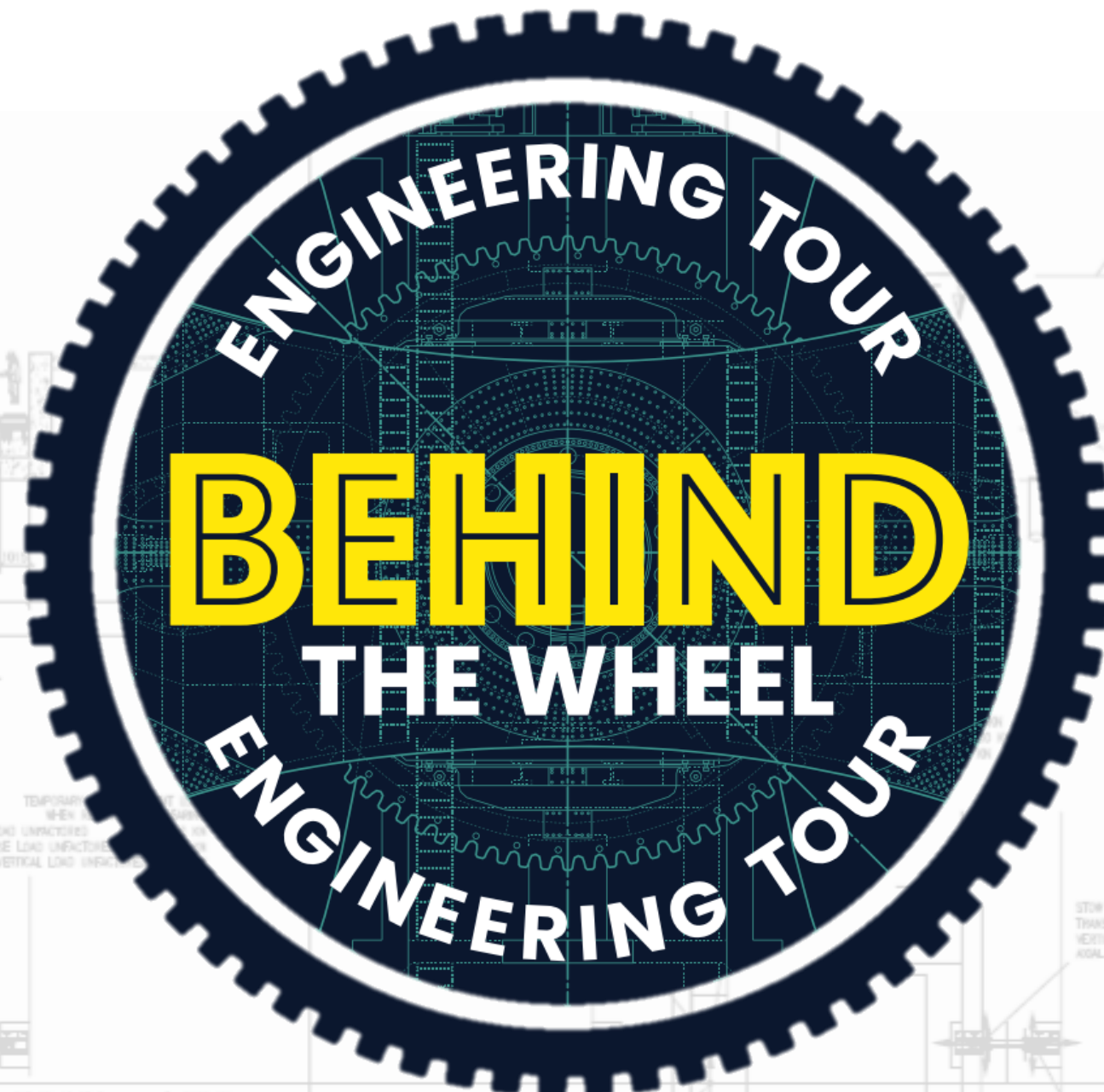


GOING BEHIND THE WHEEL: CRAFTING & TRAINING A TOURING EXPERIENCE



Scottish
Canals



REDEFINING
COMPLETE
VISITOR
WORKS
EXPERIENCES

Rev	Original Issue	CHK	Date	Checked	Appr'd
01		JMC	11.20		
Approved for all of Issue					

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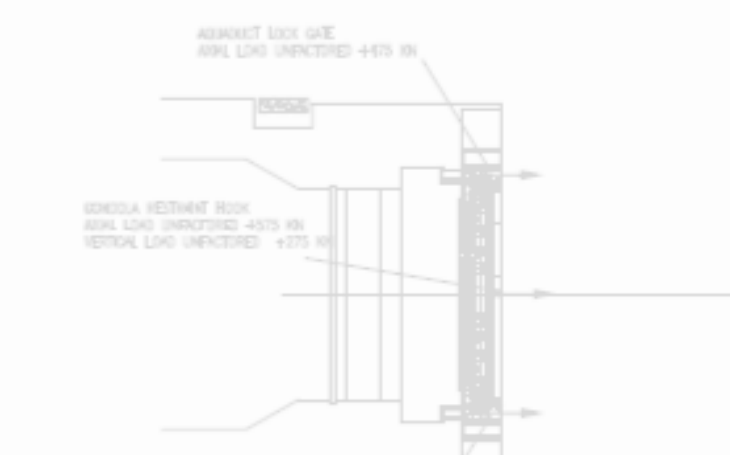
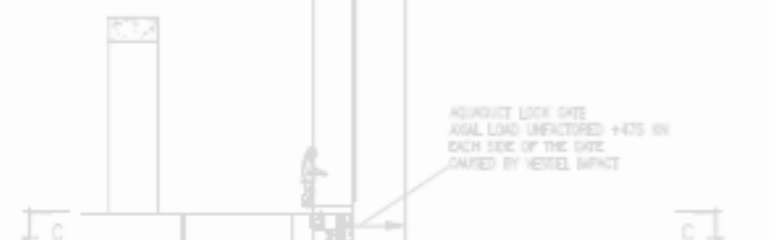
WHAT WE HAD



I am Ross Speirs, the Head of Engineering and Infrastructure at Scottish Canals.



