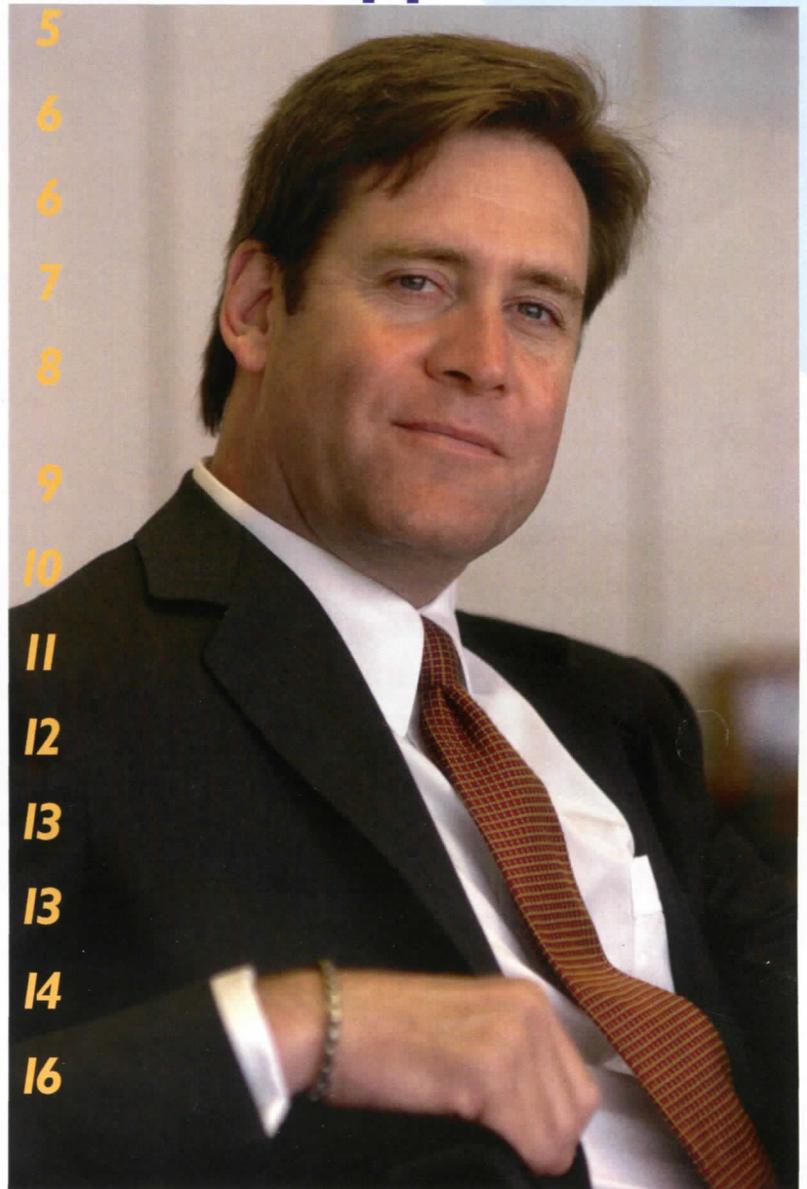


EHSC Magazine

In this issue:

- ▶ *Editorial*
- ▶ *Greg Tayler, new kid on the block*
- ▶ *'A disco holiday is not my cup of tea'*
- ▶ *Calling: above all to help children*
- ▶ *Balanced Achievement Award*
- ▶ *Meet...*
- ▶ *Mission critical*
- ▶ *Vodafone deal a big success!*
- ▶ *A review of
Added Value Operations & Returns*
- ▶ *A better toner for less money*
- ▶ *Meet...*
- ▶ *LSA Dinner*
- ▶ *Fishing can be a tough challenge*
- ▶ *32 senior caps and still going strong...*
- ▶ *Career Orientation Programme*
- ▶ *Using your Safety Skills*

2 'We'll continue to
2 provide our people
4 with opportunities'



From the editors

Recently the Venray, Mitcheldean and Dundalk operations have become part of the Eastern Hemisphere Supply Chain Operations. Amongst other things, this has affected the name of the magazine and it will not come as a surprise that from now on we will be known as the EHSC magazine.

Does this mean a change to the contents? At the moment, no. Just like previous magazines, this edition is also full of all sorts of background stories, per-

sonal experiences and inspirational news.

Naturally Perry's successor, Greg Tayler, is introduced and he gets to the point of things straight away..... Just read the header to his article. Janine van Gemert and Hassan Najja look back on the career orientation program and tell us that they are changed people. How that precisely has had an affect, you can read about later on in this issue.

And of course, three more colleagues from

Mitcheldean, Dundalk and Venray introduce themselves. And when questioned what Xerox means to you, the answer is more or less the same as other times: an inspirational employer to work for.

Let this be an inspirational thought to take with us on our well-earned time off. Wherever you go or however you spend your holiday, at the end of it, it's once again a challenge when you go back to work.

Greg Tayler, new kid on the block:

'We'll continue to provide our people with opportunities'

In April this year, Greg Tayler became Vice President & Director, Eastern Hemisphere Supply Chain Operations. Apart from this role, he's a husband to Leslie, father to Sam and he's also Canadian. His interests in life are quite varied, or in his own words: 'they revolve around my family, friends and obviously work.' Portrait of a new kid on the block...

Of course, you played ice hockey?

No more. Nowadays I stick to golf, reading, travelling and several other sporting activities. Sam wants to be a good ice hockey player however, which makes my interest remain with the game.

