

# MITCH

THE DOCUMENT COMPANY  
**XEROX**

Volume 2 Issue 1

15 January 2003

## Thank you, everyone in Xerox

Xerox chairman & CEO Anne Mulcahy's New Year message thanks all in Xerox for their contribution in 2002, a year when we strengthened our operations, drove costs down and margins up, had the biggest new product year in our history ... and survived the worst crisis in our history.

Anne said we now embark on 'the equally difficult, but much more exhilarating, challenge of returning to growth and greatness, a task already under way, with this year's theme: **'Stronger ... Different ... Better. Helping our customers do great work'**. She said there are two important messages here. The first is that this year's direction is a continuation of last year's ... because our work is far from done. While we've made great progress in saving the company, we've not yet returned to greatness, nor have we completed the task of making Xerox 'stronger, different and better'. The second message is that the reason we exist is to help our customers do great work. That's a responsibility and commitment we all share. If we provide value to customers, success for Xerox will follow.

### Five objectives outlined

"As a total company, we have five critical objectives for the year," Anne said. "Our first, not surprisingly, is to **improve customer loyalty**. This has always been a strong suit for Xerox - part of our heritage and essential to our future. We arguably would not have survived this past year without the loyalty of our customers - a loyalty we must always nurture, never take for granted, and do everything possible to earn, day-in and day-out.

"The second is to **grow revenue**. We'll have a lot of help. Last year was the biggest new product year in our history. These products should give us a lot of tailwind as we enter 2003. We're also improving our coverage, focusing our world class direct sales and service force on the high-end of the market, and dramatically expanding our presence elsewhere through concessionaires, agents, TeleWeb and other indirect channels. And, we'll be making a lot of noise and news in the marketplace. Our objective is to tell the world that we're back - that we're stronger, we're different, and we're better.

"Our third and fourth objectives for the year centre around **cash generation and cost reduction**. Here, too, we have a lot of momentum. The initiatives of the last two years are paying off. The hard won gains in reducing our cost base will continue to improve our results as we move through 2003. It will be tempting to ever so slightly lighten our intensity on cost. That would be a tragic mistake we can't let happen. In fact, we have to approach 2003 costs with the same discipline and focus we did so well last year. We must demonstrate that cost reduction has, in fact, become a way of life for all of us at Xerox.

"And our fifth has to do with **energising our people and living our values**. As we begin to grow the business, we'll be better able to reward and develop our people. In fact, we have already begun. We're continuing to launch new and expanded opportunities for learning and development on the Web. We're continuing our intensification on diversity. And we'll continue to improve the employee portal to make it more relevant and useful - to help you find better ways to do great work."

Anne also heralded the 'Lean Six Sigma' projects to improve and simplify the way we do business. [More on this in the next issue.] She reminded everyone that we now have the Performance Excellence Process, which makes sure we are all pulling in the same direction. She then reminded everyone of the pride she has in their accomplishments, 'because of your attitude and spirit, we are stronger, different, and better than we were a year ago. Let's make sure that at this time next year we'll be able to say we took another huge step forward'.

[Edited highlights from Anne Mulcahy's New Year message, 3rd January. Copies available on the Web board, from your manager, or Sally Meek, 8/2.]

## New opportunities for document imaging

In January Xerox document imaging (Xdi) at Mitcheldean, led by Simon Jones and mainly located in Building 9, transferred from Xerox Business Services (XBS) to XGS Europe Managed Services, joining the other imaging and repository hubs in North & South America, Canada and Singapore.

XBS will continue to offer customers a full range of imaging services in Europe, using the XGS resource and services based at Mitcheldean.

## Watch out for your back!

Health & Safety at Mitcheldean achieved an accident-free last Quarter in 2002. Congratulations go to everyone. Overall, the accident record showed a 17 per cent improvement compared with 2001, although there were two lost-time accidents, with a total of 13 working days being lost, and three non-lost-time accidents, not to mention the personal effects on the individuals.

Seven major initiatives were completed during 2002 to improve areas such as reporting procedures, risk identification, stress management, deploy COSHH, and lifting & handling training processes, implement Zero Injury Self Assessment, and complete process risk assessments.

**Safety** is still our highest priority for 2003. Like the national picture, the vast majority (around 80 per cent) of Xerox accidents happen during lifting and handling operations. So, *always* check that you are lifting and handling items correctly. If in doubt ask, AND get help if you need it!