WHAT WE HAD



Butterley ENGINEERING

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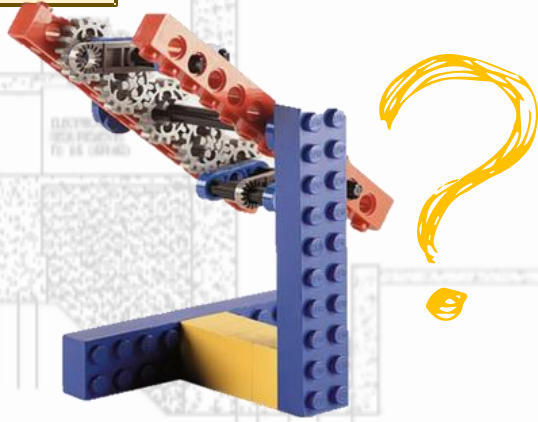
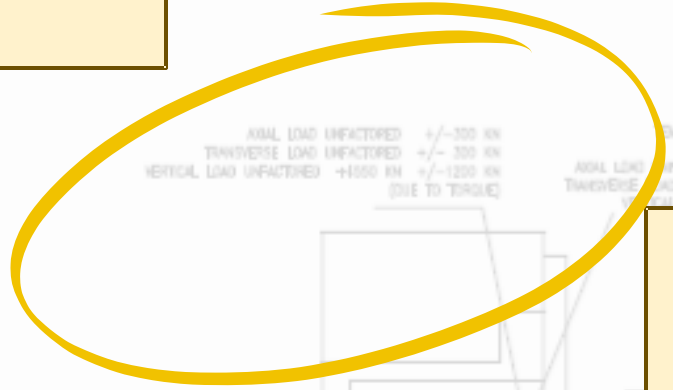


**How do you get a
boat up a hill?**

INTRO
Welcome, Hot Drink +
Snack, housekeeping
10 min

PRESENTATION
Powerpoint,
background, photos,
details
20 min

PPE
½ Don PPE, safety
Then swap
7 min

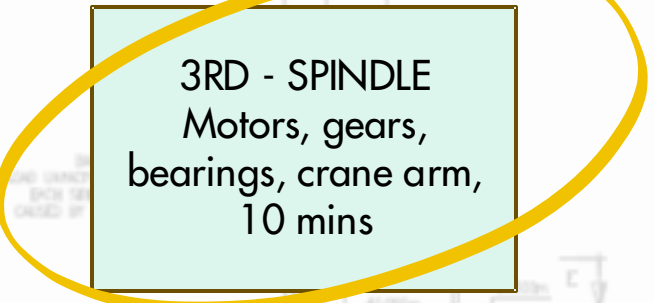


DRYWELL
Behind barrier,
hydraulics in gates,
sensors

10min

5TH
Aqueduct hydraulics,
safety near water, PPE,
door views
10 mins

4TH
Welfare stop, view
3 mins



3RD - SPINDLE
Motors, gears,
bearings, crane arm,
10 mins

2ND
Control panel, cog
orientation, values,
door view
10 min

1ST
Generator, hatch door
5 min

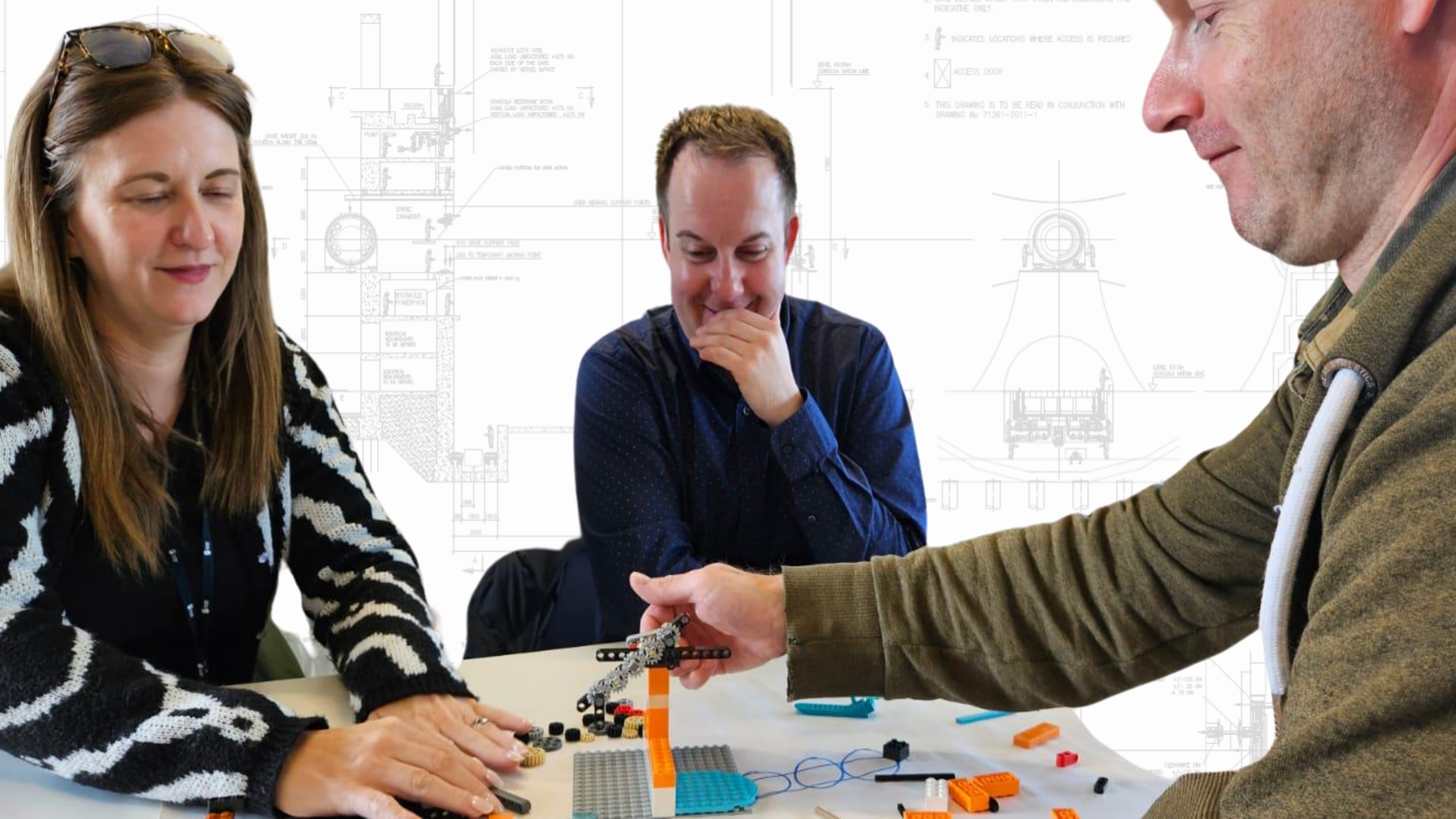
GROUND
Main electrics, safety on
assent
5min