What's your education?

I've a University degree in both Business as well as History and I am a Chartered Accountant.

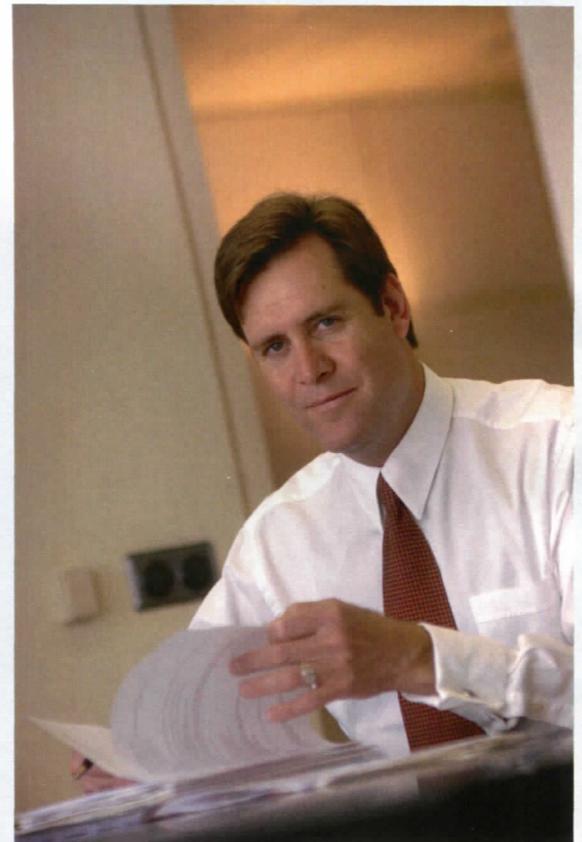
You lived in Canada all your life?

I was born in Canada and grew up there, but I have also lived in the US and in England.

What's your history with Xerox?

I joined the Canadian company in 1991 and had a number of roles there. In 1997 I transferred to the corporate headquarters in Stamford, Connecticut and spent 6 years there in a variety of roles. I was Corporate Vice President Controller and then Corporate Vice President Treasurer during 2000-2003.

In 2003 I transferred back to Canada where I ran the business operations for the Canadian company and came to Europe three months ago.



What do you love about the Xerox Company?

The constant focus on the future. Xerox has been around a long time, and a key reason has been its ability to sustain itself



communication is very important...

on human resources by providing the right processes and tools that help individuals get aligned with the corporate goals.

What will be your personal objectives in your new role?

To continue to align this organisation with the customer operations, both for Xerox Europe and DMO East (XING). I would very much like for this organisation to become a very flexible and fast organisation. I want our people to understand our goals and objectives, so communication is very important. Last, but not least, we need to create an environment where employees enjoy working for the organisation.

What about enabling people development?

I absolutely believe that people should be able to develop by making moves, but also to develop when they don't have the ability to make a move.

And you will provide them with those opportunities?

Yes. We will continue to do so.

What will be the role of EHSC on a European and a global level?

We are going to continue to move towards providing global services, particularly with respect to supply chain management. I believe the supply chain will be the prime driver of the organisation and provides tremendous growth opportunities. You see that with the fact that we're providing supply chain services to XING. And while today that's only a small percentage of the amount of service we provide to Xerox Europe, they are growing at high double-digit rates and they are very pleased with our services. The recent name change to Eastern Hemisphere Supply Chain Operations reflects this changing focus of the organisation and the broadening of our customer base.

fully focusing on customer needs

with investment in new technology that influences market trends and enables future growth.

Where do you see challenges?

The challenge is to continue to be a market leader in highly competitive markets. We are not alone in what we do, but at the same time we operate in multiple market spaces more so than any specific competitor. So our biggest challenge, and opportunity, is to invest properly to maintain our leadership position, in both technology and solutions, in order to meet customer needs in all our market segments.

How will Xerox realise that?

By fully focusing on customer needs and desires and tailoring our offerings to meet those needs.

Those needs are changing rapidly, aren't they?

Yes, and that's why, similar to the goals that are established for the overall organisation, we need to be fast and flexible.

What does that ask from our people?

People who are working for Xerox have to maintain a high degree of flexibility, a focus on speed, and in many ways, not being afraid of failure.

How do you make sure you get the right person on the right spot?

Xerox is largely made up of people and we use an enormous amount of intellectual capital. What I believe is extremely important for our organisation, is that we focus

Andre van Dijk works on a worthy cause

'A disco holiday is not my cup of tea'



Logistics employee Andre van Dijk likes to carry on working throughout the summer holidays. Not in the ELC department where you can normally find him, but at building projects in Austria, Russia, and Croatia, to name a few, as a volunteer of the Internationale Bouworde (an international construction charity).

...you just have to take the bull by the horns

"My best memories come from Moscow," Andre explains. "I was there with 10 Dutch people on a building camp and none of us spoke Russian. When we ordered something in a restaurant we didn't know what we were going to get. Under such circumstances the group became one very quickly." A solid group is necessary for the Internationale Bouworde to work properly explains the logistics employee from ELC, Sambeek.

