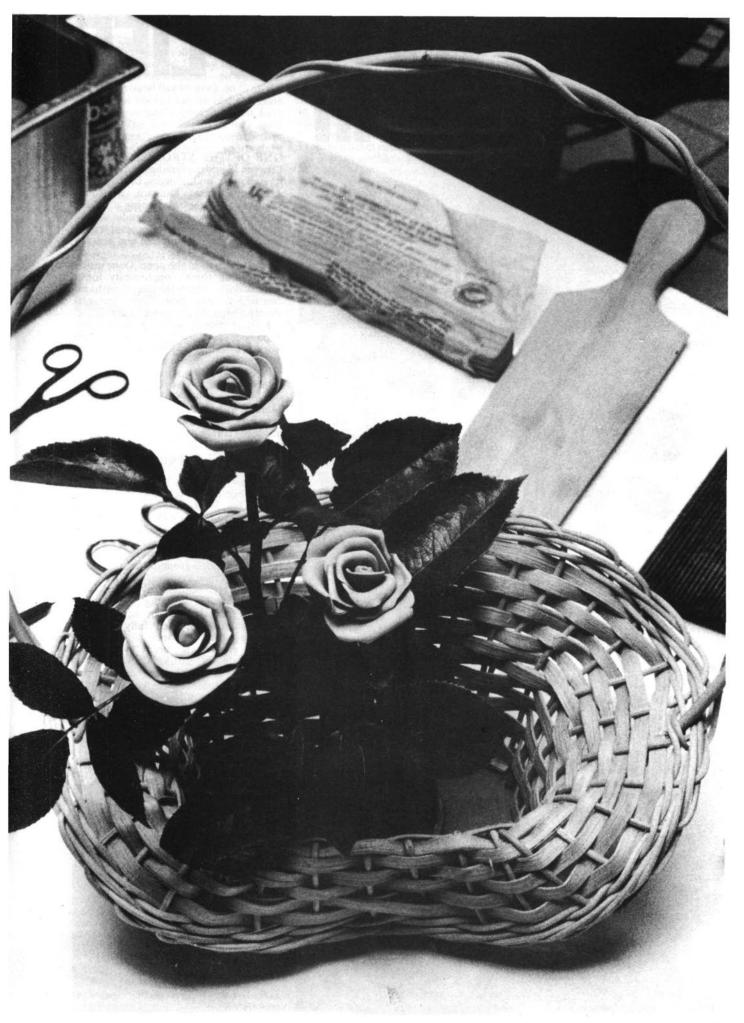




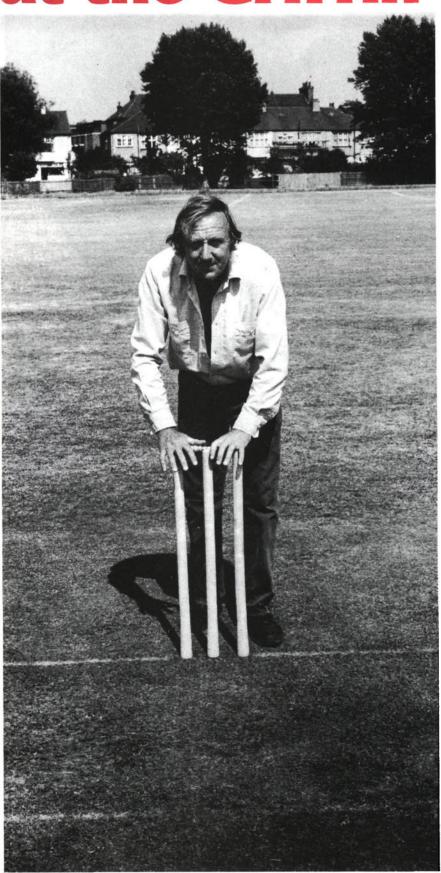




William Bridgeman (far left) knocks up his roses, watched by a captivated audience (left). Top: He made the roses around a tapering centre, which can be seen at the bottom of the board. He made the petals, which were roughly semicircular, from progressively larger pieces of plasticine, knocking them up with a ribbed beater and a flat slicer, and then attached them to the rose. Above: He carefully curled and shaped each petal to give the authentic look. And with the help of some real rose stalks and leaves, the effect is incredibly lifelike (right).



OUR SPORTING LIFE at the Griffin



ONE OF THE STRONGEST LINKS between JS and the families and friends of its staff must, undoubtedly, be the Griffin Athletic Club at Dulwich, in South London. Here they can swing a cricket bat, leisurely pursue the action on the bowling green, flex their muscles at tennis, fiercely compete at football and aim for accuracy at netball.

And all that's in the open. Once inside the pavilion there's opportunity for a game of darts or table tennis and, perhaps, best of all, lifting pints off the bar and showing what the right arm's really for!

Keeping the place running and ensuring its patrons are happy involves a lot of team work. There's head groundsman Dennis Stacey, his assistant David Horn, groundsman Mick Aherne and student help Peter Mark, who keep the sporting side ticking over. Whilst Mrs June Murray, with the help of a number of SSA members, runs the social side that thrives inside the clubhouse.

Cricket queues

Dennis Stacey has been at the Griffin Club since 1973, eventually taking over from Dan Wall, who had been head groundsman for over 40 years. Since the age of 20 Dennis has been involved in sports ground work. David Horn has been involved in sports ground work for nearly nine years.

'Summer is our busiest period with teams virtually queueing up to play cricket' says Dennis. 'In addition the tennis courts are used fully and the bowling green is busy too.'

The ground is used every day, particularly on Saturday and Sunday when there is a full programme—cricket in the summer and football in the winter. But on Monday and Friday, activities are a bit limited. Explains Dennis: 'On



Above: No grass grows under David Horn's feet.