CONCLUSION
Hot drink, snack, PPE
Return, gift bag, Qs,
thanks
15 mins

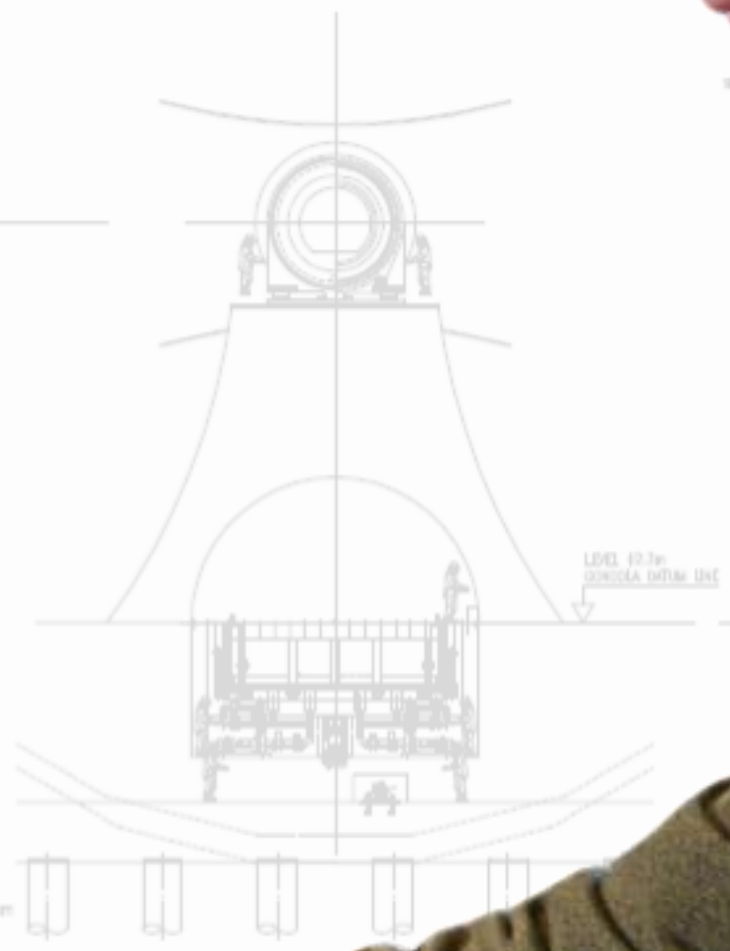


A	Original Issue	JMC	13.10
B3	CD No.	By	Date
Approved for all of tasks			

ARUP **BENTLEY** **YGP** **Bennett** **Butterley ENGINEERING**



1. INDICATES LOCATIONS WHERE ACCESS IS REQUIRED
2. INDICATES LOCATIONS WHERE ACCESS IS REQUIRED
3. INDICATES LOCATIONS WHERE ACCESS IS REQUIRED
4. ACCESS DOOR
5. THIS DRAWING IS TO BE READ IN CONJUNCTION WITH DRAWING No 71.361-2011-1



1/120 kN
1/20 kN
4/25 kN

CEOWICZ PW
1/120 kN

1: But it needed to connect with the F&C canal, so they built a flight of 11 locks in Falkirk. Thomas Telford, Scotland's premier engineer of the 18-19th Centuries, said it was "the most perfect inland navigation between Edinburgh and Glasgow".

Cue – Scot Canals slide (our assets etc).

1: Initially, canals were privately commissioned and owned by individual corporate bodies. Some were bought over by, or leased to, the same private companies that operated the first railways. By mid-19th century, canals could no longer compete with the railway network and many companies ceased to operate. Neglect and damage during WWII may have spelled the end of our canal network. But, in 1947 canals and railways were all nationalised under the British Transport Commission. And in 2012, British Waterways split into Canal and Rivers Trust (England and Wales) and Scottish Canals (Scotland). But something important happened in the middle – The Millennium Link Project.

Cue – ML slide

2: We needed to revitalise the canals, reconnect them and we had funding to do something, but we had a huge gap to bridge, with the original 11 locks now defunct we once again had to work out the best way to get a boat up a hill...

The Millennium Link was an ambitious £84.5m project with the objective of restoring navigability across Scotland on the historic Forth & Clyde Canal and Union Canal, providing a corridor of regenerative activity through central Scotland. Not just functional to connect the canals but beautiful and artistic – creating a destination hub to appreciate all things canals in Scotland for generations to come.

Cue – updates this winter

1: And we didn't stop there. We've been operational since 2002 and this winter it was time for some upgrades.

2: Hey! Tech from 2002 was robust – I've still got my Nokia 3310!

1: True, but we can agree it has also progressed. So, over 17 weeks we have installed state of the art sensors, increased resilience, improved diagnostics and increased our power efficiency. This means we are more reliably able to find and resolve faults, can increase the overall efficiency of the entire site and be more sustainable for the future.

2: So, do the sensors still go off if a leech slithers inside?