Take the bull by the horns

Last year Andre went to the 'building camp' for the sixth time and he still enjoys it, although this year, due to family circumstances, he has not been able to go. 'Bouworde' volunteers, established by priests, help build hospitals and orphanages, amongst other things, in many countries throughout Europe. In 1999, Andre helped with Bouworde for the first time. "A friend asked me whether I really wanted to do this work? I had never been on holiday alone but this seemed like a good idea. The first time I went, I was based in Austria, close to Vienna and the following years saw me in Moscow, Croatia, again in Austria, St Petersburg and last year in Berlin. The work that I do on camp is completely different to the work at Xerox. At Xerox you work with your hands and your head, but in Bouworde you just have to

take the bull by the horns. You don't have to think as much."

Catholic

On the whole Andre says the people are good fun. "They are mostly students. Of course there are occasionally misunderstandings, i.e. some people like to be in charge. In Croatia, a couple were not completely happy, as they had understood from the Dutch Bouworde organization, that they could share the same accommodation, but the local organization would not allow this. It is after all, a catholic organization. Although they are not so strict as they used to be." Laughing, "but, I probably would not wear this shirt (pointing to a t-shirt emblazoned with the rock star Marilyn Manson)." He doesn't care that during his holiday he carries on working. "You get so much back. The contact with the locals is brilliant and people are grateful that you come and help. You are after all working for a good cause. You can of course make a donation, but you can't be certain where the money is actually being spent. This way you have a sense of fulfillment. After all a disco holiday in Spain is not for me. I might just as well celebrate carnival."



Calling: above all to help children

Theo Cox (46) has worked in many different departments within Xerox in the last 28 years. Now it has been long enough and last year he exchanged his career at the factory for a job in the classroom.

administration, shipping, special markets, client complaints, Developing Markets Operations and over the years he has been involved closely with them all. At the moment he is working as a spares planner within the ELC and he has carried on learning, completing courses at the Chamber of Commerce and also an extensive French course in order to be able to communicate with the French speaking African clients.

Social life

Basically, life was hunky dory until Cox met someone who made the comment: "You would make a wonderful teacher." This began to niggle at Theo. "If I want

wards the end of the course, one day a week work experience. Since 2002 I have worked part time, 20 hours a week, otherwise I would not have survived. During the last year I have had no social life, but at the same time I also have no responsibilities so that has made it a bit easier. All the students helped each other get through the course."

Backpack

A notable switch from photocopiers to teaching, especially by someone, according to himself, who did not pay much attention at school. "In fact my experiences at school were very negative."

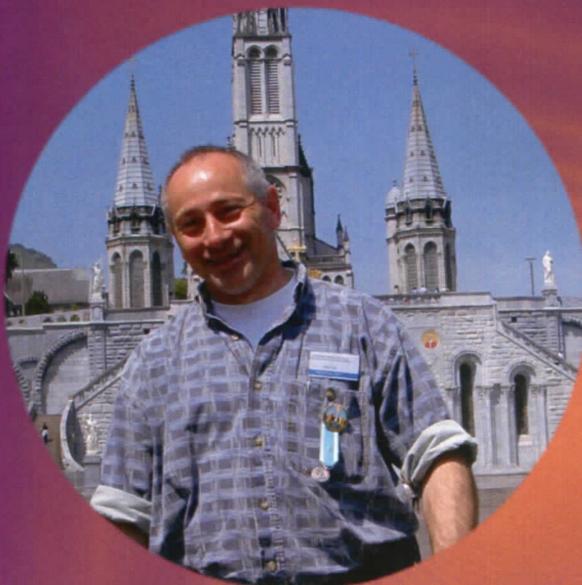
I made it to the end of the course

Theo Cox's life has for the last few years been filled with learning. The man from Broekhuizen started work in 1977 in the production department at Xerox, without any qualifications. He was a bit regretful that he had not followed any formal training, so he started going to evening school. In the meantime, he moved from one department to another within Xerox - salary

to do something else I have to do it now", he thought. "I will soon be in my fifties." Therefore in 2001, Theo went to evening school in Roermond and followed a teacher-training course. Last June he graduated, at the age of 46. "I made it to the end of the course, although it was sometimes hard work. Lessons two evenings a week, sometimes on Saturday morning and to-

Theo says: "But for years now, I have been a youth trainer at SV Wanssum and this contact with the boys has been enjoyable. I cannot see anything positive anymore about sitting behind my computer. I believe that everyone has a calling. For me that is helping children to improve." Theo originally wanted to stop work at Xerox this summer and begin as a teacher. His plans have changed.

"I would like first of all to look around at different schools, for example as a substitute teacher. Then next year, around about the summer, I am going to go with my backpack to Santiago de Compostela. There I definitely want to stand in front of the class."



Balanced Achievement Award

Readers of our magazine that have a keen memory (all of us, we hear you say), will recall in our last publication that we announced Germany Logistics as the winners of the quarter four 2004, M&SC Balanced Achievement Award. Unfortunately, at the time of going to press, we did not have a picture of the worthy winners with the coveted award. So, to make amends, here they are.



Left to right: P. Ritter, J. Kiesling, C. Henrix, H. Rond, B. Reichardt, D. Hillen, H. Schnitzler, N. Rippegather, M. Bonnes, D. Terporten, C. Pferel, B. Reichardt, K.H. Schoedel and W. Wasielea.

On to 2005 (how time flies) and the start of the New Year heralds the start of a new competition to secure the Balanced Achievement Award. In what was probably the closest fought contest since the launch of the initiative (we are now entering our third year - time definitely does fly by!), Nordic Logistics were announced as the worthy winners. It was a tough decision and one that generated a good deal of debate among the panel of M&SC senior management judges

Worthy of particular mention are Switzerland Logistics, who, quite literally were

"pipped" to the award by Nordic. Both teams delivered fantastic results with a great approach to teamwork with M&SC. Unfortunately, there can be only one winner and in the end, Nordic won the day. This is the second time in the last three quarters that Robert Dyrseth and the Nordic Logistic team has won the award - what a nice habit to have! Good luck to all of you for the rest of the year!

