

# EHSC Magazine

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# Editorial

Isn't it wonderful if you have interesting and challenging work, that you also get recognition for the work you do. On this very subject, we would like to congratulate Phil Grayer, who works as a Business Partner in our European Corporate Procurement Service organisation.

Phil was recently recognised for his outstanding contribution to the business and has received the prestigious Joseph C. Wilson Award.

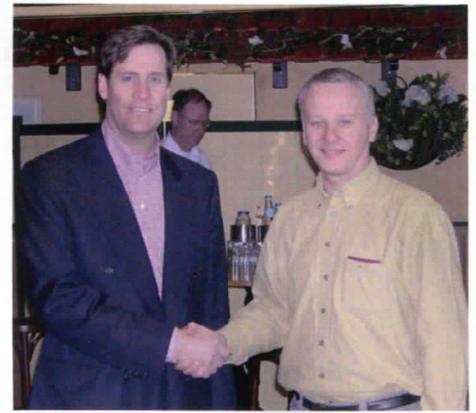
Phil is pictured here being congratulated by Greg Tayler.

Every quarter, the magazine also gets recognition from many of our different departments, who say that the magazine is read with much pleasure.

Again and again, we're encouraged to make the next quarterly issue just as interesting as the last.

We therefore hope you will find this issue an interesting one. Enjoy the read.

The editors



## High Performance Operating Environment

**The High Performance Operating Environment (HPOE) is being established as an integral part of the business strategy in Europe.**

In support of our business goals we continually strive to work in more efficient ways and to drive complexity out of the business. If we are to really maximise the impact of this, we also need to improve the culture within our organisation. This is what HPOE has been designed to do and the emphasis is on our attitudes and behaviour.

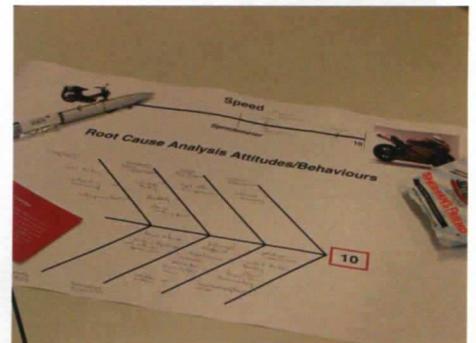
have run 22 workshops in 5 locations covering 285 staff and the feedback has been extremely positive. With the support of Greg and the Leadership Team, Jannie and I are now working with the facilitators on our next steps. These will include how we engage more people at Team level and you will



Six areas of focus (or qualities) have been identified and a workshop has been developed in XE for deployment in each country and business entity. In taking each of the 6 HPOE qualities in turn, workshop participants explore the attitudes and behaviours that we need to encourage and discourage and what they need to do differently as individuals.

start to hear more about this very soon. Our HPOE facilitators are: Marc Rottink, Emma Twomey, Ruud Lommen, Hassan Najja, Ivonne Ypma, Tim Tarby-Donald and Jannie van Gemert.

Jill Bennett  
EHSC Organisation &  
Development Manager



# LSS Warehouse project Dundalk

The last 10 months saw major upheaval on the production floor of PSG in Dundalk. Since the plant opened, the warehouse facility for component material for this business has been housed 15 miles away in the picturesque village of Greenore and run by an external supplier, DHL Exel. Following a strategic review of the optimum use of the Electronics and Hardware buildings in Dundalk, it was concluded that it was possible to accommodate this 3rd party warehouse on site. Dundalk's resident LSS Black Belt, Declan Carey, was tasked with this daunting task.



Some Team members: (fltr) Fergus McMahon, Joe Fox, Gerry Stewart, Declan Carey, Hugh White, Barry Durnin, Sharon Murchan, Chris Reynolds, Fiona Clifford, David Carroll, Brian McAleer, Gerrard Mallie and Joe Campbell.

The warehouse project was completed in record time and within budget on 16th March and is now fully operational. A great achievement involving bringing the 4500 pallet space warehouse on-site, eliminating 3rd party warehouse rental and facility overheads as well as the 15 mile journey to and from the Dundalk site.

To accommodate this plan the entire PSG manufacturing operation was relocated to the opposite side of the Hardware building in the summer of 2005. Amazingly, the relocation of the warehouse took place in just 11 weeks, between 3rd January and 16th March. This required coordinated efforts between the Dundalk team and five main contractors, to remove overhead electrical and IM services, install new roller doors in the docks area, remove and modify racking from the existing facility and install in new location, design and install an in-rack sprinkler system, and finally to relocate the material.

DHL Exel continue to operate the relocated warehouse on the Dundalk site and in the coming months we will work together to refine processes to enable

further benefits to the WPSM operation in Dundalk.