MAKING IT A TWO-HANDER

Guide 1: 'Expert' Character

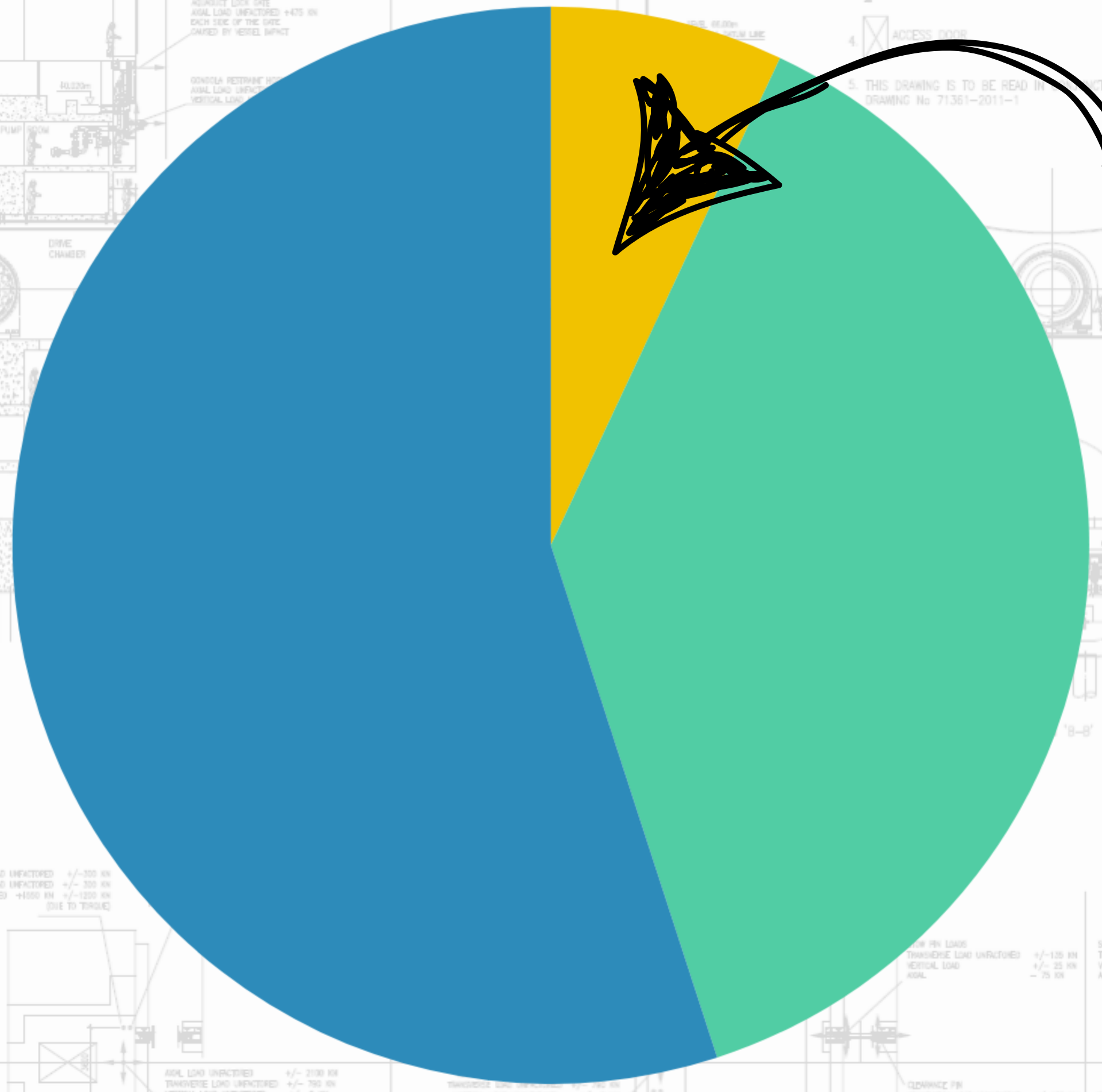
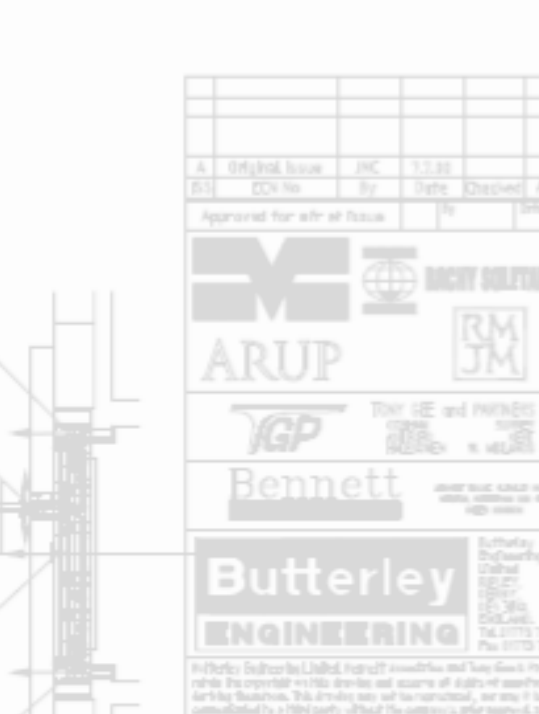
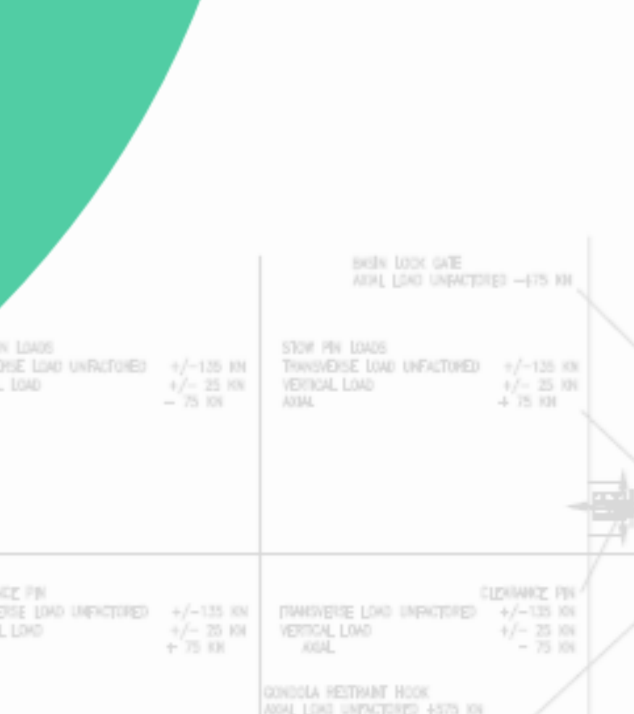
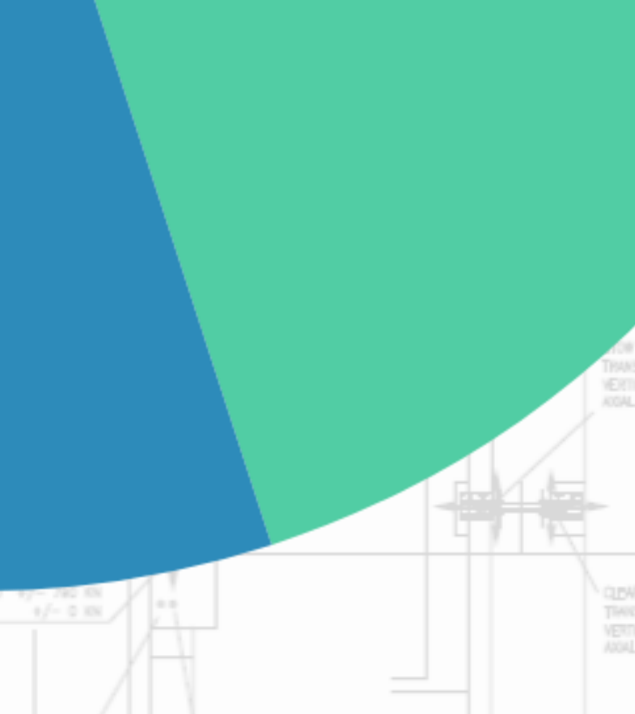
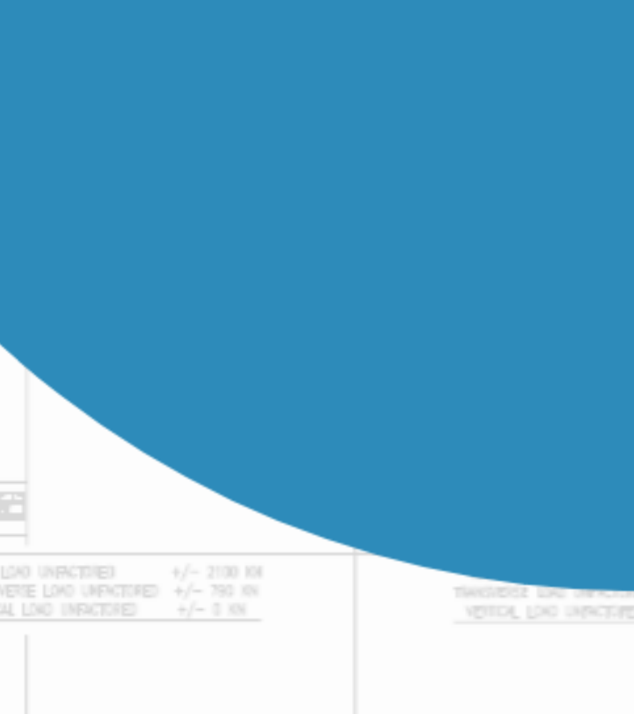
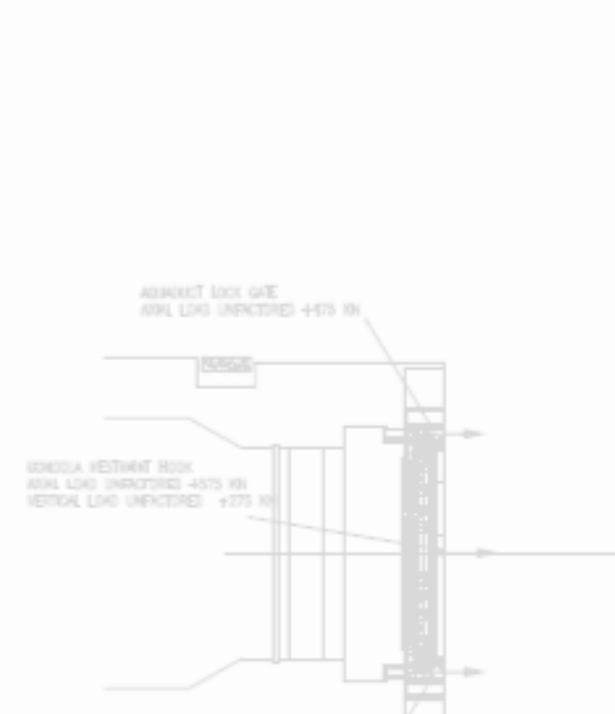
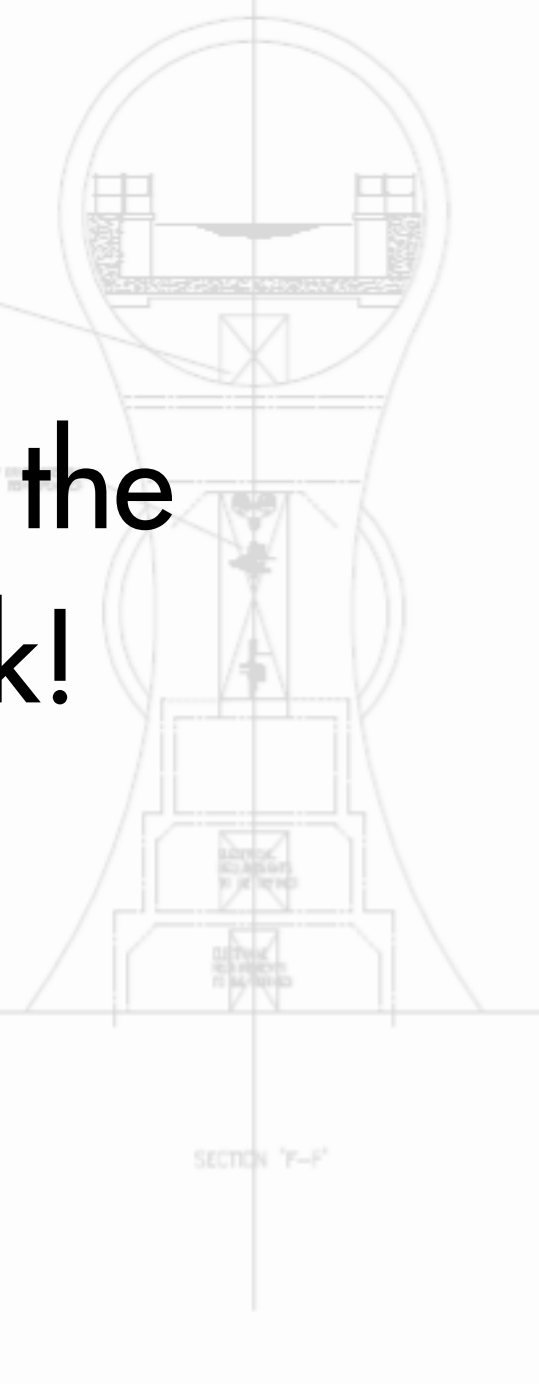
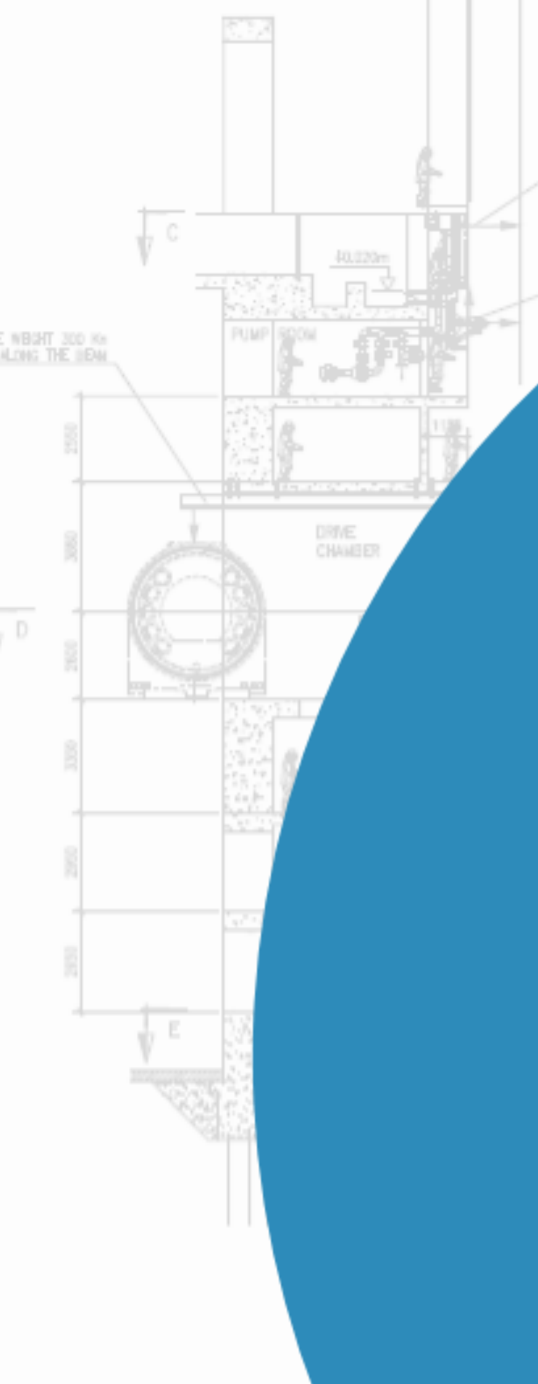