## Mobile phones: beware when fuelling your car!

ttML, who manage Xerox mobile 'phones, have issued a warning, highlighting three recent incidents where mobile 'phones have ignited fumes whilst calling or being answered during vehicle fuelling. In the first incident the phone was placed on the car boot lid during fuelling. It rang, and the ensuing fire destroyed both the car and the pump. In the second a driver suffered burns to the face when fumes ignited when he answered a call during fuelling. In the third the driver suffered burns when the phone in his pocket ignited fumes when it rang during fuelling. So remember, mobile phones should not be used in filling stations, and should be turned off before leaving the vehicle when stopping at a filling station.

## Jobshop opening hours — January 2003

Opening hours for the Jobshop's final three weeks at Mitcheldean are:  
W/c 13.01.03 Open on 13th, 14th and 16th January  
W/c 20.01.03 Open on 21st and 23rd January  
W/c 27.01.03 Open on 28th and 31st January

## OHD opening hours — 2003

New Occupational Health Department (OHD) opening hours are as follows:  
Monday to Friday: 8.00 am to 12 noon  
You can contact Jenny at OHD on Ext. 2617 or direct dial (01594) 592617.

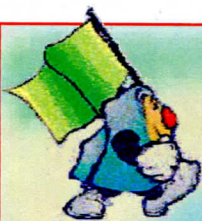
## Diary

21 & 28 January

Capita on site in 7/2

Call Ewart Woolley on 01594 544314 with news for MITCH or email [mitchnews@dial.pipex.com](mailto:mitchnews@dial.pipex.com)





Volume 2, Issue 2

# MITCH

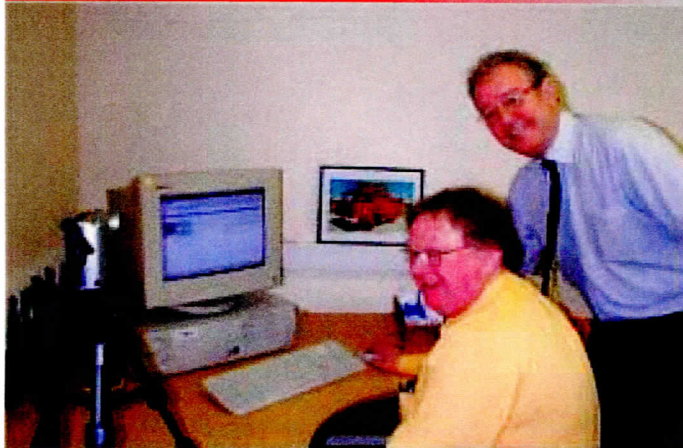
News about Xerox Mitcheldean

THE DOCUMENT COMPANY

# XEROX

29 January 2003

## Stronger security measures



Facility Care Services directors Bob Young (left) and Dave Carter checking out the new security ID system.

**Now that the site's main buildings and entrance & exit areas have more open access, the next three months will see an upgrading of the Xerox security system to ensure the highest standards of business security.**

New electronics are being installed throughout Buildings 3/1, 5, 8/1, 8/2 & 9. Similar ID cards will be used to the existing ones, with one important difference; the new system will operate on a card 'swipe in/swipe out' basis. All Xerox staff will require a card for access and exit of these buildings, so leaving your card at home or at work will no longer be practical or acceptable.

The new system will also require new photographs, and these will be taken in work areas over the introduction period, as the new system is progressively introduced, in consultation with staff and each business centre manager. The process is expected to be complete by the end of March.

## 700 new ideas

**More than 700 new ideas generated by Xerox Corporation teams throughout the business led to patents in 2002. In addition, Fuji Xerox patented more than 180 ideas. The patents extended across such diverse fields as materials science, systems, imaging software and colour-related software.**

This performance placed Xerox in the Top 10 for US technology innovators, and will expand Xerox leadership in core business and scientific areas. It creates the framework for successive generations of improved digital systems and more advanced Xerox services, and will also generate future licensing opportunities to improve profit generation. Many of the new ideas came from the development of the Xerox DocuColour iGen3, which alone generated more than 400 patents. Xerox currently spends more than \$1 billion annually on research and development in its drive to remain at the leading edge of office systems technology.

