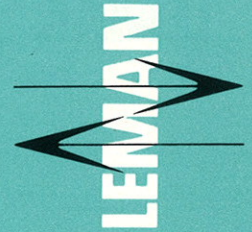


news

No. 3

September 1976



In our first issue of LEMAN-CCSL News we introduced you to our various operations around the world, now may we take this opportunity to introduce you to our UK office in Bradford and all the people who work there.

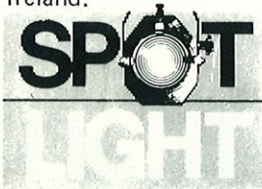
Overleaf we show the main divisions of our UK Organisation, with the people responsible, and in the future issues of LEMAN-CCSL News we will break down each department in order that you will be familiar with the person directly concerned with each operation.

IR 528 – DENMARK TO DUBLIN

As from 16th August, 1976, LEMAN have changed their agent on the above groupage service. It is now Irish International Forwarders Limited, J.F. Kennedy Park, Killeen Road, Dublin 12. Our contact is still Mr. Frank Tumson, who has recently joined this company.

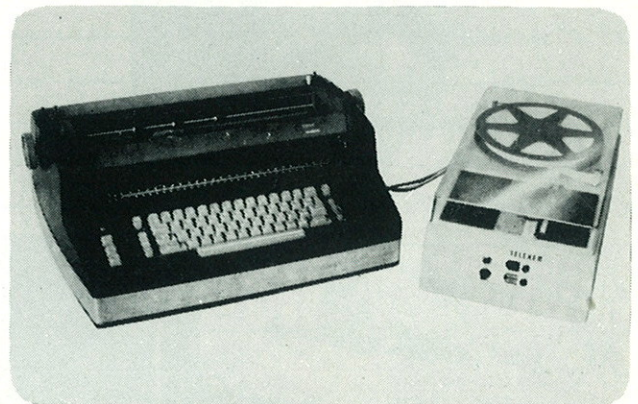
From the same date, a groupage service FROM Ireland to Denmark and Scandinavian countries will be operating with weekly departures.

Hardy Kirk will follow up on the first meeting with I.I.F in September, also up-dating our agent relationship in Northern Ireland.



Congratulations

— to Lennart Holbøll —
Managing Director of LEMAN and Director of C.C.S.L. Limited on his 25th Anniversary with LEMAN, which was celebrated on the 15th August, 1976.



Progress on the Telex scene

There are various new products coming onto the market which will facilitate the preparation of Telex tapes. Basically all these models comprise an electric typewriter which is linked to a paper punch, thus enabling any typist in the main office to prepare tapes. The typewriters, more than one can be linked to one punch, can be situated anywhere up to 300 metres away from the actual punch and messages are typed out in exactly the same manner as ordinary office data, the machine being programmed to eliminate the use of keys not available on Telex. In the meantime the Telex is free to receive important incoming messages and operators are relieved of the frustration of having to wait for the Telex to clear.

C.C.S.L. will, within the next few months, be installing this new equipment at Bradford, thus speeding up the dispatch of manifest, quotations, messages, etc. and so giving a much faster and efficient service to our clients.

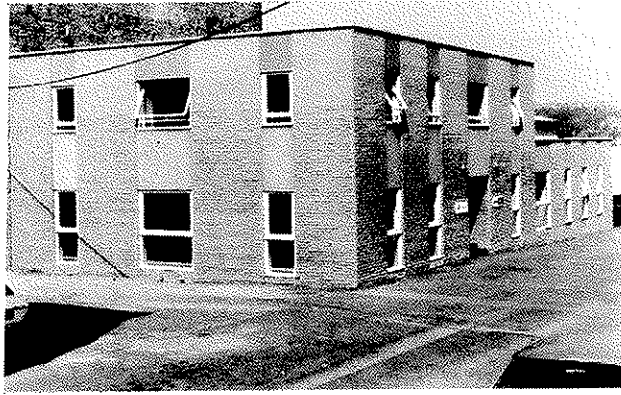
Internal re-organisation

Len Shepherd's departure from the Export Department has led to a reconstruction of our internal systems, with the aim of further improving our client communication. Ian Gillings has taken over the client contacts on wool and yarn shippers and Swedish exporters. At the same time our export, import and operation units have been amalgamated into one unit, giving better internal liaison and a better service externally.



We also extend a welcome to Sheila Lloyd, our new afternoon switchboard operator, who joined the company on August 16th, and to Jackie Nilman, who joined us in "documentation" on September 13th.