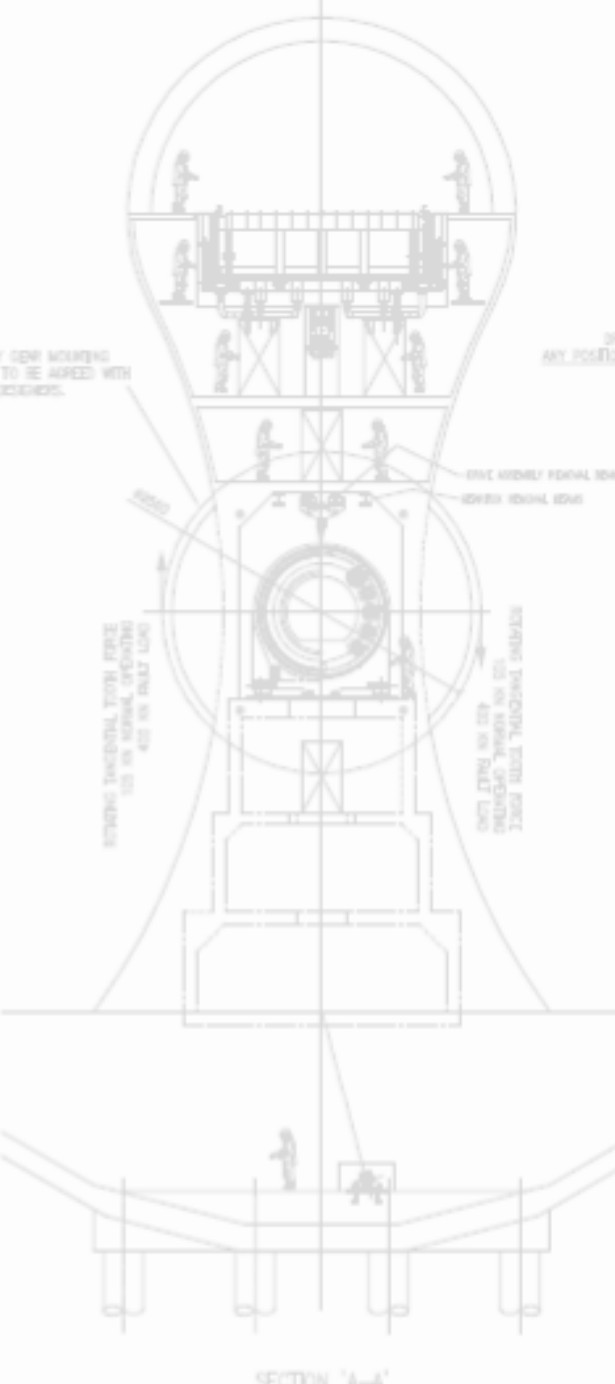
- Own the details, facts and figures
- Be someone that serious engineers will feel comfortable learning from
- Smile and look approachable and welcoming
- Stand calm and still when addressing guests, keep feet grounded without fidgeting
- Create opportunities to converse more deeply with guests between content blocks and adjust your content to suit their interests