The whole Dundalk WPSM team facilitated this significant change, whilst maintaining normal operations and maintaining an impressive zero safety incidents record during construction. The core team consisting of Brian McAleer, Gerry Stewart, Chris Reynolds, Felix Larkin, Dave Townsend, Barry Durnin (EXEL) Pat Scully (BSFM) and Joe Fox deserve particular thanks for their efforts.

The end result of this successful project is a significant enhancement to the cost competitiveness of the Dundalk site, reducing annual operating cost by a further \$900k enabling the outlay of expense on implementing the project to be recouped within 9 months.

Wim Appello's official opening of the new Warehouse on 9th of March 2006: (fltr) Brian McAleer, Wim Appello, Barry Durnin, Chris Reynolds, Tony McQuillan.



# ‘80 km/hr downhill on a gravel path: what a thrill!’

**W**hen he was a 4 year old, he got his first BMX. Day in day out, he could be found on the cross country paths close to his house and today, 22 years later, Alexander Pelzer much prefers cycling downhill, on a mountain bike in the Austrian mountains. “80 km/hr downhill on a gravel path: what a thrill!”

“The best thing about mountain biking” says the 26 year old Human Resource IT Coordinator in Venray, “is the downhill part and the technique you have to use. Most people think the sport is the same as cycle racing, but the only thing that



mountain biking has in common with racing, is pedalling. That’s where the similarity stops! The biggest difference is that

with cycle racing, you cover a lot of kilometres on a flat surface without having to think too much. With mountain biking, you continuously have to concentrate on the uneven paths. If you forget to concentrate for just one second, you could end up flat on your face.”

### **Wear and tear**

When asked how important the equipment is for this sport, Alexander replied: “Deadly important. You can imagine what would happen if you were racing down a steep hill and your brakes don’t work, or you get a flat tyre, or your chain breaks. The sort of ‘gear’ you wear is not so important. Therefore, during the week I put quite a bit of time into maintenance and I make sure that the spokes are not loose, that the front fork is working properly, that the saddle is not broken, etc.”

Each week Alexander cycles about forty kilometres. It doesn’t sound much, but it is, and the effort it takes can be compared to cycling 100 kilometres over normal roads. As there are no mountains in The Netherlands, Alexander travels to the Mecca of the sport: Austria. This year he is visiting several custom made bike parks where using a lift, you take your bike to the top of the mountain and all you have to do is get down to the bottom. A bit like skiing.

Alex and his friend Johan on the Panoram Alm at the foot of the Grosser Rettenstein in Austria.



### **Satisfying**

What can your Xerox colleagues actually learn from our mountain biking Alexander? “Focus and dedication. If I go mountain biking for an hour, I am concentrating only on that. The only thing you think about is the next couple of metres along the route. If your concentration wanders,



then it could be bad luck and you could fall....” And does he have a tip for beginners? Definitely: “If you are looking for a sport in which you can totally lose yourself, then mountain biking is for you. It’s completely satisfying, but look before you leap. It’s an expensive sport which pushes you to your limit.”

# What do you mean back orders?

**X**erox is comprised of two big business divisions, Office and PSG. Both of them manage their stock and replenishments of products in two totally different ways. So far, we should add! At the moment, specialists in Venray are working incredibly hard to minimize the differences in which the centrally steered Office model and the decentralised PSG model work. In a few years time, there will only be two ways in which products can be ordered: one via Venray, direct to the client, and the other way will be via local warehouses throughout Europe.

At the birth of the EDC are Louis Conjaerts and Eric van Melick. They expect that the new centrally organized distribution system will show definite cost savings in transport and warehousing. Above all, efficiency and delivery promises will improve. Louis: "Through PSG, we are working with a large amount of small regional distribution centres. These are small operations where people are employed by our logistic partners, and do mostly manual work. It wouldn't be cost effective to pass on our system changes to these centres. Centralization at a highly automa-

ted warehouse in Venray however, is well worth the changes. Above all, the chance that a product the client has ordered is not in stock in an RDC is relatively high. Here in Venray we have 60,000 different part numbers, therefore the chance is smaller that the product ordered isn't in stock."

### Standardization

In the meantime, the dismantling of the RDC's has been started. Eric: "So far we have gone live in The Netherlands and soon Austria, Switzerland and Denmark

will follow. In some countries we work with a slightly different system infrastructure. These systems will be changed in 2007 when the whole of Europe changes over to ESAP. If all goes to plan, standardization will be complete in 2008."