Left: Dennis Stacey expertly prepares yet another wicket.

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Monday we are usually clearing up after the weekend and on Friday we're busily preparing for the weekend—so we like to have the ground free to work on.'

Both the cricket square and the grass tennis courts need a lot of attention. Says Dennis: 'The four tennis courts need constant care, and we like to keep them in perfect condition as not many sports clubs can boast of having grass courts.

The preparation of the cricket pitch for a weekend match usually begins on Monday morning when the cricket square is tidied up. A 22 yard strip is then cut out and over the next four days it is raked, rolled and watered. On Friday it is cut and rolled and by Saturday the pitch is ready for the weekend cricketers to shine on.

But the preparation doesn't end there.

The outfield has to be mowed and watered, the sightscreen adjusted and the boundary lines have to be carefully laid so that those strong on the leg side or off side have the same advantage.

Of course, getting the ground looking in peak condition during the summer is only possible because of the hard work put in during the winter months. We have to keep the cricket square mowed, seed it and top dress it with soil. A similar operation has to be performed on the tennis courts and bowling green too' says Dennis.

Football, the main winter sport at the Griffin, is not forgotten in the summer months. Equipment has to be checked and repaired, and the goal posts have to be painted in time for the new season. Altogether three football pitches are

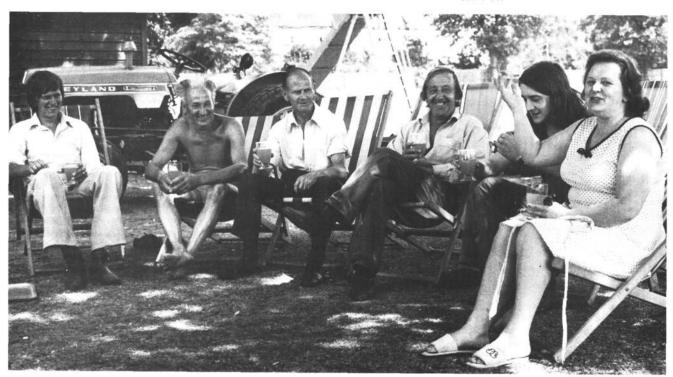




Above: June Murray sets the table for a special luncheon.

Left: A view from behind the bar of the clubhouse-and lunch is served.

Below: Griffin ground staff take their afternoon break under the shade of the old oak tree.



continued

available for the various leagues and interdepartmental matches that are played.

Having exerted their energies on the field, club members retire to the welcome atmosphere of the clubhouse to relax and recuperate. This is where June and helpers take over.

'The winter months are the busiest as far as we are concerned' says June. 'There's usually about two football matches on Saturday and 12 more on Sunday.

'I'm kept busy dishing out light snacks, tea, coffee and running the bar while one of the others issues the players with equipment and kit, and keeps an eye on the playing side. This is because the groundstaff work only one Sunday in three.'

Also popular in the winter months are the many social evenings and discos held at the club. For all these June handles the catering—this varying from a full scale meal to a light buffet.

Musical evenings

Says June: 'I enjoy catering for the various functions; from ordering the food to preparing it. And seeing everybody tucking in and enjoying themselves makes it worthwhile, too.

'I have occasionally had a pianist over to entertain the members' says June. 'I wish we could have more evenings like that, with members doing turns.'

Such is the high standard of the facilities available at the Griffin that the staff associations of other companies frequently request its use. And for good measure, the ground is used during term time by the Dulwich Hamlet School which adjoins the ground.

So at the Griffin Athletic Club, teamwork is the name of the game—not just out on the field, but behind the scenes

Workmates celebrate 25 years together



ABSENCE MAY MAKE the heart grow fonder for some, but not for Lucy and Derek Renshaw. Over the past seven years they have seen rather more of each other than most married couples. They both work at JS's Hoddesdon depot, travelling to work together; meeting up again most lunchtimes and at tea breaks.

Lucy is assistant manager of the operations department at the depot and Derek is senior wages clerk and cashier. Lucy joined JS eight years ago and Derek joined a year later.

Since then they have co-habited very happily at home and at work, and on July

21 they celebrated 25 harmonious years of marriage.

'One of the good things about both working at the same place' says Derek 'is we don't take our work problems home with us.'

'We understand each other's job perfectly' adds Lucy 'and can talk out any little annoyance or difficulty during breaktimes.'

They are both in their late forties and have two daughters, aged 23 and 19.

'We have no secret recipe for a successful marriage except perhaps "give and take in everything". "○

Lynn has fun meeting her Waterloo



Above: Lynn and driver DCTM Labon (that's what he's known as) with a lorryful of steel band. Right: Miss Strawberry was Lynn's first choice in the fancy dress parade, as she hands out second and third prizes to a crisp bag and a pineapple.



'FOOD FOR THOUGHT' was the theme of the third annual Waterloo Festival—a community festival held in and around the streets of Blackfriars—in which JS once again took part.

Liaising with the festival organisers on JS's behalf was Lynn Bell, of the customer relations department. Lynn, studying for her BSc (home economics) at Surrey University, is spending six months of a 12 month period in industry at JS.

month period in industry at JS.

She says: 'The organisers wrote to JS for help, as JS has previously donated £50 and I was asked to liaise and see what additional help we could give.'

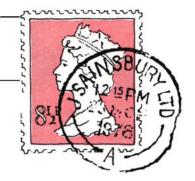
A lorry supplied by Charlton depot, which Lynn decorated with JS balloons, posters and foil, took part in the parade. It carried a steel band providing music, and children distributing JS balloons.

'We must have given away about 600 balloons' says Lynn.

Lynn also acted as a judge in the two cake competitions—one for children and one for adults. The gift voucher prizes awarded to the winners were given by JS, as was the pancake batter mix for the pancake race.