## Xerox returns to full-year profitability

**"... Our customers are responding, our leaner, faster operations are delivering positive results and Xerox is building momentum in the marketplace."**

Delivering another quarter of improved performance, Xerox Corporation announced yesterday (28th January) a return to full-year profitability and 2002 fourth-quarter earnings that reflect increased demand in key markets and strong operational results. The company reported fourth-quarter earnings of 1 cent per share, including restructuring charges of 34 cents per share and a one-time tax benefit of 11 cents per share related to the completion of a tax audit. Excluding restructuring and the tax gain, the fourth-quarter results reflect earnings of 24 cents per share, evidence of the sustainability of Xerox's strengthened business model and competitive portfolio of products and services.

Disciplined management of the balance sheet resulted in fourth-quarter operating cash flow of \$634 million. Additional finance receivable securitisations also contributed to an increase in Xerox's worldwide cash position, which was \$2.9 billion at year-end.

"Xerox's aggressive efforts in transforming its business, generating strong operating cash flow and investing in new technology is all about building value for customers and shareholders," said Anne Mulcahy, Xerox chairman & CEO. "We continue to demonstrate through precise execution and market focus that this strategy is working. Our customers are responding, our leaner, faster business model is delivering positive performance and Xerox is building momentum in the marketplace."

Revenue from equipment sales trended positively in the fourth quarter due to customer demand for the 17 new products launched in 2002. The fourth-quarter equipment sale decline of 2 per cent was a significant sequential improvement from the 9 per cent decline in the third quarter of 2002. Total revenue for the fourth quarter was \$4.25 billion, a year-over-year decline of 3 per cent.

"Xerox's fourth quarter results demonstrate exceptional operational performance and increased revenue in important markets, including multifunction, production colour, and monochrome publishing," said Anne. "Despite continued weakened global economies, customers recognise the value of Xerox's innovative, integrated technology and services, which enable more efficient work processes and lower cost, higher quality document management."

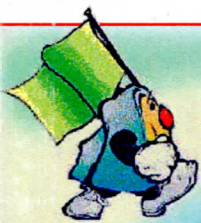
## Building 1 exit

The end of this month will see the final completion of the move from Building 1. Last to leave us are the warehouse team from Building 1 North. As from 1st February the full area of Building 1 will be available to Vantage Point Business Village to let to prospective tenants, and all Xerox activities will be concentrated in Buildings 3, 5, 8 and 9.

Any access to other buildings on site will require authorisation from Vantage Point Business Village.

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## 2003 challenge for FBC



Some of the FBC quality team in their newly refurbished quality area in 5/2. Left to right Steve Hodder, Chris Barnard, Andy Gibb and Mille Ebert (Greg Stafford and Chris Hale were on nights when the photo was taken).

**The Fuser Business Centre (FBC) has completed its 2003 Year Start communication to all employees. This sets out the direction for the business and how its objectives contribute to the overall aims of the company.**

FBC had an excellent year in 2002, with zero accidents, quality better than plan, no delivery arrears at year-end, and MCVs better than plan, at \$1.2M. The DC 500 series fuser module was successfully brought into full production and is exceeding customer targets for reliability and cost per copy.

The challenge now is to maintain this level of performance in 2003. In its favour, FBC now has all its team in place, and can look forward to some stability, which will greatly aid the training and development of staff. The FBC orderbook is healthy, and FBC's partnership in the development of new products continues to grow. Business Centre manager Chris Clarke says, "We still face challenges from competitors and how we operate with significantly less central support, but together we are equal to these challenges and more. Above all, we need to work safely. 'Zero accidents' is our number one priority. 2003 will still be hard work, but it should be enjoyable."

## Clean desk - be secure

**Our business is more competitive than ever. This means that all information is valuable, especially to competitors. The key contribution everyone at Mitcheldean can make is to keep a clean desk; secure your computer from unauthorised access and lock away all Xerox business information and electronic media at the end of each day.**

Don't forget, there are three key classifications for Xerox information: Xerox Confidential, Xerox Third Party and Xerox Internal Use Only. There are two common sense actions that everyone should take:

1. Avoid disclosure of any business information outside the business *unless authorised.*
2. If in doubt about any information issue, **ask your manager.**

## Facilities management services

**Following a review of the requirement for the provision of site facilities management, a number of changes have been made, which took effect on 3rd February.**

Allan Taylor, the Rentokil Initial Management Services (RIMS) account manager for Xerox Mitcheldean, has moved to another division within RIMS, and is replaced by Roseanne Cooke, who will be on site one day per week. Day-to-day facility issues are now managed by Facility Care Services (FCS) Ltd, a company that has been set up by Bob Young and Dave Carter, with whom most of us are already well acquainted. FCS is contracted to RIMS to provide a wide range of site facilities management services, and also provides an out-of-hours emergency call-out service, contact numbers for which are contained within the site emergency response plan.