Eric can feel satisfied that the new model is working well through the following story: "A few days after The Netherlands no longer used RDC, we heard from the Welcome Center in Dublin, that all orders had been sent and the question was, where was the back order list of material that couldn't be delivered on that day. In Venray, we looked everywhere for the list and at first we thought that something had gone wrong with the system. It turned out that there were no back orders and everything had been delivered. As far as we were concerned, everything was okay with delivering directly."

Eric carries on; "By communicating properly and on time, the implementation of the new system ran smoothly. Everyone who was involved, be it the planners, systems people, operators or clients, was able to think with us and also have input into the new system. We gratefully used their expertise."

### A good sign

Louis: "Of course it helped that Xerox Netherlands, our sales department, were very interested in the whole project. For them there were also advantages as they no longer had to pay for an RDC and therefore didn't need to keep stock locally. And that was what they were measured on, but of course, they aren't expecting a decrease in the quality of the service. Shortly before we implemented the project in the Netherlands, the logistics manager said that he would be on the phone immediately if things went wrong. We haven't heard a thing from the good man. Surely a good sign."

*Some of the EDC team members.*



# Safety Milestone for Mitcheldean



Kirsten Henseleit presenting EH&S Manager Dave Bufton with the award.

**T**he Fuser Business Centre at Mitcheldean has recently passed a significant milestone in its safety performance, reaching 5 years continuous operation without a recordable safety incident/injury.



The key date was February 17th 2006 and this is an excellent performance for a manufacturing business centre, which serves to demonstrate the way in which all employees in Fusers view safety as a number one priority in their day-to-day activity.

Fuser Business Centre Manager Chris Clarke comments, "This performance has been down to the working culture at Xerox and the many years of good practice at Mitcheldean. It pervades at all levels of the operation and says that no matter how good we believe we are, we can always work to improve".

EH&S Manager Dave Bufton adds, "We have been running a Zero Injury programme at Mitcheldean since 1996 and the keys of the programme are management commitment, team involvement, risk assessment, training, control and review.

## Inspections

Management commitment is deployed, measured and monitored through the Performance Excellence Plan process and team involvement is well supported, with issues, projects and requirements reviewed at the monthly Facility Care meetings. Risk Assessment forms the basis of any Health and Safety Management System and

the business centre has taken a 360° approach, assessing plant and equipment, people and process, maintenance and repair and finally self-assessment of the management system itself.

New training requirements are identified following changes in legislation, process, equipment or people, or as part of the Personal Development process.

Several processes for control and review exist, including weekly housekeeping inspections, monthly facility safety inspections, quarterly facility audits, the results of which are reviewed at the Facility Care meetings, and quarterly Health & Safety & Environment steering meetings."

## Zero Injury Program

The Zero Injury program contains some key messages:

**Everyone:** Make your first thought safety.

**Employees:** Think safety before acting, work safely, raise issues and concerns and co-operate with management.

**Managers:** Actively prioritise safety as number 1, promote safety at team meetings, ensure that safe methods of work are being practised and ensure that housekeeping inspections, facility audits etc are meaningful.

## Communication

Fusers has been accredited to British Standards OHSAS 18001 for Occupational Health & Safety since July 2004 and external audits twice per year provide the management team with a snapshot view and helps with our drive for continuous improvement.

So what about communication? HR Manager Mark Barnard adds, "Communication is also very important and as well as continuing to deploy the tried and tested safe working controls and practices, the team continuously seek new ways of keeping safety a current theme in everyone's minds and avoiding complacency which often results in careless mistakes and increased risks of injury. One such recent initiative was the production of a health & safety calendar inclusive of a picture each month with a safety theme. The picture from each month in the calendar is also produced in poster size for notice boards, helping to remind employees of the safety theme for the month.

The safe working milestone was recognised in the presentation of a commemorative plaque by Kerstin Henseleit, Fuser Delivery Unit Manager, during her recent visit to Mitcheldean (pictured).



# Me and My Dog(s)

**E**veryone knows that a dog is supposed to be a man's best friend but in the case of Gary Edwards from the Equipment Supply Chain Inventory Management team, based at Mitcheldean, he has a number of very good friends in the form of his eight Springer Spaniels.

(From left to right)  
Patch, Ziggy, Lilly, Rose, Holly, Poppy Jake & Laura.

Living in the beautiful surroundings of the Forest of Dean, Gary's love of our canine friends goes back to when he was a small child and his Grandparents two dogs, Bonzo and Patch. Bonzo used to sleep under Gary's pram and he even has a picture of himself being sat on Bonzo's back by his grandmother. A large part of his childhood was spent with Bonzo and you could almost say that they grew up together.