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



Cheque-out tickets

From: C W Edwards, purchases accounts, Streatham

As I think most people will agree, one of the 'off-putting' features in shopping in any large store is the delay waiting to pay up at peak periods. This seems to be more noticeable when paying at a check-out point than over a counter. I know from many, many years as a 'trolley-driver' (HGV licensed) with and without kids tethered thereto, that the search for the shortest queue for a check-out (and the subsequent realisation that you picked the slowest after all) is a most depressing experience. The result quite obviously is that

The result quite obviously is that no-one in their right senses is going to pop in for the odd previously forgotten or perhaps old-age pensioner purchase

of an item or two.

I know this problem is supposed to be 'dealt with' by the branch manager, but has consideration been given to a trial of a 'ticket-machine' system for purchases up to (say) £1 during rush periods whereby the small purchase customer does the cashier's job himself/ herself, i.e. a self-charging service. It would need a machine (similar to those on one-man buses) where the customer records the prices (or possibly by the use of computer legible price tickets the machine reads the price automatically), inserts the necessary money, gets the receipt ticket and off he/she goes. There are of course bound to be objections and technical details to be overcome to this scheme but to iron those out here and now would make this letter too long.

Why doesn't the firm run a rewarded suggestions scheme on the lines of the Civil Service one which has paid off handsomely in savings? In that scheme anonymity was preserved until the

acceptance of an idea.

From: Mrs A Constable, JS veteran, Folkestone

I have, on several occasions, been in a queue at one of the checking out points where everyone has been held up by the person at the head of the queue deciding to pay by cheque. Naturally the cheque has to be verified by a banker's card etc, after being written out in full—very few customers ever seem to think of writing out the cheque beforehand and leaving just the amount to be inserted.

This usually causes a certain amount of resentment from the others in the queue who are in a hurry to leave particularly country customers who have to catch a bus and who may have left their heavy shopping until the last in order to avoid carrying it around.

Might I suggest therefore that in the company's larger stores, such as at Folkestone where there are 24 checking out points, one could be reserved for people who wish to pay by cheque. This same point could also be used (if vacant) by customers who have purchased (say) six or less items.

To have to wait in a long queue in order to pay for perhaps two or three items can be equally frustrating.

Jack Cornwall, branch administration manager, replies:

Whilst I sympathize with the sentiments expressed by both writers, we have not yet found any practical solution to these problems, which have been with us ever since we started self-service trading. The remedy is indeed in the hands of the individual manager in ensuring that checkouts are adequately staffed at all times to avoid long queues developing in the first place.

The designation of any checkouts for special treatment only creates further difficulties, as we found when experimenting with 'express checkouts'. The result is that we appear to be favouring some customers at the expense of others.

The suggestion to have a 'self charging service' would be the ultimate in self service, and, if security could be maintained, would certainly be tried out. Unfortunately, there is no obvious solution to the security problem.

Who's right?

From: R Martin, Stevenage branch (Via dial-a-letter)

With reference to Mr McGinn's reply in the June issue of the JS Journal, he said it is illegal to sell commodities after the sell-by date has expired.

A letter in the Daily Mirror said it is legal to sell. Which is correct?

Colin McGinn, chief chemist, Blackfriars replies:

There is no legal requirement at the present time to print a 'sell by' date or customer instructions on perishables. However if JS sold a product which was not satisfactory after the 'sell by' date, the date could be added evidence against us. Incidentally, the same applies if the product was found to be unsatisfactory within the 'sell by' date.

Therefore we are committing ourselves

by printing a 'sell by' code. Perhaps I was over simplifying in my previous remarks which were printed in the June issue, but I was trying to emphasise the problems there could be in substituting a 'use by' date, on a product which was outside its 'sell by' date.

Cooling trade winds!

From: D E Baker, manager, Basildon Reading in the last issue of the various ways people at JS kept their cool during the hot weather; the only solution I could come up with at my branch was to think about busy late night trading and break out into a cold sweat!

'We did our best'

From: Mrs Pat Targett, payroll/records section leader, Woking area office

The June issue of the JS Journal carried an article entitled 'moves to give our pay the personal touch'. As the section leader in Woking area office dealing with pay/personnel I cannot let the article pass without a few words about the old system.

With all its faults the old system was worked by a group of girls who did their best to give what is now being aimed at—a personal touch. I can safely say that no enquirer was ever given the brush off. All queries were dealt with as speedily and efficiently as possible and I would like to take this opportunity of publicly thanking my staff, for their help and co-operation.

Whether or not the new system will be an improvement only time will tell. If it is not, it will not be simply a matter of reversion, for alas the new system means redundancy for several of us.

I should also like to point out that the 12 months' changeover period mentioned in the article must have got pruned somewhere along the line—we had seven months' notice.

If the old system must die let its epitaph be 'We did our best'.

J D Perry, personnel manager, retail, replies:

There was widespread frustration and awareness of the faults and weaknesses in the 'old system'. There is no doubt that you, and for that matter, girls in a similar position in other area offices 'did their best' as an intermediate link in the chain

continued >

More of your letters

of events. Through no fault of your own, you were often unable to produce a satisfactory answer when things went wrong, much less to institute steps for the prevention of similar errors in the future. Of even greater importance, pay queries could not be dealt with on a face to face basis between the recipient and the person duction of the wage packet. In these circumstances the telephone is very much a second best.

I would however, like to join in thanking not only your staff, but the staff in other area offices, for all your excellent effort under sometimes trying and difficult

conditions.

We have confidence that the new system will prove successful and will simplify responsibilities and relationships.

The target for full completion of the operation is 12 months, in so far as computer systems have to be extended to cover holiday pay, sick pay and terminal pay for leavers.

Having decided that these changes were essential in the long term, I hope that you and your colleagues will agree that it has been far better for us to approach it in an open and honest way and to give you all maximum notice of our intentions.