The FCS office on site is located in Building 3, adjacent to OHD. This office is already the Xerox main reception and is now also the Xerox mailroom. The FCS office is staffed between the following hours: Monday to Thursday 8.00am to 4.45pm and Friday 8.00am to 1.00pm. Bob Young can be contacted on Ext. 1272 (01594 591272), and Dave Carter on Ext. 2237 (01594 592237). The office fax number is Ext. 1841 (01594 591841). Roseanne Cooke can be contacted on 01895 843298 (RIMS c/o Xerox, Uxbridge).

## No Smoking Day - 12th March

Get ready for 12th March, this year's No Smoking Day. As always, OHD in Building 3 will help and support you if you want to give up the 'dreaded weed'. They can offer information leaflets, advice and counselling to anyone who has decided to improve their health by giving up smoking, but you don't have to wait until 12th March; why not make a start now? You can talk to Jenny in OHD anytime between 9.00am and 12 noon, Monday to Friday, on Ext 2617 (592617). Alternatively, call the No Smoking Helpline on 0800 169 0169. You could have already stopped by 12th March, and be on your way to improving your breathing and cutting down on your health risk, not to mention all that money you could save. It could be WIN WIN as soon as you stop!

## It could be you!

Another date for your diary is 14th March, Red Nose Day! Comic Relief is taking place again this year, and in Xerox's corporate colour (or a close match anyway). If you want to take part and do something silly to raise money, go to the website at [www.rednoseday.com](http://www.rednoseday.com) to get your official fundraiser pack. If you just want to donate you can do that online too. So get cracking and think up a new idea to raise funds for someone less well off than you.

## Diary

- 12th March No Smoking Day**
- 14th March Red Nose Day**
- 18th April Good Friday**
- 21st April Easter Monday**





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# MITCH

THE DOCUMENT COMPANY

# XEROX

Volume 2, Issue 4

News about Xerox Mitcheldean

26 February 2003

## Official opening of Town Hall museum



Picture shows (left to right) Tony Pickthall, Diana Organ MP, Xerox Mitcheldean Group Resources manager Robin Fyffe and Mike Bennett of Vantage Point Business Village.

20th February, last Thursday, saw the official opening of a permanent exhibition devoted to the story of Xerox at Mitcheldean, based at the Town Hall. The opening was performed by Mitcheldean Parish Council chairman and Xerox employee, Tony Pickthall, who helped set up the museum. Xerox donated the collection to the community, and from now on local people and visitors will have the chance to view the displays or browse through the back copies of Vision, spanning more than 40 years. Exhibits include a replica of the world's first photocopy machine, produced by Chester Carlson in America in 1944, and an original 914 series copier, first produced at Mitcheldean in 1960. The collection can be viewed during the Parish clerk's office hours, or group visits can be made by special arrangement.

## Access control system goes live

Installation of the new access control system will be finalised by Monday 10th March and is intended to 'go live' that day. All personnel will be issued with new identity and access control cards, and FCS LTD (Facility Care Services) will visit Business Centres on the following dates to take employee photographs:

Support staff:	Building 8/2	26/27 February
Fuser delivery Unit:	Building 5	3rd/4th March
Asset Recycling Centre:	Building 3/1:	5th/6th March

For further information please contact Bob Young on Ext. 1272 (591272) or Dave Carter on Ext. 2237 (592237).

## Learning at Work Day

Xerox will be participating in Learning at Work Day on 15th May. The day is designed to help all organisations to face new challenges. Acquiring new customers, selecting new suppliers, purchasing new technology, introducing new products or targeting new markets are just a few examples of the changes we all face in the workplace. While every change brings a different set of issues, the only constant is the fact that workforces who are quick to learn will be more likely to handle change successfully. For more information contact Brian Fowler on Ext. 1126 (591126).