## Discipline

As Gary has grown up, his interests in dogs has changed from being a playmate to the formal training of working dogs. This is an interest that takes a lot of time and patience: "It takes around 2 years to properly train a Springer Spaniel. It's a bit like building a house where you start with the foundations and build upwards. The temptation to cut any corners must be avoided if you want to succeed and in the early stages you start with short, but frequent periods of training. The lesson should be fun and always put the dog in a win-win situation. Slowly, you build up a bond of friendship and trust over the month's that pass and eventually you become a team working together, which is very rewarding. The dog is a very intelligent animal and it will have worked out your weaknesses long before you have assessed its character, so you must be its master from the beginning. Only when the dog has mastered the basic training should you move onto the next level and



you should also remember that training starts with the trainer, so you must also discipline yourself!"

## Whistle

"When you reach the advance training stage you simulate wild game birds with dummies. Many people have a misconception that working dogs actually chase wild game birds however the dog actually follows pre trained sweeping movements and certain commands provided verbally, through hand movements and a whistle. Its only when I am satisfied that I can control the dog that I would expose it to live field work

and again, you start off with very controllable situations and build up gradually."

So with all this investment in one dog, how do you manage to train eight dogs at once? Gary: "The simple answer is that you don't. You have to invest the same amount of time with each individual dog and bring him or her up level by level. I've now reached the level with my dogs that when I take them for a walk and tell them to sit, they all obey the command together, but I can also command them by name and they respond individually. Woods, wellies and dogs – you can't beat it!"

# Easter Egg hunt Dundalk



## Meet...



**James Bennett**

**Age:**  
42.

**Fell in love, got engaged, got married:**

I met my wife Helen in 1987 at Xerox and we have a son Grant age 14.

**Education:**  
Berry Hill Secondary School.

**Position:**  
Fuser Roll Setter/Operator.

**Company History:**  
I started on the Hannibal (5046) assembly line on March 2nd 1987 and worked in various positions from Shop Marshaller to Assembly Stand-in. I'm currently working as a setter/operator within the viton flowcoat line in the Fuser Business Centre.

**Hobbies:**  
Rugby – I have played for both Cinderford and Drybrook 1st teams. I have also played for Xerox against the French OpCo team on 3 occasions. I'm now retired from rugby through injury, but still very much enjoy

watching. My other hobbies include cycling on the Forest of Dean trails, gardening and DIY.

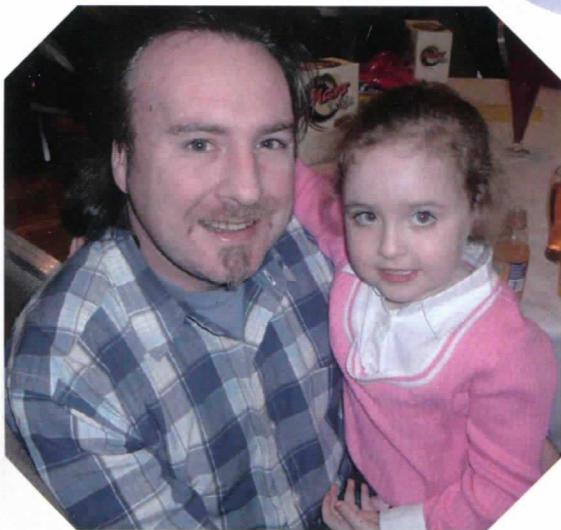
**How I feel on Monday mornings:**  
It depends which shift I'm on!

**Character:**  
Loyal, honest and reliable.

**I hate:**  
Smoking. I gave up over five years ago and if I can do it, anyone can!

**Favourite wish:**  
Simply for health and happiness for family and friends (but also to win enough money on the lottery to pay off my mortgage).

**My Motto:**  
Live and let live.



**At Xerox, I would like to walk for a day in the shoes of:**

One of the low mass line employees, so that I can enhance my skills and experience.

**Favourite food:**

Japanese and my wife's home cooking of course.

**For me, Xerox is:**

A lifetime of memories. As a child, the highlight of the year was the fantastic Christmas parties for employee's children. My mum and dad both worked for Xerox for 16.5 and 26 years respectively. I joined Xerox and met

my wife Helen and her father was also employed here for 35 years. As a family, Xerox means a lifetime of memories and hopefully this will continue for my son Grant.