Left to right: Ketil Blomseth, Else Strøm-Rasch, Kjell A. Holltrø, Aslaug K. Berg and Robert Dyrseth.



Meet...

Age:
33

Fell in love, got married:

Did all that. Married eight years to Lorna. We have one daughter Hermione who's 2 but she thinks she's older.

Education:

Diploma in Purchasing and Materials Management and 2 years of my Bachelors Degree in Business Studies but took a break for personal reasons.

Position:

XTPD Logistics Manager

Company History:

Joined the company in January 2000 as Site Logistics Co-ordinator as part of a two man team looking after warehousing and transport for the Xerox site. As the Logistics business and the company developed and changed over the past five years so did the job, culminating in the Logistics Managers role in July 2004.

Hobbies:

At the moment most of our free time is consumed on building our new house. When I get the chance I really enjoy reading, mostly Irish comedy, Irish thrillers and crime but the most I get to

Brian McAlleer



read these days are children's books. Jet skiing (when I get the chance), with many a weekend spent in the water more than on the jet ski. Hunting down the next cheap flights and inexpensive hotels for the next XTC adventure !

How I feel on a Monday:

Tired and confused wondering why weekends are so short but always ready to go again.

Character:

Happy, confident sometimes impatient

I Hate:

Logistics (only joking!). Tractors and other slow moving objects, they always take up too much road. Laziness and people who don't keep their word.

Favourite wish:

A long and healthy life

My Motto:

Measure twice, cut once !

At Xerox I would like to walk in the shoes of:

Don't know if I'd like to put on someone else's shoes just yet ! Mine seem to fit just fine for the moment.

Favourite Food:

Chinese, Italian anything really except Indian ! But most of all Ice Cream, can't get enough of the stuff !

For me, Xerox is:

Very flexible, always changing and ready to accept a challenge !

Holiday Country:

Anywhere warm and sunny

Most recent book:

Stakeknife by Martin Ingram and Greg Harkin, Little Criminals By Gene Kerrigan & Winnie the Pooh and the Honey Tree

What should they do a bit more of at Xerox:

Laugh for at least five minutes everyday, then things might not seem so bad after all!

Mission critical

Fusing toner to paper is the 'mission critical' process within a printer/copier. It is also energy intensive and a major influence for quality performance.



From left to right: Rob Parkinson, Steve Batcock, Dave Williams, Chris Barnard and Tony McNally.

This process, carried out by a heated fuser roll transferring heat to the toner image on the paper, must be accurate and repeatable for millions of cycles. To achieve this every 'low mass' fuser roll, made from aluminium tube, must be internally coated with a graphite based black paint. Known as Dag, this coating plays a crucial role; in ensuring that heat is evenly absorbed through the roll to bond the toner to the paper.

The demanding specifications for new products highlighted the mandatory requirement for all thin walled powder coated rolls to be 100% internally coated, and that this operation should be made 'fail safe' by automating this part of the process.

During 2003 the decision was made to integrate an automated Dag internal spray-coating machine into the powder coat line. Previously the operation had been very labour-intensive with operators transferring rolls to a stand-alone machine to internally coat these rolls. It was diffi-

cult to manage quality, and inherently demanding to control.

Meetings were arranged between the Engineering, and Powder Coat teams to brainstorm how the machine would function. These ideas were then put forward to the machine manufacturer Input Installations to aid the design and manufacture of the machine.

Working environment improved along with real productivity gains

The team members were Engineers Martyn Gunter and Steve Batcock, Setter operators Bernie Fraser, Adrian Fletcher, Gerald Morgan, Graham Morgan, Dave Williams and Neil Wozencroft, and also Peter Tuckett of Input Installations.

The result was a unique automated machine that coats roll internal diameters at a rate of 140 an hour. Installed in October 2003, this significantly improved our output without additional staff.

"The original process commissioning in 2003 had an immediate impact on throughput," said FBC's Technical and Quality manager Chris Barnard, who managed the project, "but you have to remember, we built a specialist 'one-off' machine to solve a unique problem, and that until we had produced many thousands of fuser rolls, would we be able to critically examine the machines performance.

Using all our teams' resources in May 2004 we decided to further enhance this process. The Engineering, and Powder Coat teams met again, this time to discuss how to further improve process efficiency, and environmental working conditions.

This consultation produced a number of environmental benefits. Some of these also produced additional quality benefits. E.g. low level process lighting improved working conditions, and also aided ease of detection for minor coating defects."

Brainstorming

"Continued brainstorming and consultation continues to identify further process upgrades," Chris continued. "One new suggestion to overcome the difficulty of measuring coating thickness, has led to a unique automatic measurement system being developed by the FBC engineering

team, and Input Installations.

"All in all, this work had three key benefits. It radically improved the Operators working environment, it led to real gains in productivity and it helped to ensure that Xerox customers worldwide get the perfect image, fused correctly, to meet their own requirements for a quality result. This gives the Xerox sales teams the best possible platform to make sure the next sale is a Xerox sale."

A crucial role for Added Value Operations and Returns - Venray

Vodafone deal a big success!