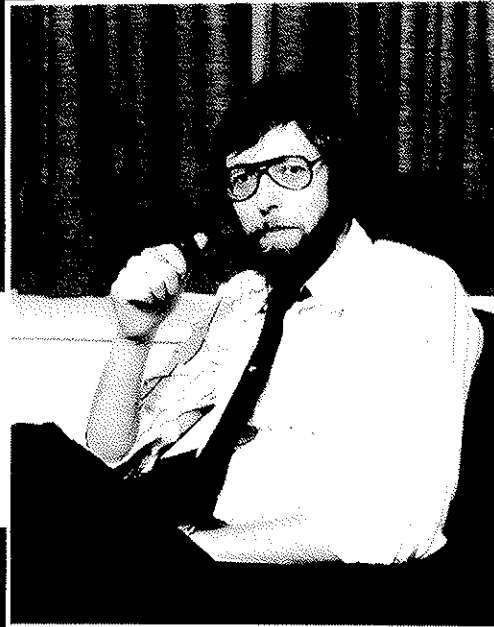
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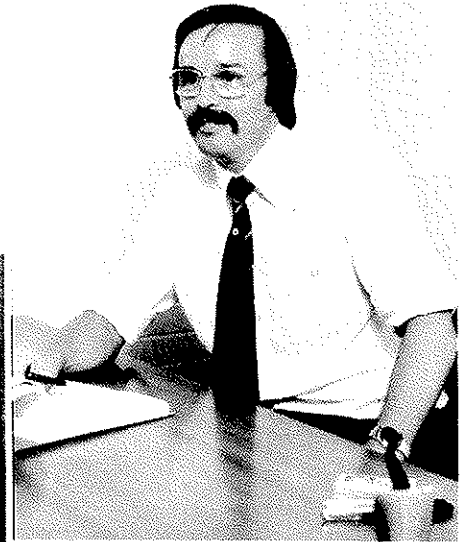
Bradford



Marketing,
administration,
insurance
Mike Schoon
General Manager



Co-ordinator
Ole Esbensen
Managing Director



Economy,
accounts

Nick T. Batty
Accountant



Commercial Manager
Brian Mann
Export, sale



Operations manager
Niels H. Skov
Import,
Trailer operations



An extract from LEMAN's route plan showing movement in UK.

Export Services

From	Route	To	Departure	Transit time	Agent
Ipswich	UK 501	Esbjerg	Fri	2-3	Ths. Meadows & Co. Ltd.
		Copenhagen	Fri	3	
London	UK 502	Esbjerg	Thurs	2-3	Ths. Meadows & Co. Ltd.
		Copenhagen	Thurs	3	
Northhampton	UK 503	Esbjerg	Thurs	2-3	Ths. Meadows & Co. Ltd.
		Copenhagen	Thurs	3	
Birmingham	UK 505	Esbjerg	Fri	2-3	Ths. Meadows & Co. Ltd.
		Copenhagen	Fri	3	
Bradford	UK 506	Esbjerg	Tues, Fri	2-3	Ths. Meadows & Co. Ltd.
		Copenhagen	Tues, Fri	3	
Manchester	UK 507	Esbjerg	Fri	2-3	Ths. Meadows & Co. Ltd.
		Copenhagen	Fri	3	
Nottingham	UK 508	Esbjerg	Tues, Fri	2-3	Ths. Meadows & Co. Ltd.
		Copenhagen	Tues, Fri	3	
Glasgow/ Edinburgh	UK 509	Esbjerg	Tues, Fri	3-4	Ths. Meadows & Co. Ltd.
		Copenhagen	Tues, Fri	3-4	
All UK	UK 519	Herning	Fri	3	Special door to door Carpet Service
Belfast	UK 541	Esbjerg	Fri	6-8	McConnell Shipping Ltd.
		Copenhagen	Fri	6-8	

Import Service

To	Route	From	Departure	Transit time	Agent
Leeds	UK 521	Esbjerg	Tues, Fri	2-3	Bruda International Ltd.
		Copenhagen	Mon, Thurs	3-4	
London	UK 522	Esbjerg	Tues, Fri	2-3	Ths. Meadows & Co. Ltd.
		Copenhagen	Mon, Thurs	3-4	
Glasgow	UK 523	Esbjerg	Fri	2-3	Ths. Meadows & Co. Ltd.
		Copenhagen	Thurs	3-4	
Belfast	UK 527	Esbjerg	Fri	4	McConnell Shipping Ltd.
		Copenhagen	Thurs	5	
Dublin	IR 528	Esbjerg	Tues	5	Irish International Forwarders Ltd.
		Copenhagen	Tues	6	
All UK	UK 549	Herning	Daily	4-5	Special door to door Carpet Service

- it is easier with



Stress and management

An article in the Harvard Business Review (July-August 1974) on combating stress, which is especially prevalent in the business community, advocates that management should set aside some time during the working day, perhaps instead of the usual coffee break, for employees to practice some form of 'relaxation response'. It is now a well known fact that the incidence of cardiovascular disease and high blood pressure has increased considerably during the last few decades. Their advice to relax in a comfortable position with eyes closed in a quiet environment repeating a single syllable word and breathing deeply for 20 minutes in undoubtedly very sound, but has anyone ever visualised the increase in blood pressure of the person on the end of the telephone when told "I'm sorry but Mr. X is unable to speak to you at the moment as he is practicing his 'relaxation response' or the irate driver having to wait 20 minutes until the owner of the obstructing vehicle/storeman has relieved his tension of the day? Does one combat the other??