## Personal accident cover limitations

All GB XE employees covered under the XE / ACE personal accident policy should note that with effect from 1st January 2003 the following new limitations apply to the policy when travelling to the following countries: Afghanistan, Chechnya, India (Jammu & Kashmir provinces only), Iran, Iraq, Israel (including occupied Palestine territories), Pakistan, Somalia and Yemen.

If you travel to these countries for any reason, be it holiday or business travel, you will NOT be covered under the group accident insurance should you have an accident resulting in death or disablement. Special arrangements have been made for limited business critical travel to these areas, but NO business travel should be arranged without first consulting MIERA Human Resources in Uxbridge. The insurers have implemented a maximum payment to the Company in the event of a single catastrophe. This maximum is a substantial sum, but could result in a shortfall between the policy payment made by the insurers to the Company and the individual employee benefit level. Because of this limitation in cover the Company has taken the difficult decision to inform all employees that the benefits payable in the event of a catastrophe will be limited to the maximum cover paid by the insurers. This may result in death or disablement payments not reaching the multiples of salary normally payable (i. e. 2 times salary for accidental death and 6 times for disablement (see benefit schedule on 'you and xerox' website).

Employees covered under XE/ACE personal accident policy will also not be covered in the following circumstances:

Aviation pursuits other than as a passenger. This includes piloting a plane, parachuting, bungee jumping etc.

The consequences of war (declared or undeclared) including reservist service outside of the UK.

Employees over 70 years of age.

## New Xerox chief diversity & employee advocacy officer

Xerox Corporation has announced the appointment of Philip Harlow as its chief diversity & employee advocacy officer. Philip will direct Xerox's diversity strategies and 'voice of the employee' initiatives as well as supporting the company's Executive Diversity Council, minority supplier programmes, employee caucus groups, training & development, university relations and recruitment activities. "Xerox's commitment to maintaining an inclusive environment and a diverse workforce is a cornerstone of our culture," said Patricia M. Nazemetz, vice president, human resources, to whom Philip Harlow will report. "Phil's extensive expertise and leadership will enhance our efforts to ensure Xerox is an employer and partner of choice."

## Diary

10th March	New access control system goes 'live'
12th March	No Smoking Day
14th March	Red Nose Day
18th April	Good Friday
21st April	Easter Monday
9th May	LSA Dinner Dance
15th May	Learning at Work Day

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## Good market opportunities for ARC



**Caroline Jones, rebuilding the IOT assembly for DC 230 in Building 3.**

2003 is seeing a strong growth in demand for ARC's (Asset Recycling Centre) remanufactured DC 230 family of products. Already the first two months of the year have shown a demand of more than 30 per cent above plan, and more than double that of the same period last year.

John Evans, ARC Business Centre manager, says there are many good market opportunities for ARC. "Yes, we have tough targets; we have to make more than a \$1 million profit, but if we can meet our cost targets and maintain our performance we will get there. It's all about working together and the integration of our work skills. Our plans for Silverstone remanufacture are on track, and with well over 200,000 units in the field there are good prospects for the remanufacturing teams. Our key priorities for 2003 are safety, quality and productivity, and I see all our teams moving in the right direction."

ARC's other services, providing ROS repairs and UK serviced equipment support, are also working well, and there are other new opportunities in the pipeline developing 'bid box' products to support European bids and tender work.

### Don't forget 'swipe in / swipe out'

The new access control system goes 'live' on 17th March. **Please remember** the system does not tolerate 'tailgating'. *You must use your own card* access to enter and leave the building. 'Swipe out', leaving the building, is especially critical. If you don't 'swipe out' you will not be able to enter the area next time you use the card.

*Remember, cards are personal, and must not be given to other colleagues, no matter how well you know them.*

If you have not had your photo taken and a card issued by 17th March, you will find life very difficult, so contact Bob Young (591272) or Dave Carter (592237) with any concerns, or for an appointment to receive your access and ID card.

## LSA news

The Mitcheldean Long Service Association committee has announced details of its forthcoming event on Saturday 29th March at 7.30pm in the Function Room of the Sports & Social Club.

Tickets are £3 for members and £5 for guests. Included in this price is entertainment from Coast to Coast group and Reload Experience disco, and a free prize draw. Food can be ordered and paid for at the Club bar. Contact Sally Meek on 591301 or Nora Powell on 591486 for an application form.