Guide 2: 'Kid in a candy store' Character

- This character revels in the elements they are knowledgeable on, and enjoys learning more
- Be someone that those not sure about engineering can relate to and be comfortable asking questions around
- Discover along with the group, sharing the experience
- Be the accessible and caring part of the team, looking for those who might want to ask questions, or need more time/assistance on the climb

Original Issue	JMC	1.0.00	
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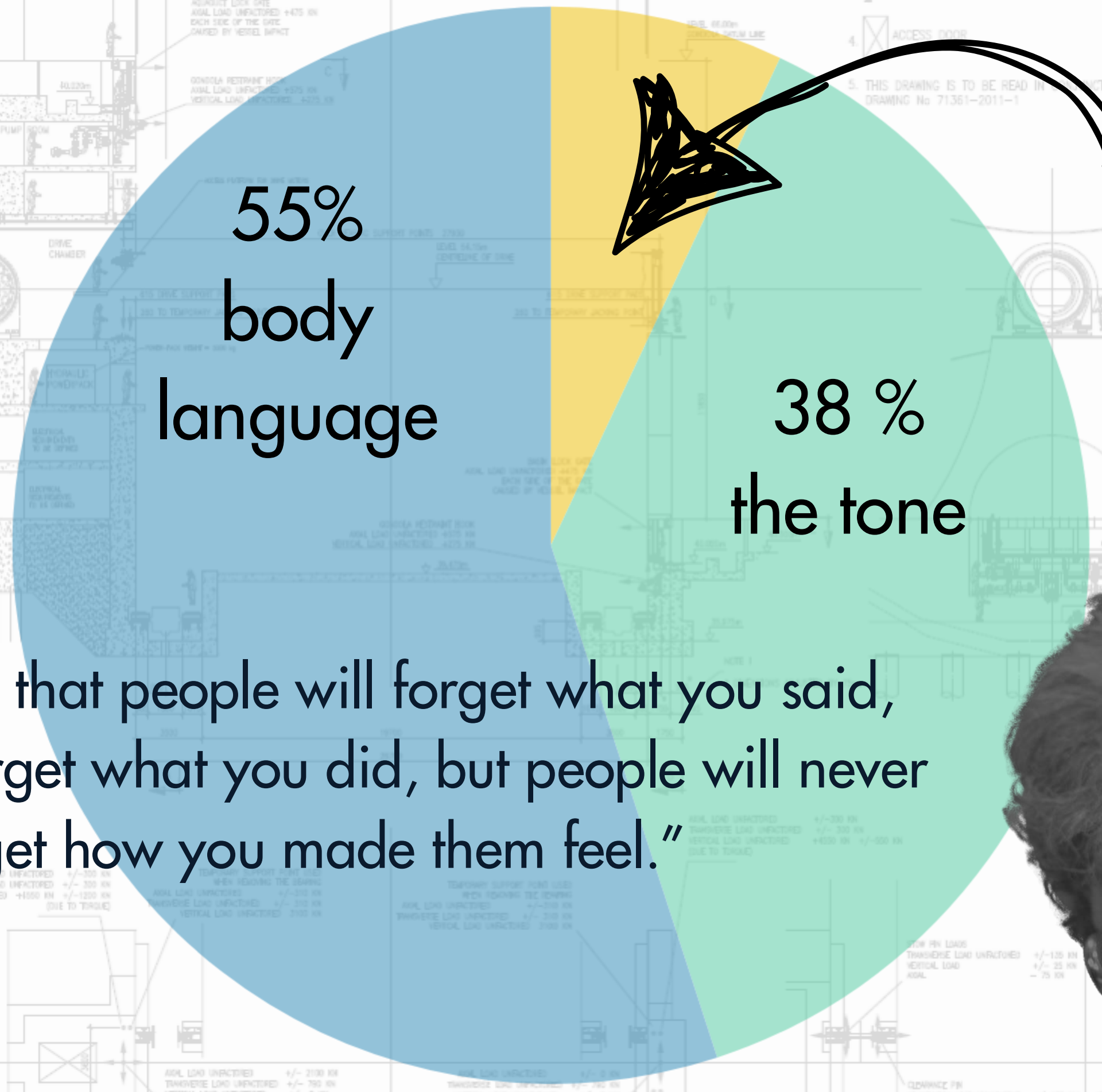
7% of the work!