**Holiday country:**

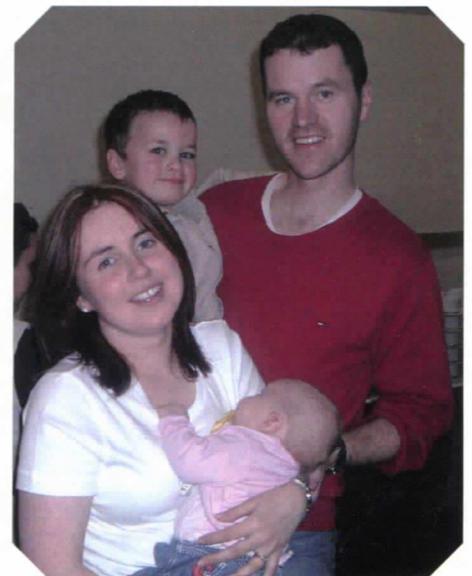
Cyprus.

**Most recent book or film:**

King Kong and various autobiographies.

**What should they do a bit more in Xerox:**

More overtime, because that means Fusers has plenty of work.



# A new year and a new committee for the Dundalk Sports & Social Club

**The Dundalk Sports and Social club is now bigger, better and brighter with five new committee members joining the existing team for 2006.**

Dundalk employees have noticed a new energy in the Sports & Social Club with many exciting events planned for 2006. In an effort to keep everyone involved new notice boards have been placed in every canteen to keep all staff informed of upcoming events and an events calendar for the year has been published. Inspiration for the events planned came from the site wide questionnaire gathering opinions and wishes of all Sports & Social Club members, with some surprising results!

The new committee have been busy already this year. Easter weekend was the date for our annual "Eggstravagansa". This is a fun-filled, family event enjoyed by adults and kids alike. Amid the dance competitions, bouncy castles, face painting and

general mayhem there were plenty of yummy Easter eggs and even a few sandwiches for the parents.

A new team deserves a new Logo so the many artistic talents of the Dundalk staff are being put to the test with the current Logo competition. This, combined with the many "Something Nice" events, will ensure that everyone gets to know the new team and has a chance to enjoy themselves.

Here is to another year of fun events in Dundalk!

## Xerox Sports & Social Club Activity Schedule 2006

Month	Activity	Venue
February	Valentines Draw	Canteen
April	Easter Draw	Canteen
<del>April</del>	<del>Easter Egg Party</del>	<del>Park Inn</del>
<del>April</del>	<del>SSS Survey Draw</del>	<del>Xerox</del>
May 11 <sup>th</sup>	Something Special	Canteens
May 26 <sup>th</sup>	Draw	Canteen
June 9 <sup>th</sup>	Bowling	Sports Bowl
July 14 <sup>th</sup>	Summer Barbeque	Park Inn
July 21 <sup>st</sup>	Draw	Canteen
August	Something Special	Canteens
September 29 <sup>th</sup>	Trivia Quiz	TBD
October 26 <sup>th</sup>	Draw	Canteen
November	Something Special	Canteens
November	????????????????	TBD
December 8 <sup>th</sup>	Christmas Party	TBD
Dec 10 <sup>th</sup>	Kids Christmas Party	Canteen



ft: (back row) Michelle Kinsella, Paul Carson, Paddy Lennon, Gerry Stewart, Nicola Patten, Yvonne Myers, Brian McAleer, (front row) Fergus Gonnolly, Derek Ward.

## Meet...

**Age:**  
29.

**Fell in love, got engaged, got married:**

Happily married since 2000. Our wedding was in Puerto Rico.

**Education:**

BS Chemical Engineering - Worcester Polytechnic Institute; MS Information Technology, Rochester Institute of Technology.

**Position:**

Spares RoHS Manager – SSC.

## Maurice Janssen and Jowin Gijsbers:

# SMARTer Distribution allows for further growth in the Office division!

Maurice Janssen

**X**erox", according to Office supervisor Maurice Janssen, "has a good reputation with large multinational companies and government departments. This is also where the organisation has the most contact and contracts. Within the middle and small businesses (MKB), Xerox is not known as well, but with SMARTer Distribution, Xerox will try to break into this area."

Jowin Gijsbers is the person responsible for the implementation of SMARTer Distribution within the Supply Chain. He explains here how the new distribution method will work. "With SMARTer Distribution we are setting up a new infrastructure which will allow us to grow bigger in the office market by improving our services to the end user against lower (logistical) costs. In order to realise this, we have chosen 3

strategic partners, TechData, IngramMicro and Scribona, who will be in charge of our distribution throughout Europe. By working together with these companies, we can increase our reseller network from 10,000 to 30-40,000 resellers. In doing so we hope we will reach more potential clients. As well as Xerox, these 3 distributors also distribute for other companies such as HP and Ricoh, covering everything involved with IT, from digital photo cameras to the Xbox."