Thanet appeal

From: Mrs K Ramsden, manager's widow, Cliftonville, Thanet

Mine is an 'appeal' for a JS shop in Cliftonville.

I read with interest about the opening of new shops but not one in Thanet.

There is empty property in Marchdown Road; just a small branch would please so many retired people here.

SW Marsh, assistant estate manager, replies:

We are keen to have a new store in the Thanet area, and have been searching for a suitable site for some time. As yet we have not been able to find a site of the size we want and which would provide all the shopping facilities, including car parking, which we like to provide for our customers. We are continuing our search and we very much hope that soon we may be able to offer our customers here a new store; we promise Mrs Ramsden that her letter will encourage us to redouble our efforts.

Sits. vac. for all

From: S K Hull, Broad Marsh branch

With reference to an item in the company's stated 'personnel procedures policy', could someone please tell me why all internal vacancies are never posted on branch staff noticeboards; only those at depots, areas offices, and central departments. I feel that everybody who works for a large diverse company should have the chance to

apply for any vacancies—providing they have the necessary qualifications.

Derek Williams, personnel manager, Blackfriars, replies:

I agree, in principle, with the writer that everybody should have a chance to apply for any company vacancy—subject to the necessary experience and qualifications. However, experience has shown that it is unlikely that someone working say in Rugby, Bristol, Sheffield or Southampton would be interested in a secretarial or clerical vacancy in Blackfriars. In view of this, the cost of circulating another 200 copies of the vacancy bulletin every week is not justified.

There is certainly nothing preventing anyone who works in a branch having a word with the branch personnel officer if he or she is interested in changing careers. This in fact does happen, and people do transfer from branches to head office and vice versa.

The vast majority of staff work in a location however, for a variety of reasons, not least being the domestic convenience of working much nearer home than most people in the central departments do.

Not so swinging sixties

From: M Tullett, ex Dorking branch Reading the JS Journal of April I should like to back up Mrs Till, ex South Harrow branch, about being born too

I think you will agree she has a good point of being sacked, and not retired, as I for one think the same.

I don't agree with the reply of R A Clark from personnel, stating that where practicable the firm will enter into mutual agreement for a person to carry on.

I tried many times at different levels and each time I was told that on no condition were firms to keep employees on after retiring age 65 men and 60 women.

I think that the reply is very misleading to staff.

Customer thanks store for making world a better place

From: Mrs C Senis, Harrow, Middlesex I would like to thank all the staff at Sainsbury's at Wealdstone, for the many happy hours I have spent shopping in their store

It has been a pleasure to visit your store and in the many years that I have been coming to you two or three times a week, never once have I had a frown, or anything, but the most delightful treatment from everyone there.

It gives me great pleasure to write and tell you how much I appreciate your splendid team work and your very consistent good treatment of me over the years; even when the store was crowded, still the smiling, helpful attitude was there.

It could not have been easy for you to maintain such a high standard always, but you did.

Thank you all for making the world a better place.

This written ovation was sent to the manager at Wealdstone, but it was BPO Mrs Doreen Collins who quite rightly decided that such a light should not be hidden under a bushel— and sent it to the Journal. Editor

Real cool man

From: Miss Chris Romaine-Evans, purchasing, Clapham (Via dial-a-letter)
May I congratulate Brian Peirce on his brave effort to eliminate some of the old

brave effort to eliminate some of the old fashioned ideas about summer clothes (JS Journal, July 1976). It amazes me to see men walking about in temperatures around the 90s with heavy jackets and ties on. Other hot countries have adopted smart outfits of khaki jackets and shorts that are obviously very acceptable and much more sensible. Let's hope more men will follow suit.

Fit for work

Last month we published a letter from Mrs Chan, SRN at Basingstoke depot, who said she did not think enough emphasis was being given to the health side of the new Health and Safety at Work Act.

Mike Faulkner, who as JS's personnel research and planning officer is closely involved with our mental and physical wellbeing at work, now replies:

The Health and Safety at Work Act deals with the whole field of promoting the health of employees, protecting them from accidents and promoting their welfare generally.

The article in the JS Journal did place an emphasis on safety because this is an area in which each employee of the company can make an immediate impact to stop accidents happening.

Accidents are nearly always preventable whereas ill health is not. The purpose of the article was to help to make management and staff aware of their responsibilities to ensure that the work place is as safe as possible.

Having said that, we would totally accept the need to promote the health of the employees. Indeed, the company has in the past done much to achieve this. JS has introduced routine medical examinations, cervical-smear campaigns, medical examinations for people doing a lot of driving on company business, mass radiography, experimental chiropody services and even experimental dental services. The company also operates an extensive medical advisory service.

I don't think that we will ever reach the

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day where we are content to say that we do enough to promote the health and welfare of our employees. We do a lot and we keep it under continuous review.

Within JS we lose approximately 10 working days for illness, to every one lost

through accidents.

Not a lone operator

From: SW Carrier, manager branch security

May I take this opportunity to put the record straight as far as the security operators who began the team of store detectives with the company are concerned. (See July issue page 21.)

Mrs W Isaac, who is still serving in the Bromley area was in fact the first security operator, transferring from 9-11 Croydon to branch security in August, 1956. She was joined two weeks later by Mrs B Chadburn who is still operating as a supermarket security officer with the central department and due to retire in August of this year.

JS's team of store detectives was enlarged as supermarkets increased and by 1962 some 12 female staff were engaged on

these duties.

Miss G Thomas mentioned in the July JS Journal joined branch security in 1963 and the department has increased yearly until at present there are nearly 80 operators assisting branch management to keep down shoplifting as much as possible.

Many thanks for giving us the chance to put the record straight, Mr Carrier. For our part we published the story in good faith based on the information that we were

We had no idea there were so many longserving operators at JS, which just shows how good they are at their jobs as the company's undercover girls! Editor.