It's a fact that it's already a year ago that Vodafone said 'yes' to Xerox's bid, but it is too much of a good story to keep under wraps. The lead players were Stefan Janssen, the Vodafone corporate account executive for Xerox Amstelveen, and the men from Added Value Operations & Returns in Venray. Result: the successful completion of a 512,000 Euro deal. Let us look back on a wonderful case of working together.

Stefan: "Vodafone wanted their City & Business Points at 100 locations in the Netherlands to be equipped with 200 multifunctionals. The offer request seemed to be perfect for Hewlett Packard, which was not great news for Xerox, but thanks to some quick-witted manoeuvring and sound bidding on the so-called e-auction, otherwise known as electronic bidding, the deal was given to Xerox. That was when the real challenge began, which was brilliantly taken on by amongst others, our colleagues in Venray."

Priority

Stefan approached Ralph Gootzen from AVO&R with the question of whether he could put together a team which could specifically configurate the 200 WorkCentre M20i's, within 2 weeks! Ralph: "We were lucky that it was the summer holiday season and we were not working to full capacity. There were just enough people to deal with any possible problems and the Vodafone project was given top priority. I put together a team which consisted of Marcel Emonts who as an engineer was responsible for the technical details, Theo Kleintjens, Joop Keunen, Jan Hellegers, Twan Kessels, Marcel Baltissen and Ton Rijbroek. These people were more or less responsible for the successful completion of the project."

In the Q hall at Oostrum, the team carried out the pre-installation of the machines. "Normally," says Ralph "this happens at

the client's premises but because we had already installed certain software on the machines, the installation with the client was quicker. The machines were therefore also ready for operation that much quicker. For the team this was a good chance to experience what normally only happens in the field."

Made safe

Stefan: "By working so well on this deal we have been able to show that Xerox is a flexible organization. An organization that, it would seem, is able to deliver and install 200 machines at 100 different locations within a couple of weeks. Not only that, the machines were also configured

to meet the client's specific needs. Note, normally this sort of product is never configured in advance. They are delivered in their boxes and the client installs the machines themselves. This time the machines were completely customized and by completing this project, we have been able to satisfy a very demanding customer and have secured a deal for the future."

Ralph Gootzen also looks back with pleasure at how his people have been a part of this success story: "It is true that I secured the job, but the team worked alone. They organized everything with the client themselves and it all ran very smoothly. I believe this project shows that the knowledge and skills we have in this organization can be adapted to suit any use. It has also shown that by working together, we can find a solution for complex problems."

A pallet with 2 complete M20i configurations.



A review of Added Value Operations & Returns

Added Value Operations & Returns is one of the departments in the European Fulfillment Organization and is one of Xerox Venray's last operational departments. If you are looking for people who know all the machines inside out, and work with these machines on a daily basis, then look no further - this is where they work. But the department does more. In particular when it comes to the service side of things. "AVO&R," according to department head Ralph Gootzen, "is an amazingly dynamic club which technically and logistically can help clients solve product problems at an early stage." Lets take a look....

"This department supports the configuration of the engineering of new machines and also the planning. As well as this we also inspect, repair and put back on the market any configurations that have been returned. Our people work on these machines every day and we are not just talking about one type of machine, but any machine, be it big or small. In order to service and repair the machines, you have to know each different type and this knowledge is gained by intensive contact with the

product delivery teams and the suppliers, which is where the people work who are responsible for product design. Working as a team means that any problems can be solved.

Added Value Operations & Returns is located at five different locations, three with Frans Maas in Oostrum, one on the Maasheseweg site and one at ND Logistics in Venray. Within Ralph's team there are 60 people. The number of people working at AVO&R can reach up to 100, using Frans Maas personnel. Ralph: "Our strategic motto is: *managing, rather than performing*. In plain English this means that Frans Maas does the manual work and we do the thinking. As a department we are trying more and more to be able to deliver an all round service. In practice, this means that we work on every product that arrives here, which mainly involves ensuring that products are technically and logistically ready for the European market and that stock is kept to a minimum. We have never been as busy as we are at present."

The so-called *reworks*, when requested, are also carried out by Ralph's department for third parties. We are talking about products from Fuji-Xerox, Samsung and Sharp. These partners do not actually have the wherewithal to repair the machines locally or to rework them, and they therefore ask us. This has almost become a department within the department.

Q Hall men from Xerox Venray.



SDU deliver a piece of work in the Brunel process:

A better toner for less money

Whenever Xerox designs a new machine, the Supplies Delivery Unit is asked to develop a new toner. When it came to the Brunel, the team decided to give this job to the Japanese toner factory TPC. The contract did specify however, that SDU would play an important part in this project. Easier said than done, it would seem. Nevertheless, a team under the leadership of Joop van der Werf and Hans Buijtenlijk made the best of a bad situation.

"In Venray we are able," Joop explains with feeling, "to produce good toners. However copying toners is not easy. To start with, we didn't have the same machines as TPC and we didn't know which buttons and switches we needed to push and pull in order to create the specific toner properties needed. Our colleagues at the Webster pilot plant had already carried out the necessary preparations, but upgrading to our production machines was not as straightforward as it seemed. Our toner didn't completely match the qualities of the TPC toners. In the meantime time was running out. We had a deal with TPC that they would produce a certain amount of toner, but they did not have the capacity to produce more."

Labour intensive

Hans continues, "Our American friends came up with an emergency scenario: the so called master batch process. It is true to say that we were capable of carrying this out, but the extra pressure of using materials that our machines were not really made for and which also created a lot of extra work and dust problems, was not ideal. We were of course not completely happy with the situation."