3. INDICATES LOCATIONS WHERE ACCESS IS REQUIRED
4. ACCESS DOORS
5. THIS DRAWING IS TO BE READ IN CONJUNCTION WITH DRAWING No 71361-2011-1

Original Issue	JMC	1.1.20
Rev	By	Date

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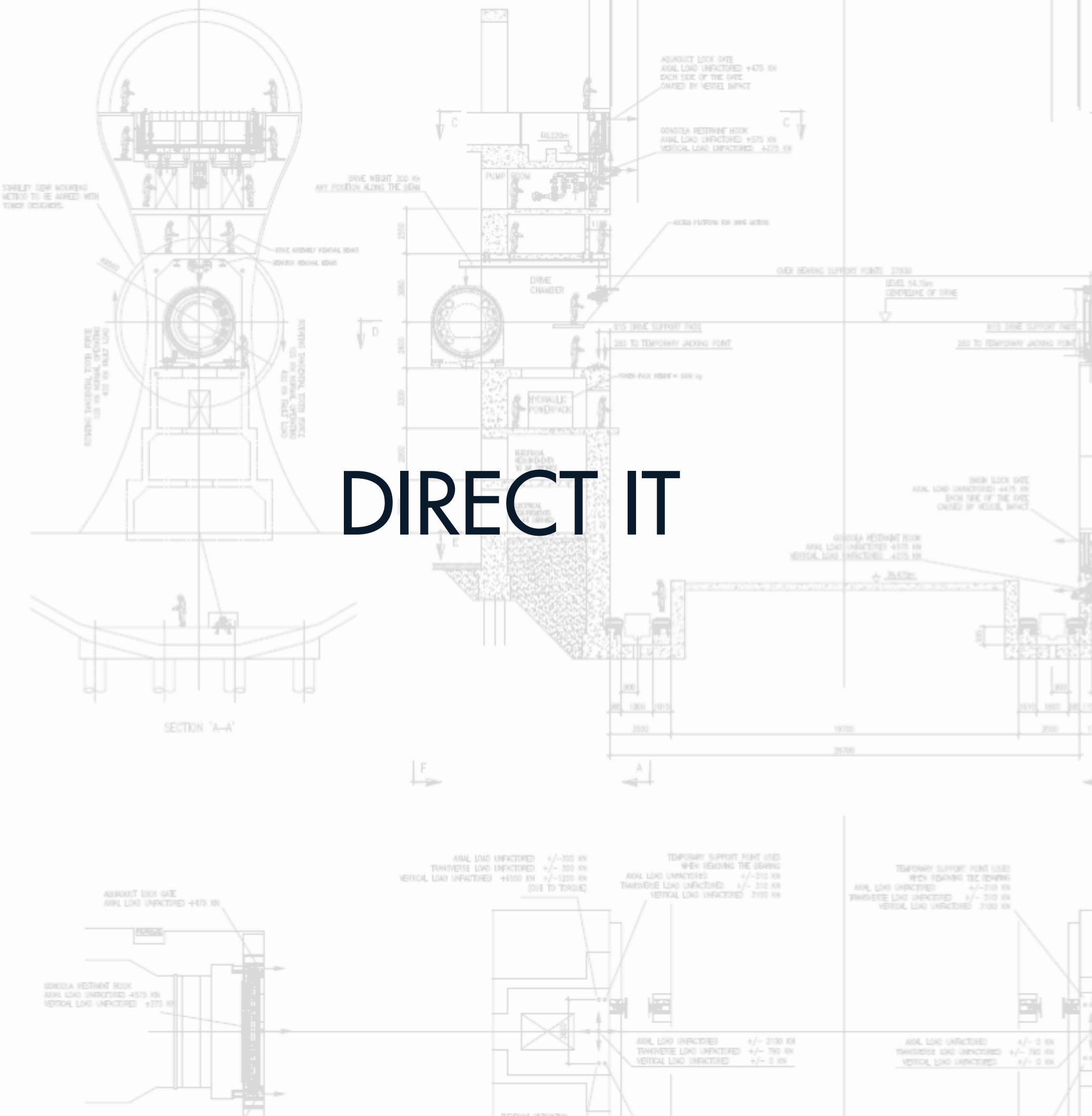


“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”



ME
RUP
YGP
Bennett

DIRECT IT



SHARLEY GEM AND
METRO TO BE AN
TIMELY DECISION.



INDICATIVE ONLY.