JS farm manager gets top honour

A TOP JUDGING HONOUR has been bestowed on Rory Edward, manager of JS's pedigree herd of Aberdeen-Angus cattle, at Kinermony, Scotland.

Mr Edward has been invited to be the judge at next year's Perth spring show and sale, which is held every year at Perth.

'It really is a very great honour for me to be asked' he says. 'The Perth show is probably the most important event of the year for Aberdeen-Angus breeders the world over.'

This is the first time a farm manager has been asked to judge the show. Normally the honour goes to a top breeder and for the past 12 years it has gone to someone from abroad.

Mr Edward will have to cast his expert eye over some 500 head of prime Aberdeen-Angus cattle. And he will have to select the best six from about 20 classes and finally a supreme champion. 'I shall be looking at them with an ideal

'I shall be looking at them with an ideal in mind' he says 'but nothing in this world is perfect so I just hope that I am on the ball and choose the best.'

Streatham fund goes to the dogs

TERRY DAY against Alan Bennett at darts—Alan wins two games to one. Nothing sensational. Except that Terry is blind.

He's the organiser for the south-east area of the Guide Dog Association, and he was in the staff restaurant at Streatham Offices to receive a £500 cheque presented by May Barkham of the Stamford Group.

The money, collected by the Streatham staff, has gone to pay for and train a yellow Labrador puppy called Shandy. And the money from the sponsored darts match will go to the same cause.

Terry took on Alan, Streatham's darts champion, and it was a tight match. He took his bearings from a chair placed beside the eight-foot line, but he was a little put out by the fact that the Streatham board is mounted an inch too low.

He lost the first game, the second was decided with both players only needing doubles to finish, and he won the third.

'I couldn't have been whitewashed' he joked. 'Both Flash, my guide dog, and I have been injected against distemper.'

But Terry, whose professed ambition is to judge a beauty contest—in braille spoke seriously when he received the cheque. 'It's difficult for people to appreciate how much a dog means to a blind person.

'A white stick is a depressing and frustrating way to get about. It's a tremendous feeling—it's difficult to put into words—that you get when you first go out with a guide dog. And it's a point of social contact, too.

'Whoever gets Shandy, if they get half the pleasure I get from Flash, well you've done a grand job.'



Terry Day gets the measure of the board during his match against Streatham champion Alan Bennett (right).



People pages

Appointments

B Page, formerly deputy manager of Central Croydon, has been appointed manager of Camberley.

S Whyte, formerly deputy manager of Kingswood, has been appointed manager of Bristol.

D Ware, formerly deputy manager of Camberley, has been appointed manager of Exeter.

M Broomfield, formerly of branch

Group architect becomes deputy manager

Mike Dunkley has been appointed deputy manager of the architects' department. He was previously group architect. Mr Dunkley joined JS 16 years ago as an architect. Before that he worked at the BBC, again as an architect.

He assumes immediate responsibility to Roy Linfield, manager of the architects' department, for projects carried out 'in house'. When Ivor Tasker retires early next year as deputy manager, administration, Mr Dunkley will also become responsible for the fire section of the architects' department.



Mike Dunkley

trading, Blackfriars, has been appointed manager of Central Croydon.

C Etheridge, formerly manager of Camberley, has been appointed to branch trading, Blackfriars.

S M Trewhella, formerly manager at Reading, has been appointed manager of Poole.

Č E Turner, formerly manager of Newbury, has been appointed manager of Reading.

C E Knowlden, formerly manager of Richmond, has been appointed manager of Newbury.

L F Moore, formerly manager of Poole, has been appointed manager of Winton.

D A Hayward, formerly manager of Winton, has been appointed manager of Boscombe.

J D Jones, formerly deputy manager of Walton, has been appointed manager of Richmond.

Long Service

Arthur Dolman, provisions manager at Leicester, celebrated 40 years' service in July.

Mr Dolman joined the company at Redhill, but soon moved to Leicester, where he returned after the war. Mr Dolman has also spent several years as an instructor at the training centre.

Tom French, head butcher at Goring Road, Worthing, celebrated 40 years' service with JS in July.

Mr French started his career at 21 Worthing and two years later in 1938 he transferred to Haywards Heath. After his war service he did relief in various branches in the Brighton area, and in 1963 he became head butcher at Goring Road.

Jim Gower, head butcher at Rye Lane, Peckham, celebrated 40 years' service with the company in July.

During the years before his war service Jim worked as a poulterer at Blackfriars. In 1946 he was appointed butcher at Catford.

By 1953 he was head butcher at Sydenham and after seven years he transferred to Forest Hill, and later to Rye Lane.

James King, chargehand motor vehicle technician at Buntingford depot, celebrated 40 years' service in July. Mr King has always worked in motor engineers during his career with the company.

Wilf Marsden, dairy buyer at Blackfriars, celebrated 40 years' service with the company in July.

Les Button, provisions manager at Bury St Edmunds, celebrated 25 years' service in July.

Mr Button joined the company at Willesden Green after completing his national service, and he worked in the North West London area for nine years. He moved to Bury St Edmunds on its opening in 1960.

Ron Elliot, senior skilled tradesman at London Road, Brighton, celebrated 25 years' service with JS in June.

Western Road, Brighton was Mr Elliot's first branch, and he worked at 3 London Road for 15 years. He completed his self-service training and was transferred to Blatchington Road, Hove and then back to London Road when it opened as a self-service store in 1969.

Retirements

'Butch' Butcher, an assistant manager at Crawley, retired on June 26. He had been with the company 41 years.

Mr Butcher did most of his service in the Croydon area. He unfortunately had to retire early owing to ill health.