### More efficient and more flexible

In order to allow the expected growth to run smoothly, the logistics have to be more efficient and more flexible. Maurice Janssen: "The new strategic partners order from us according to the "Multiple Order Quantity" principle. This means that they have to order a whole pallet of one particular product and not just one item. You can compare it to a wholesaler. You can't just buy one pot of peanut butter; you have to buy a whole tray. Apart from being our client, the distributors are also our suppliers for logistical matters. They collect their orders themselves for Xerox and deliver it to their own network." Another advantage of SMARTer Distribution is, according to Jowin, that we can



book the sale at the time the distributor has collected his goods.

### Superior

That Xerox will also be well known by the MKB and the general public, goes without saying according to Maurice: "The quality of our Office equipment compared to other companies is superior. Above all, Xerox has a much wider choice and of course, soon you will also be able to buy a Xerox printer and other equipment at any of the major electronic shops. We have after all, the perfect product for everyone."

## Linnette Perales



### Company History:

Started in SDU in 1998. Worked as a Lead Engineer and Photoreceptor Project Leader; In 2004 joined the Lean Six Sigma Black Belt program under Xerox Supplies Business Group.

### Hobbies:

Travel, gardening, arts (drawing, painting, sculpture).

### How I feel on Monday mornings:

Ready for the new week.

### Character:

Energetic, cheerful.

### I hate:

People who are arrogant.

### Favourite wish:

To visit at least one country in every continent.

### My Motto:

Know thyself.

### At Xerox, I would like to walk for a day in the shoes of:

One of the service engineers – to see how the parts we have designed

perform in the field.

### Favourite food:

Spanish.

### For me, Xerox is:

A company with a great history of innovation and many smart people.

### Holiday country:

Not one in particular, but would like to visit Spain more often.

### Most recent book or film:

The Tale of Genji.

### What should they do a bit more in Xerox:

Have fewer meetings.

# Italian team wins Q1 2006

**L**ike a fine wine, competition to win the EHSC Balanced Achievement Award just keeps on improving with the passage of time. Both are keenly sought after (the wine and the award that is, not the magazine writers), both are cherished by their recipients, both look good when held up to the light, in fact, the only difference is, that you shouldn't keep the Balanced Achievement Award in some dark cellar only to gather dust...

In keeping with the wine theme... the first quarter 2006, produced some vintage performances by many of the Country Logistics teams. In particular, there were strong performances from Italy, France

and the current holders Switzerland, to name but a few, however, as they say in the games shows... there can only be one winner. After much deliberation (actually this time it was a quick unanimous decision), the panel of EHSC managers agreed that Italy were the worthy winners. In particular and when announcing the decision, Greg Tayler highlighted the following in Italy's Qtr 1 performance...



(from l to r) Gianmario Forlani, Fabio Sirtori, Luigi Premoli, Vincenzo Sparacino, Giuseppe Puglisi, Nicola Costanza, Ignazio Caria & Giuseppe De Martinis. (missing from photo - Massimo Balestra & Alfredo Caruso).

- Equipment inventory performance was below plan and showed a 25% reduction from Quarter 4
- Italy were one of only two countries to achieve a better than plan equipment inventory performance
- Logistics cost management and predictability of expenditure was excellent, with better than plan performances in T&W and total distribution costs
- Teamwork ratings submitted from

all areas of EHSC, were at or close to benchmark, providing a good indication of strong collaboration

- Year over year distribution costs reduced by over 5%

Let's raise our glasses to Gianmario Forlani and the Italian Logistics team on a fine performance - Ciao!

## Meet...

**Fell in love, engaged, got married:**  
Single.

**Education:**  
IMI Diploma in Strategic HR Management, Qualified in Myers Briggs Type Indicator, DDI Training Facilitator.

**Position:**  
Human Resources Operations Manager, Dundalk.

**Company History:**  
Just joined Xerox on 17th April 2006. Previously worked for Irish Flavours & Fragrances, an affiliate of International Flavors & Fragrances Inc, also an American Multinational Company. Role there was also Human Resources Manager.

**Hobbies:**  
Walking my two small dogs, cinema and reading

**How I feel on Monday Mornings:**  
Looking forward to a brand new week.

**Character:**  
Easy Going, Calm.

**I hate:**  
Insincerity.

**Favourite Wish:**  
To be happy and healthy and then maybe win the lotto.

**My Motto:**  
Never ask anybody to do something you would not do yourself.

**At Xerox I would like to walk for a day in the shoes of:**  
Looking forward to being comfortable in my own Xerox Shoes.

**Favourite food:**  
Pasta.



**Sheila Dignam**

**For me Xerox is:**  
An exciting new challenge.

**Holiday Country:**  
US, Florida, nothing is a problem.

**Most recent book of film:**  
Crash - recent Oscar winner. An outline of the various lives of the people involved in an RTA.