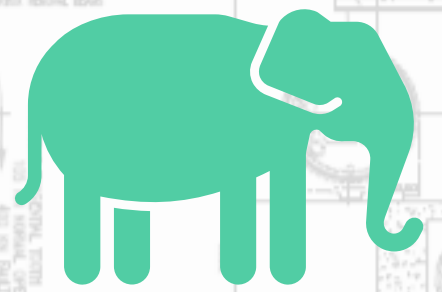


TRAIN THE TEAM



3. INDICATES LOCATIONS WHERE ACCESS IS REQUIRED

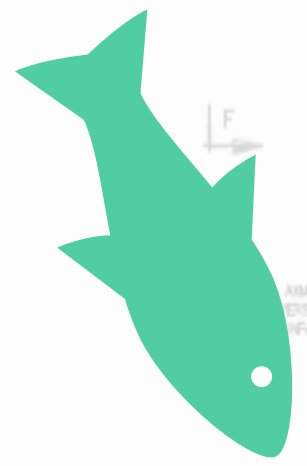
GUIDING PRINCIPLES



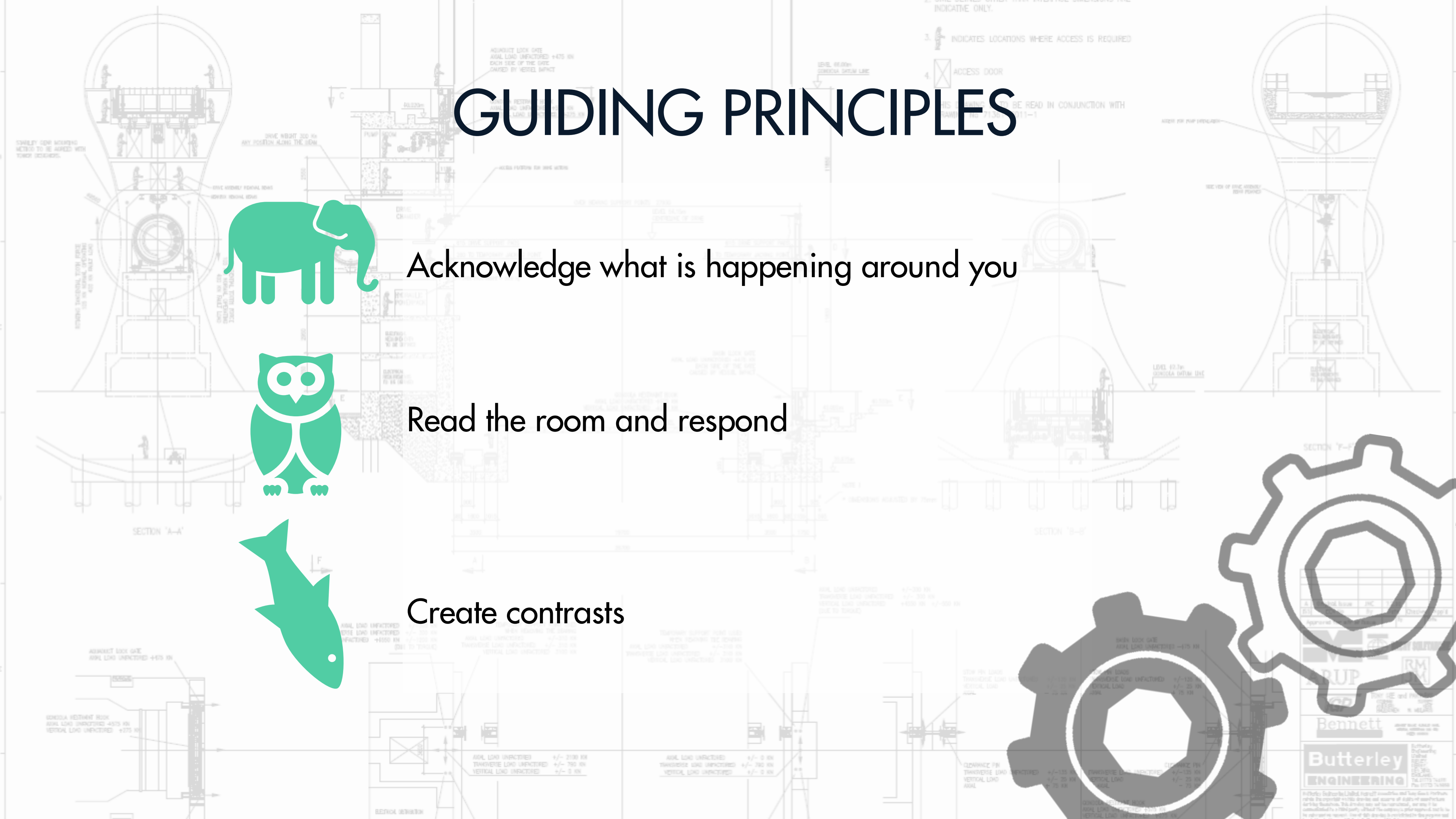
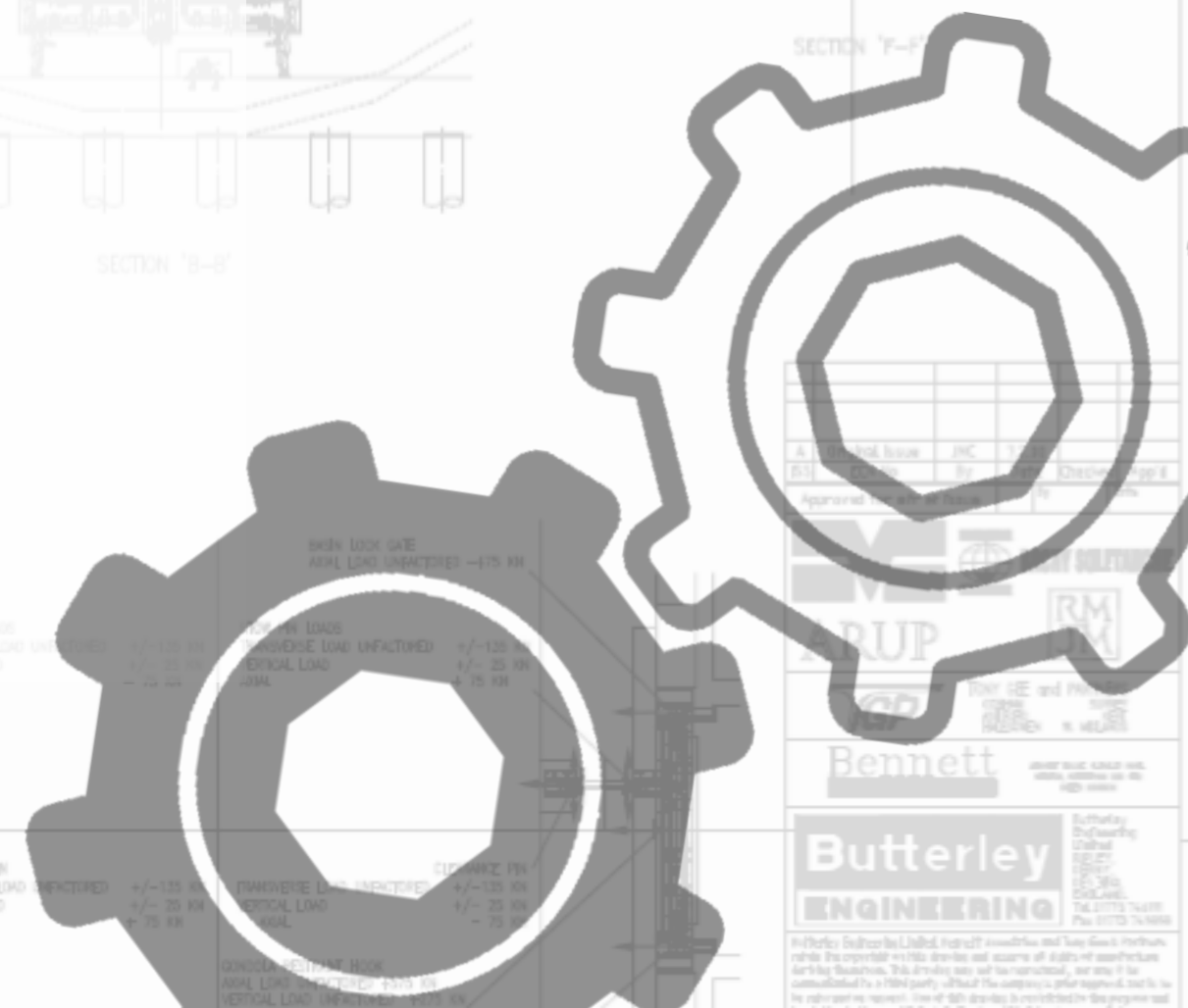
Acknowledge what is happening around you



Read the room and respond



Create contrasts



DELIVER IT TO GUESTS – AND ADJUST

I had the absolute pleasure of undertaking a behind the scenes tour of the Falkirk Wheel this week and I was blown away!

The tour was amazing! Way beyond my expectations (and I suspect that's the challenge) – as I had no idea how well constructed the whole experience was from start to finish. I was honestly expecting a quick 20-minute walkthrough by a boiler suited ...engineer with a hard hat.

What we got was a real experience and well-crafted story, which meant that what could have been a technically difficult thing to follow and understand, became accessible, interesting, fun and inspiring! Full credit to the ...team – job well done!





Thank
you



ICON OF ENGINEERING



STEP INSIDE THE FALKIRK WHEEL

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