Quicker, cleaner and cheaper

A bright light shone at the end of the tunnel when Joop sat down at the table with two engineers in order to resolve the problem. "To start off with, we made

an inventory of what we knew about the toner. Thereafter we looked at what could be changed in the production of the toner and as a result we created a streamlined production proposal of how we could get around the master batch process. The so-

called 3 step process seemed to be the answer to the TPC product. Not only that, everything worked quicker, cleaner and cheaper and as a result we managed to do this without the need of any extra investment, although 0.5 million had been put by for the project."

Trust

When asked what this meant for SDU, Hans answers; "We can now produce our product easier and with fewer problems. It also runs more smoothly than before so production is a lot easier and above all else, we have shown our American friends that we are also able to cope with and solve problems. When questioned what this would mean for the future, Joop answers; "Keep on asking us for new products. After the holiday season, we can start work on a new toner, which goes by the name of Nuvera. We have a positive belief in what we can do! In this article we have shown that we are capable of taking on this sort of project."

Left to right: Joop van der Werf, Hans Buijtenlijk, Paul van Woerkens, Peter Otten, Nahit Berk and Wim Denissen.



Bas van der Zwet



Age:
26

Address:
Groesbeek

In love, engaged, married:
For more than 5 years in love with Jessica (getting engaged or married

is always a possibility) and for the last 1.5 years we have lived together.

Education:
Business economics, KU Nijmegen, specializing in finance.

Function:
Financial Analyst in Venray as well as Dundalk.

How long in service:
2 years in June.

Hobbies:
A lot, but my favorites are golf and hockey (although I do not play that often any more) and having fun.

On Monday morning I feel:
I won't go into all the details considering I have normally had a busy weekend (the rest you can fill in yourself).

Character:
Energetic, happy (except Monday morning) and impulsive. But you are better off asking my colleagues instead of me.

Don't like....:
Getting up after a late night.

Dream wish:
To have a fun and happy life until I die (and a Porsche would not be bad either).

At Xerox I would like to step into the shoes of...:
My own shoes are just fine, but I would not mind seeing and knowing more about our clients in order to have a wider view of Xerox.

Favorite food:
Too many to mention, but puddings would feature well in my top 10.

Xerox is for me...:
Just like many others, my employer.

Holiday destination:
Italy, France, Spain (actually anywhere with good weather and where people have a relaxed lifestyle).

Last book or film:
Good question. I don't make much time to read, but at the moment I am reading a Grisham book. My last film was, I think, Man on Fire with Denzel Washington.

What Xerox should do...:
Organize more exchange programmes between XE EHSC and the rest of Xerox (at all levels). This would widen everyone's horizon and appreciation for each others work.

Meet

Jonathan Minton



Age:
37

Fell in love, got engaged, got married:

Katherine fell for me 15 years ago in the Xerox Aylesbury Hampden House car park and she never looked back. We now have Charlie our 3 year old, and a new baby due, which will be here by the time this goes to print.

Education:
Comprehensive education including several O levels and a couple of A levels (when they were a lot harder).

Position:
Customer Service Manager in the Mitcheldean Fuser Business Centre.

Hobbies:
Parenthood and Do it Yourself in all senses of the words.

How I feel on Monday mornings:
Motivated and ready for another global Xerox challenge but then I feel like that every day!

Character:
Serious and committed, but also frivolous and carefree.

I hate:
Being called 'Brenty' from "The Office" by my team.

Favourite wish:
A peaceful world without hunger, hatred and war or failing that 20% on my pensionable salary and a free vend doughnut machine in my office.

My Motto:
"I know, I know. It'll be on plan next quarter".

At Xerox, I would like to walk for a day in the shoes of:
Someone with the same size feet and no history of athlete's foot.

Favourite food:
Predictably English I'm afraid...Curry.

For me, Xerox is:
A large U.S. Multinational Corporation and invaluable source of income for my family and me.

Holiday country:
Varies widely but not Scotland. Holland is also a favourite destination as the people there are fantastic (one for my Venray colleagues there!).

Most recent book or film:
Film: Churchill the Hollywood years.
Book: Tender is the Night by F Scott Fitzgerald.

What should they do a bit more in Xerox:
Make lots of profit and secure me a job for life.



Top left to right - Ruth Holder 35 yrs and Del Grinstead 20 yrs.
Bottom left to right - Bill Hatton 35 yrs and Kim Toombs 30 yrs.



ARC's John Gwilt (left) with retired employees Roger Smallman and Richard Williams.

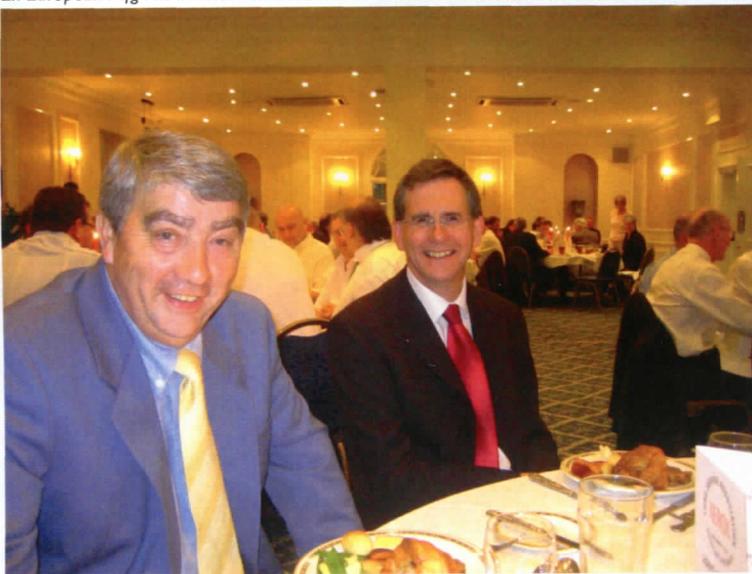
Long Service Association Dinner celebrations at Mitcheldean

Retired members Annie Cinderey, Allan Cryer and Jeff Tate.