Sid Hammond, a leading tradesman at Bognor, retired on July 7. Mr Hammond joined JS 41 years ago, in 1935 when London Road, Bognor opened. He returned to the same branch after his war service, and transferred to Queensway, Bognor when it opened in 1968.

Arthur Priest, a driver at Basingstoke depot, retired on April 2. He had been with the company for 40 years.

Mr Priest began as a warehouseman. Returning after his war service as a driver, he transferred in 1964 to Basingstoke depot. Ill health made it necessary for him to retire early.

Ted Stapley retired on June 26, after completing 37 years' service.

Mr Stapley's early career was spent at 147 and 87 Balham. Following war-time service he worked at Stockwell, Balham and Victoria. In 1964 he became manager of Stockwell, then moved to West Wickham, Balham and East Dulwich freezer centre. Up to his retirement because of ill health, he was working part-time at West Wickham.

Connie Bolton, display assistant in fresh meat at Lewisham branch, retired on July 24, after completing 14 years' service—all of which was spent at Lewisham.

Mabel Small, daily domestic at Pinner branch, retired on April 30. She had worked for the company for 13 years.

Bill May, assistant manager at Folkestone, retired on June 12, after working for the company for 27 years.

Mr May commenced as a porter at the old Folkestone service branch. Two

continued ⊳

years later he became a salesman, moving to the new self-service store when it opened in 1970, where he was promoted to produce manager. Mr May retired early due to ill health.

Lil Cave, supply assistant at Edmonton, retired on June 6. Mrs Cave first joined the company at Edmonton service branch in 1966. When the branch closed she moved to Winchmore Hill, and then to Stamford Hill to train for the deli counter. After completing her training she moved to the new Edmonton self-service store.

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

Mrs I Maguire (9 years)

F Harris (8 years)
C E Smart (8 years)
Mrs E Crook (8 years)
Edna Francis (6 years)
P Lanigan (4 years)
Nancy Allen (3 years)
G Stacey (2 years)
Mrs L Clements (2 years).

Obituary

Tom Dickson, senior skilled butcher at Hoddesdon branch, died suddenly on June 6 whilst on holiday in France. Mr Dickson was 42 years of age and had been with the company two years.

School puts depot on the syllabus

WARD FREMAN SCHOOL in Royston, Hertfordshire, is probably unique in that the parents of a large percentage of the pupils work for JS. As the largest employer in the area (with both Buntingford and Hoddesdon depots not too far away), JS has displayed its social and community responsibility by making an annual donation of £500 to the school for environmental studies.

Says headmaster Roger Harcourt: 'In the five years we have been receiving this donation, we have slightly extended the terms of reference. The gift has been used to purchase a marquee, subsidise trips to the Lake District and finance field

This year, for the first time, the four school houses have been participating in sport, drama, music and other extracurricular activities—competing for the Sainsbury trophy. The specially designed trophy has been paid for out of the annual donation.

Another link with JS was established by way of a social studies project. Says teacher Mrs Peggy Palmer: 'Two of my pupils wanted to compare the customer traffic flow between a rural shopping area, such as theirs and that of an urban area.

'With the help of your depot in Buntingford the two students, Andrew Webber and Adrian Kiff, were able to visit Sainsbury's at Northampton where they were able to conduct their survey.'

Most of JS's links with Ward Freman school have been forged through Buntingford depot where visits from school groups are a frequent occurrence. And depot personnel officer Tony Fletcher and training and safety officer Ray Hall are as well known at the school as they are at the depot.

Says Mrs Palmer: 'We are really grateful to the staff at the depot for the time and help they give us. Without them some of our tasks would be made that much more difficult.'



Above: Ray Hall (left) and Tony Fletcher chat to some of the pupils outside the marquee.

Right: Andrew Webber (left) and Adrian Kiff, visited Northampton branch as part of their Shopping project.

Stan secures an MIISec after his name



Stan Warren (in the foreground)

TWENTY-FIVE YEARS in the police force taught Stan Warren plenty about security. And now, after six months' intensive study, he knows even more.

Stan, the depot security adviser at Charlton, has just passed his exams for the membership of the Institution of Industrial Security, and he now has the letter MIISec after his name.

'I did about 30 hours' study a week. I spent a lot of time on it' he says. 'The course covered all aspects of security, including the welfare of the men, safety, and fire.

'I'm directly responsible to the depot manager on all aspects of security at the depot. Obviously it's very useful that I have a grounding and knowledge of fighting fires—but everyone should have

He has been with JS for the two years since he retired as a police sergeant. Now he wants to be involved in security education from the other side. He explains: 'I'd like to lecture for the Institution.'

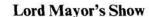


Vic keeps'watch and ward' over the City

IN HIS WORKING LIFE Vic Lonnon is JS's manager of the medical and veterans welfare services. But after hours he assumes a new identity as Superintendent Vic Lonnon of the special constabulary, responsible for all the 'specials' attached to Snow Hill police station in the City of London.

'I've always had a hankering to join the police and follow my father who served with the police for 35 years' says Mr Lonnon 'though circumstances prevented me from joining full-time, the opportunity to serve in a part-time capacity came in 1958 when I was invited to join the special constabulary. After initial training, I was appointed to the mobile division—using my car at night on police business, like patrolling the streets.'

The history of the special constabulary in the City of London—Vic's patch—goes back to the remote ages. As far back as history relates the citizens kept 'watch and ward' (the force's motto) over the city. And, according to an official leaflet about the special constabulary: 'The men of the City specials are men of proven credentials, wearing uniform as evidence of their status, drawn from all walks of life, and all imbued with one object—the care of the city in which they take such pride, and doing all the ordinary jobs which fall to the lot of the professional policeman.'