**What should they do a bit more of in Xerox:**  
Not sure yet.

# European WEEE-team wins Xerox Earth Award



Perhaps you have seen this symbol on an electrical or electronic piece of equipment that you have recently bought. The symbol means that you can't put that particular equipment out with the normal household rubbish.

Since August 2005, the so-called WEEE Directive came into force. The "Waste Electrical and Electronic Equipment" European directive says:

- That the producer or importer is responsible for the collecting and recycling of cast-off equipment, which they have put onto the market.
- Recycling has to meet certain conditions (for example at least 75% of ICT equipment must be recycled).
- Electrical and electronic equipment should be collected separately.
- Users of the equipment should be informed about the return process.

All European Economic Community (EEC) members must have a law regulating this directive and when a country does not reach its recycling goal on time, they will be brought before the EEC.



Under the leadership of Jos Hagebols (SSC) and Malcolm Hemming (EH&S), and with the help of Maurice van den Berg



(SSC), an international team started the process of looking at what each EEC member's law required and how Xerox's equipment return and recycle process needed to be changed in order to meet each country's new law.

The team is comprised of representatives from all EEC countries, Supply Chain, Health & Safety, Legal, Marketing and Finance.

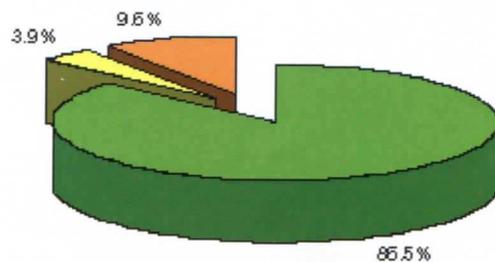
As usual within the EEC, the team was confronted with different laws, interpretations, rules, implementation deadlines and collection infrastructures.

For many years Xerox has been active in the area of reusing and recycling, and meeting the recycling goals was not a big problem.

process would be for each country. Some countries were members of a collective recycling programme (set up by and covering several companies). In other countries, it seemed that it was more effective to carry out the return and recycling ourselves, or to return the equipment to Venray. This is of course dependent on transportation distances within Europe.

The finance department was also included in the project, to set out what the financial consequences would be of the future return and recycling process.

As not all EEC countries have finalised their law and the institute that will be responsible for the registration is not completely up and running, the team will continue in 2006 and probably still busy with this task in 2007.



■ RECYCLED MATERIALS ■ INCINERATION FOR ENERGY ■ LANDFILL

The recycling target of 75% was more than met in 2005.

Even so, necessary actions had to be taken with respect to registration in each country. A report had to be written over market circumstances and recycling performances, a communication plan was set-up and above all, what the optimal return

By giving the Earth Award on the 24 April 2006, Xerox has recognized the WEEE Team's excellent contribution to Xerox's goal of "Reduce, Reuse, Recycle".

## Challenges in a complex environment

**T**here are only six of them, but if they carried out their tasks less than perfectly, work within the Service & Supply Chain would come to a standstill. Lets hear about the activities of a small, but oh so important department of Marie-José Flinsenbergh and Maurice de Jong: "It's a challenge to meet the higher and higher demands of a complex environment."

Systems Support is responsible for the SSC ICT system and the countless interfaces that it uses. To put it bluntly, all applications that are needed to run the warehouse, work out the orders that come in from different countries, run the planning system, basically, everything which SSC needs to run smoothly and therefore keep the client happy, belongs here.

### Prevention

"Look" says manager Maurice de Jong, while he unfolds an A3 paper on his desk showing a complete map of the system, "this is how it looks. You can understand that in this maze of a system, mistakes can happen. Together with several support



From left to right: Laurent Steijns, Maurice de Jong, Marie-José Flinsenbergh-Peters, Chris Lenssen, Karel Driessen, Henk Buckinx

groups, both internal and external, we are busy every day, keeping the system ticking over and updating where necessary. You can compare us to the fire brigade. They carry out a lot of preventative work, but also regularly have to put out fires."

"We are" says Systems Support colleague Marie-José, "the link between the person who works with the system and the programmer. Therefore, we not only have to have system know how, we also have to know how the processes work within the SSC. This allows us to translate the wishes of the system users, for the programmers."

### Satisfaction

Although Systems Support works from eight until five, they are on call for the SSC 24 hours a day, 7 days a week. Each week, one of the System Support team members is on call. If something should go wrong outside of office hours, then that em-

ployee is ready to sort the problem out. Marie-José: "As we put a lot of work into prevention, we don't often come across major, unexpected problems. While at a party, your bleeter may go off, but more often than not, it'll be a small problem, like not being able to print an invoice. You can solve these problems over the phone but sometimes, you can be unlucky and you have to get out of bed in the middle of the night. If you then manage to solve the problem, you do however get a feeling of satisfaction."