The Menu Card for the evening.

Ex European Mfg HR Director Bernard Morris with ARC's Brian Fowler.



A "retired" GB Payroll discussion with, Top - Trevor Knight (left) & Tim Coldrick, Bottom - Brian Chelu (left), Nora Powell and Dave Powell.



Fishing can be a tough challenge

Just in case you've ever thought about fishing, you should bear in mind that it's not simply a case of whiling away the hours in the serenity of evening sunshine, watching the ripples dancing on the water oh no.

Ashley Meek, who works on FBC's Viton line, and is 'Mitcheldean's champion fisherman', values the peace and seclusion of the waterside, but knows and enjoys the thrill of landing a big, very tough and strong fish! Ashley is a 'piker'. The predatory pike grows big in the River Wye, Ashley's favourite haunt.

"If you're fishing for these big fish, which can be up to 1.5 metres in length and weigh over 20 kg, it's possible to encounter a monster. They are strong enough to pull you into the water if you're not prepared, so a fishing 'partner' is essential. My 'piking partner' Lyndon Brain, who also works in FBC, was invaluable when I caught my 'record' pike in the Wye. He was the one who fought to fit it in our largest landing net while the pike was exerting enough force to bend my fishing rod double!" says Ashley.

The record catch for Ashley weighed over 16kg and was well over a metre in length. "It was the kind of catch for which I'd been

waiting for years, and dreamt about in the periods when the bait is out there and the fish just aren't ready to bite."

Ashley and Lyndon have been fishing since they were teenagers, and now have more than twenty years' experience of the Wye. Ashley splits up his fishing into blocks of one hour, and uses a variety of special baits. "As the pike is the 'top predator' in the River Wye, we had to select something special," adds Ashley. "Recently this was a choice cut of fresh mackerel, but this mackerel had to be in the right place, so you have to be a bit of a fish ecologist as well. The pike is a long lived fish, and the big ones are old and 'suspicious'. This



means the fisherman has to be careful how he approaches each swim, how he uses the bait, such as dace or roach (which the 'local' fish prefer), and above all he must be patient!"

Ashley is certainly patient, and fortunately has an understanding wife who appreciates his dedication to his chosen pastime. "This big fish really paid off," he adds. "I had waited over twenty years for this 'dream catch', and it really set the local fishing world alight. I won prizes, and saw my face in the local papers and fishing magazines. I'm now after the next one ... maybe I will have to be even more patient this time!"

32 senior caps and still going strong...

The newest member of the Oracle Team in Dundalk is a gentle giant from the West of Ireland who has been capped 32 times for the Irish Senior Volleyball Team.



Alex Gibbons joined the Oracle Team as a student from Dublin City University (DCU) in June 2004 on a student placement programme having studied Computer Applications and was made permanent in February this year as an Oracle Developer.

Alex is from a small town in Co. Mayo called Kiltimagh near Knock. For those not from Ireland Knock is famous for its holy apparitions and airport. They obviously breed them big in the West of Ireland as

Alex himself is 6' 4" (1.93 metres) and has four older brothers all over 6' (1.83 metres). His eldest brother is 6' 6" (1.98 metres) and his uncle is actually 6' 10" (2.08 metres).

It is obvious therefore that Alex took up a sport like volleyball. Alex gained nine junior (under 16 years) caps for Ireland and to date has won 32 Senior caps. Alex

still plays for his university team DCU as a middle blocker/hitter. This was a very successful year for the team winning both the National League and National Cup competitions.

No real surprise

To finish off the season Alex and the DCU Team travelled to Holland to compete in an international competition in Breda, near Eindhoven. The competition was held from 20th to 22nd May and proved too tough for the Irish Champions winning only two from five games. The host team De Burgst won the tournament. This was no real surprise as Holland has a tradition of excellent volleyball teams. They also won the Olympics in 1996.

Alex is going back to train for the Irish National Squad at the start of September and we hope he can add to his 32 caps. We also wish him the best of luck in his career within the Oracle Team.



Career Orientation Programme by Jannie van Gemert and Hassan Najja

‘The lion’s share of the programme gets a big fat eight’



The Career Orientation Programme (COP) is a basic programme for the development of management and people. In the last year and a half and using this programme, Xerox EHSC has given a select group of people the chance to personally develop and grow. Jannie van Gemert and Hassan Najja are a couple of the employees who were chosen and below is a review of their experiences.

The information received before the course was above all eye opening. COP gives participants the chance to take part in a fascinating and inspirational self-analysis.

Did you find this was the case?

Hassan: As the programme advanced it seemed that you knew your fellow participants a lot longer than was actually the case. Above all, COP allowed the possibility for great self-reflection. Time and again you were confronted with your own character and mentality and without knowing what the result would be beforehand, COP put the facts before your eyes.