## Help needed!

The LSA committee is seeking members to help with the co-ordination of LSA activities. If you are interested in helping to make sure that details of all LSA events are communicated to members in your building, please contact Sally Meek on 591301.

## Xerox Europe Forum meeting

I attended the 16th meeting of the Xerox Europe Forum on 20/21 February in Paris. This was attended by Forum representatives and Xerox Europe senior management. Jean Noel Machon, president Xerox Europe, provided a review of the state of the business and answered specific questions in an open 'Question & Answer' session.

The Forum received an update on a number of strategic issues. The output from the Employee Engagement Survey was shared and the Forum discussed the next action planning steps. There was a business update from the Manufacturing Organisation, which included a review of the business model, the actions taken in 2002, and the focus for 2003. The Forum received a presentation about the exciting new product range being launched in PSG. There was also an update of Customer Service, where volume growth, critical skills development and customer satisfaction initiatives were shared and discussed.

If you would like further information in relation to the Xerox Europe Forum meeting, please give me a call on Ext. 1198 (01594 591198).

Allan Edwards

## Diary

14th March	Red Nose Day
18th April	Good Friday
21st April	Easter Monday
29th March	LSA event (details above)
5th May	May Bank Holiday
9th May	LSA Dinner Dance
15th May	Learning at Work Day





Volume 2, Issue 6

# MITCH

News about Xerox Mitcheldean

THE DOCUMENT COMPANY

# XEROX

26 March 2003

## Vigilance must be constant!



Quick action is essential in an emergency. Here, Roy Mulchrone and Faith Neville, two of our First Aiders, show one of the actions to be taken if someone collapses. Make sure you know how to contact your First Aid team.

**Don't forget that at all times the health and safety of everyone at work is *the* number one priority. This is vital for us all. Remember to think safely before you act, work safely, and raise any health or safety issue or concern with management or your representative to help ensure the highest level of personal safety on site.**

There are now 17 Xerox Mitcheldean First Aiders in place to cover Central Support in 8/9, Buildings 3 and 5, and other areas. Sadly, the incidence of heart problems at work is rising in the UK, but at Xerox a defibrillation kit is always available. Minutes are vital here if lives are to be saved, so quick action to ensure a qualified First Aider is on the scene rapidly could prove to be a life-saving action! Check the notice boards for names and faces so that in an emergency you can call for help quickly.

### Mitcheldean First Aiders and how to contact them

Name	Tel. No.	Manager	Tel. No.
Faith Neville	1890	Chris Rawlings	1367
Roy Mulchrone	1357	Audrey Lynch	1858
Gordon Grey	1864	Richard Beacon	1804
Graham Hudson	No phone	Nick Farr	1892
Conway Salmon	1406	Nick Farr	1892
Tracy Evans	No phone	Nick Farr	1892
Ashley Meek	No phone	Rob Parkinson	1375
Rob Parkinson	1375	Tony McNally	1161
Andy Marsh	No phone	Nick Farr	1892
Terry Moore	No phone	Rob Parkinson	1375
Pete Sladen	No phone	Rob Parkinson	1375
Roger Childs	No phone	Rob Parkinson	1375
Chris Hale	No phone	Chris Barnard	1293
Lyn Jones	No phone	Rob Parkinson	1375
Trevor Heenan	2124	Martin Haines	2776
Owen James	2106	Simon Carter	2129
Dave Williams	No phone	Rob Parkinson	1375

## Access control goes well

'Switch-on' of the new Mitcheldean access control system, supplied by local company Cooper-Menvier, all went well on 17th March. "Everything went to plan," said Dave Carter, FCS Ltd. "Thank you everyone for your co-operation."

Remember! *Always* use your card when entering the building, and avoid 'tailgating' or 'piggy-backing' when entering or leaving the workplace. Please hand in any other ID cards to Xerox Reception (now in Building 3 near OHD). Also remind any regular visitors and main suppliers, many of whom have ID cards, that the system has changed, and help them make arrangements for new cards if appropriate.

You can call Bob Young on 1272 or Dave Carter on 2237 with any questions or comments.