Says Mr Lonnon: 'The force consists of one mobile and three foot divisions. After my stint on the mobile section I was transferred to Snow Hill police station to be in charge of a section, with the rank of Inspector. Then followed appointments as Chief Inspector and finally, in 1967, Superintendent in charge of the special constabulary at Snow Hill.

'At first I had between 50-60 men under my command. They were from all walks of life, managing directors, bankers, taxi drivers and security officers. At present we are down to 30 men, partly because the up and coming generation is not keen on voluntary service.

'With the introduction of the Sex Discrimination Act we are now accepting applications from women to join us in "walking the streets" says Vic with a chuckle. 'I've just got the first, of what I hope will be many more, applications to join us.'

The City specials' duty nights are on Tuesdays and Thursdays when they walk the beat under the direction of Superintendent Lonnon. The force is also on duty on ceremonial occasions like visits from royalty to the City and the Lord Mayor's Show.

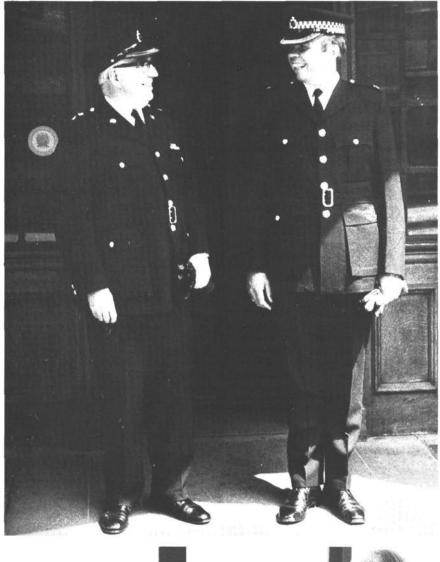
Vic, a Freeman of the City of London, lives in the City from Monday to Friday and travels to his home on the coast at the weekend. His son, Robert, is deputy manager at JS's branch in Haywards Heath.

'I've been with JS for 36 years and I'm within three years of retirement. When I retire from JS I will also retire from the special constabulary and settle on the coast' says Vic.

In the meantime he will continue to direct and lead his men as they 'watch and ward' over the streets of the City.

Above left: Vic 'stands guard' outside Snow Hill police station. With him is Superintendent John Moss of the City of London police.

Left: Out of uniform but in animated conversation with medical administrator Mrs Sylvia Watts.





Angela now sees the other end of the business

AFTER ELEVEN YEARS of working at Basingstoke depot, Angela Jeffries upped and moved to the town's branch as

personnel officer. Why?

'I fancied doing personnel work' she says. 'I spent seven years as a work study clerk at the depot, then I did 15 months as chief clerk in personnel there, and then I became admin officer in productivity services.

'The productivity services job was more organised and personnel work is more varied. I like lots of different things to do. I think I could have made a real career out of the job at the depot, but personnel work—it's me really.

work—it's me, really.

'I saw this job in the current vacancies bulletin, so I applied. I didn't think I stood a chance, because I've got no formal qualifications. Now I hope to take one of the courses run by the Institute of

Personnel Management.

Right thing

'When I left the depot, I felt a bit sorry, but I knew I was doing the right thing.

'I did three weeks' training at Camberley branch with Barbara Herbert there, who is very experienced in personnel work, and I also trained at Reading—I think it's useful to see more than one branch, and the differences between them.

'The retail division is like a whole new

company to me.

'First thing in the morning I wander round the branch, so that anyone who wants to can make an appointment or have a chat, and I also check to make sure that people are wearing badges, and so on. 'There's quite a lot of interviewing to be

'There's quite a lot of interviewing to be done at the moment. There are school children and school leavers, and we are advertising for a store serviceman, too. Even if there isn't a job available, we see everyone.

'If anyone is starting work I do their induction. There are all the routine things,



like an overall, a badge, a locker key and a tour of the branch, and then we show them some slide presentations to explain the workings of the whole company. That can take a couple of hours.

'My office door is always open, and people can come in with their problems. There are work problems—problems with taxes, and pay and hours—and personal problems. There haven't been any serious personal problems yet, but if there were, I hope I could at least advise, at least put someone in the right channels.

'Every fortnight, we have a visit from the chiropodist and from the doctor. The doctor comes just to give medicals to new employees and perhaps to do follow-up examinations if someone has been off sick for a long time. 'There are plenty of other things, too. I'm responsible for training for staff up to management trainees. And there are also school career conventions, where I go along and present Sainsbury's as a career for school-leavers.

'There are 170 staff here, and I'm kept very busy, even though it's not a big branch. I've no thoughts about the future yet. I'm still finding my feet. I'll wait until I'm competent at this job first—confident and competent.

'I work very closely with Mr Lake, the manager. He's very much in touch with everything that's going on. I think that a personnel officer who really understands a branch can be invaluable to a manager.

'I can definitely make this a very satisfying job.'

We also heard...ooh-la-woof!

LA BELLE FRANCE is such a close neighbour to JS's Folkestone branch that the company's French week at the end of June was much like any other. The French customers at the store often outnumber the home-grown variety, and they think nothing of buying a whole case of JS Normandy butter at a time to take back home—that's twenty pounds weight of the stuff!

Normandy butter sounds a bit like coals to Newcastle but as manager at Folkestone, Michael Evans explains: 'The difference in price between here and across the channel seems to make the trip worthwhile. They go mainly for butter

and English meat.'

So JS's French week was business as usual for Folkestone. The fact that during the week Mr Evans bought his family a pedigree French poodle, known to his children as Lulu, is 'pure coincidence'.

A GUILTY CONSCIENCE made a one-time shop-lifter send back the JS gift vouchers she had been given, after she had complained about a product she had bought at a Sainsbury store.

In the letter that accompanied the vouchers, the writer explained how as a schoolgirl she had been caught shop-lifting, but the manager 'in mercy' had let

her off. However, she had told him a lie in saying that she had never taken things before.