Seriously though, well placed and well timed, this 'relaxation response' will indeed help to improve both temper and health in our everyday lives.

As a contrast we illustrate below an extract from an Australian publication on Management Tips which shows what really happens.



DOES AN EXECUTIVE WORK TOO HARD?

Everyone knows an executive has nothing to do, except decide what is to be done, tell someone to do it, listen to reasons why it should not be done and why it should be done by someone else.

Along with followup, conferences, planning, teaching, the manager must spend 2 days finding out why it took someone 3 weeks to do something wrong. If this is your case, you are working too hard.

Your answer is that you must possess the ability to get things done through other people, to manage and motivate them. You must be willing to innovate, to make changes, to be progressive.

An effective executive, as a rule, will not start out by analyzing this task or by developing a plan, but he will start with his time. He will begin by finding out exactly where his time goes. Then, he attempts to manage his time and to cut back on unproductive demands.

Finally, he consolidates his discretionary time into the largest possible continuing units. The 3 steps to do this are: Recording time, managing time, and consolidating time.

Major Time Expenditures

Payoff Time:

Required to perform daily operations which produce immediate company benefits:

Executives = 5%. 1st Line Supervisor = 60%.

Investment Time:

Planning activities which will result in long range company benefits:

Executive = 50%. 1st Line Supervisor = 20%.

Organizational Time:

Time spent primarily on training people and the establishment of policy:

Executive = 50%. 1st Line Supervisor = 10%.

Waste Time or Non-productive Time:

Don't be like Jerome K. Jerome who said, "I like work; it fascinates me. I can sit and look at it for hours."

Executive = 5%. 1st Line Supervisor = 10%.

Office terms defined:

EXPEDITE: Compound confusion with commotion.

UNDER CONSIDERATION: Never heard of it.

ACTIVE CONSIDERATION: Looking in the files for it.

COORDINATOR: Staff member who talks and listens well but has no authority to act.

MODIFICATION OF POLICY: Complete reversal, which nobody admits.

The Manchester Marine Insurance Association and the Manchester Chamber of Commerce and Industry will be holding a Forum at Old Trafford in November regarding insurance. The subjects will be "Terms of sale, are we speaking the same language?" "Long distance overland routes in practice. Is there a future?" and "Claims, who and how many are liable?" Mike Schoon, our General Manager, will be attending, as the person directly concerned with all insurance claims at C.C.S.L. The programme, as set out, promises an illuminating and instructive day.

Sport page.....

DARTS MATCH: A nearby pub was invaded recently by members of C.C.S.L. for a 'Male versus 'Female' Darts Match. After a hilarious lunchtime, during which one of the regulars was rushed to the nearest hospital with injuries sustained by out-of-control arrows, we regret to say the 'Males' won. A shield was duly presented in the afternoon, with a promise that the 'Female's will be given an opportunity to win it back at a later date.

CRICKET MATCH

Having challenged Henry Long Transport Company's 'eleven' to play our 'eleven', despite the fact that our Danish employees had never held a bat before, a game was arranged for the evening of Wednesday August 25th. After much preparation and practice a very enjoyable evening was had by all participants, with the exception perhaps of Grattan Warehouses who kindly loaned us their ground. A beautiful hook from one of the Henry Long players neatly scored a bull's eye in one of their windows!

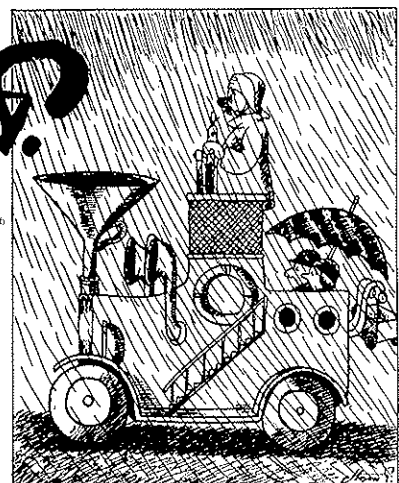
With each player bowling two overs each it was soon apparent that C.C.S.L.'s remarkable ability to bowl 'wides' would put them in a losing position — and it did. Having scored 118 runs in twenty overs, Henry Long's team went in to make this score with four wickets in hand, aided by the lack of light at the close of the match. Unfortunately the trophy which was to be presented was still in the process of being painted and so another function is to be arranged to enable its presentation to the Henry Long Team.

Many thanks to all players, tea-ladies, Grattan Warehouses and the landlord of the 'Horse and Groom' for making this event possible and so extremely pleasurable.

May we, through this newspaper, request that if any firm wishes to challenge our company to any matches concerned with sport, we will do our best to get up a team and accept, squash and badminton being our strong points. One office wit did suggest that we challenge LEMAN Denmark, to a badminton match, the losers paying the travelling costs, but this has still to be broached with the M.D.

Storm?

SCANORAMA, FEBRUARY-MARCH 1976



The watermobile—an extremely practical machine that is powered exclusively by rainwater. The harder it rains, the quicker you get wet. In dry weather you park the car and walk—we all have to walk occasionally.