## Join XESOP

Currently more than 600 members invest an average of £70 per month to buy shares in the Xerox Employee Share Ownership Plan (XESOP), and you can join too. Share prices in the last year have ranged from \$4.2 to \$11.45. Naturally, any decision to join XESOP is a personal one, but remember, there are tax and national insurances benefits (if shares are kept in the plan for 3—5 years) as well as the gain from any share price increase (nor are increases in the value of shares subject to capital gains tax while shares are held in the plan). In addition you can then have a share in any Xerox success as a 'part owner' of the business.

You should consult your own accountant or personal financial advisor if you have any doubts about your own circumstances. It is also important to remember that all shares and any related income can go down as well as up, and you may not necessarily recover the amount invested.

Joining is easy. Go to the internal website, where you'll also get more information and be able to read the scheme rules, to make sure you understand the plan and decide whether you wish to join. So, take a look at:

<http://xwww.uxb.gbr.xerox.com/hr/shareplan/sharehome.htm>

## Diary

18th April	Good Friday
21st April	Easter Monday
5th May	May Bank Holiday
9th May	LSA Dinner Dance
15th May	Learning at Work Day

Call Ewart Woolley on 01594 544314 with news for MITCH or email [mitchnews@dial.pipex.com](mailto:mitchnews@dial.pipex.com)





Volume 2, Issue 7

# MITCH

News about Xerox Mitcheldean

THE DOCUMENT COMPANY  
**XEROX**

9th April 2003

## Congratulations to the 'benchmark' team!

BSI (British Standards Institution) auditors Wayne Davis and Andy Mills reviewed quality systems in Asset Recycling Centre (ARC) and Fuser Delivery Unit (FDU), and no deficiencies were reported during their visit on 1st/2nd April, confirming both organisations' accreditation to ISO 9001:2000. In addition, FDU also successfully achieved continuing accreditation to ISO 14001. The BSI team recognised 'the excellence of Xerox business management systems' in place at Mitcheldean, commenting that any suitable benchmarking company would learn more from Xerox than we would from them.

FDU Technical & Quality manager Chris Barnard said, "Of course the main aim was securing our continued accreditation, but it was very rewarding to learn that Xerox Mitcheldean was 'the benchmark'. This is, above all, a team effort, and I would like to thank all involved in FDU, and especially Steve Hodder, Dave Bufton, Steve Roberts, Kim Toombs, Alan Edwards and Steve Giles.

ARC Technical & Quality manager John Gwilt said, "the ARC team, including Richard Pudge, who co-ordinated the ARC work, all worked very hard to help us achieve a very good result. Our thanks go to them all!"

The BSI auditors were particularly impressed by the FDU environmental systems, and here the standard of performance was particularly high — more in the next issue!

## Safety is always top of the list



Greg Stafford - Trades Union Safety Representative

Safety is still top of our highest priority list. Nine safety representatives on site are working to improve our standards under the leadership of safety champions John Gwilt, ARC and Dave Bufton. Contact any member of the safety team if you have any safety questions, comments, suggestions or concerns. They are, for ARC: Tracey Evans and Graham Grindle, for FDU: Greg Stafford, Andy Gibbs, Andy Billingham and Steve Hodder, and for Central Support: Gordon Grey, Roy Mulchrone and Dave Sidebotham. They're all on the notice boards, so get to know them now, for safety's sake.

## New 'Xerox Copier Assistant' ...

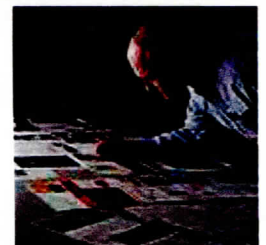
Xerox Corporation has developed a new software that makes it easier for people who are blind or visually impaired to operate a digital copier. They can use the software, called the Xerox Copier Assistant, with a personal computer and the Xerox Document 500 Series multifunction systems to make copies without assistance from others.

The Xerox Copier Assistant provides an alternative to the touch-screen controls typically found on digital office systems, which were a barrier to people who are blind or visually impaired. It features an enlarged on-screen user interface, embedded text-to-speech software, and keyboard navigation buttons, including tab, arrow and function keys. The software is loaded onto a PC connected to the Document Centre system. The text-to-speech software talks the user through the copying steps including advanced features such as stapling, collating and two-sided copying.

"Enabling equal access to document equipment is part of Xerox's ongoing effort to help people find better ways to do great work," said Jack Azar, vice president, Xerox Environment, Health & Safety. "From the earliest stages of design, we incorporate features that make Xerox products easy to use and to operate."