Was this your experience as well Jannie?

Jannie: More or less. Where I had a bit of trouble was with the vague way the course was occasionally carried out. Sometimes you were given the management tools you expect on such a course, but at other times it went in a way that I could no longer see what the actual aim of the course was.

For example?

Hassan (whispering): Tai Chi....

Jannie: Actually I thought that was fun however, at one point we had to run around a tennis court blindfolded. I did

not think that this was a great success because I just could not see the point of it. Others did enjoy it and some of them even ended up bumping into the fence.

Hassan: I could see the point of this exercise. In principle 99.0% of the population go about daily life like a headless chicken. This exercise showed you that sometimes you have to put your life in the hands of others, and sometimes you have to be the one who watches out for others.

What was so good about the programme?

Jannie: You were made aware of how other people saw you. In principle you

know yourself what sort of person you are. What is not always clear is how others perceive you. People value your positive and negative points differently to how you might expect.

Hassan: You learn to see yourself through the eyes of someone else. I thought this was a positive point. You more or less already know the business side of people and COP gave you the chance to see the person behind the business colleague. That is of course a plus point.

Hassan, how do you think Jannie now sees you?

Hassan: I don't think she sees me any differently. Someone who wants world peace...

Jannie: I did think it was good fun that during one of the last sessions you had to describe your perfect job. By coincidence Hassan and I sat at the same table and Hassan just did not know what to write down. I knew straight away that Hassan is someone who wants to make the world a better place. After 5 minutes he literally wrote that down on paper.

Which job had Jannie written down for herself, Hassan?

Hassan: I think she would love to have a job where she could draw. We sat with open mouths when she said that she



would like to work in the architectural world. She is someone who is involved with everything and always accepts her own responsibilities. A project developer, or something similar

Is COP something my development cannot be without, as a person or within my work?

Hassan: The programme has confirmed that there are other ways to shape your career and to allow your qualities to expand. With respect to me, that has meant maybe working in a different department

within Xerox. Slowly but surely I have made a step in that direction. Paul-Peter Feld and Karin Blonde invited me to join a Human Resource Management project, which has made me want to do more. Privately I have also changed and I do a lot more with my family, friends and acquaintances. Basically I see a lot more possibilities wherever I look.

Jannie: Unmissable, suggests that without COP you cannot be a good leader. I don't agree however, it has been a worthwhile course for me personally, especially the 'mirror' which was constantly held before you. Perhaps this is because I have worked for in HR some time and have a bit more of an insight into myself.

A few of the methods used by COP were not new for me. At the same time, how you appear to other people, both business wise as well as personally, were for me the most valuable part of COP.

What I also enjoyed was the personal coaching sessions, which enabled you to dig deeper into the whys and wherefores of your choices. These sessions were a perfect follow-up to group sessions and ensured that the course contents carried on meaning something.

Don't forget that the programme lasted for 1.5 years....

Final verdict?

Hassan: I am going to fall back on an Arabic saying: this was the mother of all courses. I will give it a 8.5.

Jannie: A few vague elements didn't pass the mark, but the lion's share of the programme gets a big fat 8.

this was the mother of all courses



Using your Safety Skills

We should all be very familiar with the topic of Health & Safety in our working environment as we live by our rules, processes and procedures on a day-to-day basis. A safe working environment is one of our top priorities in terms of running our business and as well as the formally documented tools, we also use communication and awareness as a major contributor to safety performance. As the holiday period approaches for many Xerox employees, you are encouraged to apply the same logical and systematic thinking in relation to health & safety for yourself and also to make your family members or friends aware. Whether you are spending your holiday at home doing odd jobs or travelling to some exotic location, it is always worth

spending some time considering what could potentially happen along the way, in other words conducting a simple risk assessment.

Talk to your family or friends if you think that a risk exists and encourage them to do the same. Discuss the potential countermeasures that you can put in place to prevent something unwanted happening. This can often be done in a few seconds/minutes but the outcome can protect you.

Remember; "Zero Injury" is important to Xerox for its employees, both at work and in their spare time. Look out for the hazards, take heed of the warning signs, use sensible actions as countermeasures and have a safe, healthy and happy holiday!



Thoughts of
Summer Holidays?

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Editorial Board:

Editor:

Mark Barnard
(HR, +44 (0)1594 591800)

Venray:

Hanneke Smits-Hermans
(Communications and Co-ordination,
+31 (0)478 52 5802)

Ingrid Renjaän-Wijkmans
(EFO, +31 (0)478 52 5502)

Gonny Snijders-Visser
(HR&Q, +31 (0)478 52 5407)

Leonie Siebers-Verkoeijen
(SDU, +31 (0)478 52 5831)

Eveline van den Beuken-van Well
Wilma Saamena-Verstraaten
(SSC, +31 (0)478 52 5200)

Mitcheldean:

Brian Fowler
(HR/ARC, +44 (0)1594 591126)
Sally Meek
(HR, +44 (0)1594 591301)

Dundalk:

Ailish Murphy
(HR, + 353 (0)42 938 7677)

Editorial Board Secretary:

Postbus 43, 5800 MA Venray
Tel. +31 (0)478 52 58 02
Fax +31 (0)478 52 50 56

Editors:

*Derix*Hamerslag* *CMPR Ltd.*
Paul Peijnenburg Ewart Woolley

Photography:

Gé Hirdes
Own archive

Graphics:

Yvonne Arts and Ton Penterman (XGS)

Printing:

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