Because of that lie she now found she could not spend the vouchers with a clear conscience. So as part of a 'tidying up of her past life' she hoped the company would take them back.

PORRIDGE WAS getting hot and sticky for the inmates of Oxford jail during the heatwave. So the local branch were shaken to get an order for 90 half-gallons of JS orange squash for the men in stir.

The squash comes in plastic containers, so it's safe for the prisoners.

Competition results: a tights finish



Their heads and legs connected at last, here are the Charlton team—(back from left) Bill Sargent, Pat Meegan, Alan Hale, Colin Tall (front) Joann Weedon, Phoebe Smith, Josie Smith and Pauline Halls.

THE WINNERS! The competition in our special Win-a-year's-supply-of-tights contest last month was fierce.

Matching the legs to the faces was trickier than it looked and no-one got it right. But two people managed to get six right out of eight, so they are our winners.

The names of the magnificent two
—Sheila Toseland, of Kettering
branch, and Jaswinder Sekon, of
purchases accounts at Streatham.

And the right answer, which eluded everybody, is Joann—H; Phoebe—F; Josie—E; Pat—C; Bill—A; Colin—D; Pauline—B; Alan—G.

The statisticians in JS's textile department have worked out that the average woman buys 35 pairs of tights in a year, so that's the prize on its way to Sheila and Jaswinder.

The runners-up, with five correct answers, were Cynthia Cross, of Taunton branch, and Derek Myson, of Buntingford depot. They win ten pairs of tights each.

We had a tie-breaker, where you had to guess the length of thread in a pair of tights. We didn't bother to use the tie-breaker—since there were only two winners, we gave them both first prize.

But we did give a prize for the most accurate guess, so five pairs of tights go to Margaret Davies, of Buntingford depot.

Her guess was exactly right—4½ miles (Someone else had put that on an entry, but since he was in textile buying we thought he might just have an unfair advantage.) We had guesses in all kinds of units (including ounces) so we'll save you the bother of working out that 4½ miles is 7920 yards, 23,760 feet, or 7242 metres.

And finally, with reckless generosity, everybody gets a prize. Yes, anyone who entered the competition gets a pair of tights (or socks, if socks appeal turns you on).

Congratulations to the winners, and our thanks to everyone who entered and to the Charlton team for the use of their knees.

Next stop Moscow! (from front page)

WITH THE 1976 OLYMPICS just finished, here's our tip for the next.

On July 7 David Moles, 17, a student at Bexleyheath branch, slashed three seconds off his personal best to come home first in the 400 metres hurdles in the European Catholic Schools Championships in Bruges, Belgium.

His time was 57.9 seconds, which

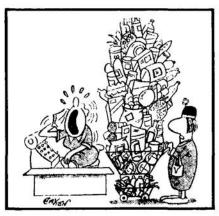
His time was 57.9 seconds, which would have won him an Olympic medal earlier in the century.

'It was the most important race of my life' says David 'and it was my most perfect. It all came right. I didn't hit any hurdles, but I could hear everyone else hitting them, and I knew I could win it.

'I was in the fifth lane out of six and on paper I was the slowest man in the race, but I hit a good even pace and managed to keep it all the way

keep it all the way.
'I'll have to improve my strength and my technique—I can definitely improve my starts. I train twice a week, and now I want to get my time down to 54 or 55 seconds and get into the English Schools Championship next year!

His ambitions may only extend a year into the future, but we suggest you remember the name David Moles at Moscow in 1980.



The Sun

How to knock up a few roses

A GLIMPSE into the world of half a century ago was afforded by JS veteran William Bridgeman when he showed head office staff how they made the famous margarine roses that adorned shop windows in the twenties.

Mr Bridgeman demonstrated to an appreciative audience in the staff restaurant in Stamford House on July 6 one of the old tradesman's skills that has now almost disappeared.

But there was a problem—you can't make margarine roses these days. All those adverts about how spreadable the stuff is are true—it's softer than it was. Butter, too, is too soft. So Mr Bridgeman used plasticine to show how it was done.

Although a novice at the craft—he only made three window displays in his time at JS—he deftly made eight splendid roses, which he arranged on some real rose stalks in a basket to form a very attractive display.

display.

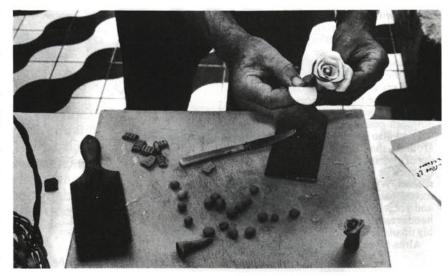
Mr Bridgeman, who joined JS in 1921, first made the roses the following year at Temple Fortune branch for a Golders Green traders' competition. In those days (when margarine was 1/8d, or 8½p, a pound, incidentally) the roses were impaled on wooden game skewers, stuck into blocks of lard and displayed in egg baskets (often with foliage stolen from nearby gardens!).

nearby gardens!).

He lived in at the branch, so he got up early on Sunday mornings to make the displays, which usually lasted for about a week.

The margarine was knocked up on a slate, which was dampened, and salted to keep it damp. Since the displays were only made in the winter, one of the occupational hazards of the knocker-up was chilblains, not only on his hands, but also on his feet, onto which cold water steadily dripped.









William Bridgeman (far left) knocks up his roses, watched by a captivated audience (left). Top: He made the roses around a tapering centre, which can be seen at the bottom of the board. He made the petals, which were roughly semicircular, from progressively larger pieces of plasticine, knocking them up with a ribbed beater and a flat slicer, and then attached them to the rose. Above: He carefully curled and shaped each petal to give the authentic look. And with the help of some real rose stalks and leaves, the effect is incredibly lifelike (right).



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