Maurice: "Processes are nowadays so dependant on the system, that many process changes mean a change in the system. Therefore, we are involved in many projects where processes are changed and our role is becoming more and more interesting. We are not a high profile department, but behind the scenes, a lot happens which is advantageous for colleagues and clients."

# Mitcheldean Long Service Dinner



Chairman, Mark Barnard opening the Dinner.



Lots of discussions.



Service Award recipients on the night, from l to r: John Evans, Jamie Elsmore, Steve Phillips, Paul Weaver & Heather Hudson.

Pre Dinner Drinks in the bar.



The main room.

More discussions.



## Meet...

**Age:**  
31.

**Fell in love, got engaged, got married:**

We met at the university and both joined Xerox after graduation. Now married for 5-1/2 years.

**Education:**  
BS/MS Environmental Engineering,  
MBA – Worcester Polytechnic Institute  
(Massachusetts, USA).

**Position:**  
Procurement Manager for Marketing  
Communications, Corporate  
Procurement Services, since January  
2006.

**Company History:**  
Joined the company in 1998. Worked  
in the Print Cartridge Delivery unit,  
Webster, for 3 years. First as a Summer  
Intern, then a Supply/Demand Planner  
for CRU's, and finally an Inventory  
Planner. After that joined the WM&SC  
Strategy Integration & Planning group

as a Business Planning Manager. In 2003  
joined Corporate Procurement Services  
(formerly Non-Production Purchasing)  
as a Program Manager for Contract  
Labour purchasing.

**Hobbies:**  
Travel, biking.

**How I feel on Monday mornings:**  
Fairly upbeat, unless I have a meeting  
right at 8:00.

**Character:**  
I analyze everything, even food bills and  
the dialogue in movies.

**I hate:**  
Meetings that do not accomplish their  
objectives.

**Favourite wish:**  
A long, healthy life in the company of my  
wife.

**My Motto:**  
Do for others what you wish they do  
for you.

**Felix M.  
Diaz**



**At Xerox, I would like to walk for  
a day in the shoes of:**

A salesperson to see what it is like to be  
in front of our customers.

**Favourite food:**  
Caribbean.

**For me, Xerox is:**  
A company that provides a healthy  
balance of challenges and opportunities.

**Holiday country:**  
Anywhere warm.

**Most recent book or film:**  
The Earth is Flat, by Thomas L. Friedman.

**What should they do a bit more  
in Xerox:**  
Talk more, email less.

# Proud

Our theme for 2006 is *Proud to be Xerox*. You could write a song about it, which has in fact happened. The so called *Proud-song* can be heard and seen on the 2005 Highlights video. Ask your manager if you haven't heard it.

At Xerox, we are accustomed to making everyday work as invitingly and challengingly possible for everyone. To create a great employee experience isn't one of Xerox's overall goals for nothing. Of course it's natural that you also contribute to this goal.

In this magazine, you can read all about the High Performance Operating Environment workshops (HPOE). Together with all of the management team, I have also followed

this course and am very enthusiastic about it. The workshop is about how you behave and how we want to work with each other within Xerox.

The challenge now is not only to talk about behaviour, but how we are going to let each other see our behaviour. If together, we succeed, then we will be able to show that we are *Proud to be Xerox*. We have made a start with the management team, which after all, is where changes should begin. Soon we will inform everyone about the workings of HPOE.

Oh yes. What have you done today, that you can be proud of?



Paul Hermans

Direction 2006

**Dit zijn onze vaste waarden:**  
Tevreden klanten staan aan de basis van ons succes.  
Wij waarderen onze medewerkers en geven ze de ruimte.  
Wij leveren kwaliteit en kijken uit in alles wat we doen.  
Wij willen toegenomen van onze middelen.  
We gebruiken technologie om tot marktleider uit te groeien.  
Wij gedragen ons maatschappelijk verantwoord.

**Onze doelen voor 2006:**  
Klanten een fantastische ervaring bieden.  
Omzetgroei.  
Verbetering van winstgevendheid en cashflow.  
Medewerkers een fantastische werkvorming bieden.  
Onze waarden naleven.

**Proud to be Xerox**

Op de foto van links naar rechts: Jane Fairclough, Kim Foster, Patrick De, Brian Holliday, James Johnson, Cynthia Davis-Jones, John Atkins, Paul Agnewell

## EHSC Magazine

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