## ... and new technology from Xerox

Xerox researchers have developed a new technology that simplifies personalised printing. Variable-data documents, documents with photos and text tailored for a particular recipient, are more complicated to print than plain documents.



However, new data-compression technology, developed by Xerox Corporation, ensures that these files deliver the same high quality images, but use just one third the computing bandwidth. This will add new power to Xerox's fastest digital presses. Xerox senior fellow Peter Crean, one of the researchers developing this technology, is pictured here examining a collection of personalised documents created by Xerox colour technology.

## LSA 50th Anniversary

This year sees the 50th Anniversary of Xerox Mitcheldean's Long Service Association, and to mark the event there will be a Dinner on 9th May at the Chase Hotel, Ross-on-Wye. Dinner will be followed by a comedian and prize draw, with the evening concluding at 12.30 am. Ticket numbers for this self-funded event are limited and they will be issued on a 'first come first served' basis. So, don't delay, contact Nora Powell in the Payroll Dept, 8/2 no later than 19th April if you wish to attend.

Call Ewart Woolley on 01594 544314 with news for MITCH or email [mitchnews@dial.pipex.com](mailto:mitchnews@dial.pipex.com)





Volume 2, Issue 8

# MITCH

News about Xerox Mitcheldean

THE DOCUMENT COMPANY  
**XEROX**

23 April 2003

## Xerox leads in recycling



Members of the ARC team (left to right) Martin Worgan, Richard Collett and Andy Marsh.

Mitcheldean's ARC (Asset Recycling Centre) and FDU (Fuser Delivery Unit) manufacturing operations lead Europe in the development of a 'closed-loop' recycling process, sending waste materials from used products for processing, then taking back the processed material for remanufacture into new products. Working with local businesses Dean Metals and Sigma Polymers, a total of 10 tonnes a month of PC/ABS and ABS polymers are recovered from products returned to Mitcheldean for asset stripping and processing. Last year, 39,000 pieces of equipment were returned, around 25 per cent of these were refurbished and returned to new customers, 25 per cent were used as 'donor' units for rebuild or parts supply, and the remaining 50 per cent were processed for materials reclamation, generating the PC/ABS and ABS plastics.

EH&S manager Dave Bufton said, "We believe that Xerox is one of the first companies to develop a completely closed loop process with regard to these materials, and we hope to extend the process to other materials in due course."

ABS components reclaimed by the ARC team are processed by Dean Metals, to yield around 550 tonnes of ABS, which is granulated by Sigma. From this, Sytek Polymers produces high quality moulding material for Brunel (DC 500) air-intake assemblies. Last year the total net benefit of the recycling process exceeded £150,000, while the ABS recycling process enabled a landfill cost avoidance of £68,572.

## Welcome back, Sue!

Recent visitors to OHD will have had a surprise. Jenny has now split some of her morning shifts with Sue Venner, who left OHD earlier in the year to take up a part-time post at Ledbury. Sue will continue to support OHD two mornings every week, as well as her Ledbury job, so welcome back, Sue.

## New plastics recycling business



Alex Donald & Roger Newman of Sigma.

Sigma Polymers, one of the new businesses located in Building 13, played a key role, working with Dean Metals, to help Xerox develop the new 'closed loop' recycle process for ABS.

Founded in January 2002 by Geoff Goulding, formerly general manager of Plastex International, Sigma Polymers supplies specialist plastics moulding materials, sourced worldwide, and also 'granulates' recycled materials. "We see exciting opportunities for this process," said Geoff Goulding, "and we are well advanced with the development of a fully integrated 'on site' operation, extending from materials reclamation to the production of fully finished moulded components." You can contact Geoff on 546131 for more details.

## Earth Day Awards

Four of the 11 Earth Day Awards made by Xerox Corporation worldwide have gone to European M&SC teams. They are EDC Reuse & Recycle team, led by Pdraig Kelly, the Toner Reuse & Recycling team, led by Barry Grennan, the PSG/Dundalk Environmental Awareness team, led by Felix Larkin, and our own Mitcheldean Waste Management team, led by Dave Bufton.

The Mitcheldean team was recognised for its innovative project on ABS recycling, covered in column 1 of this issue of Mitch. This project is a particularly welcome one as it puts Xerox in a strong position to meet the European Waste Electronic and Electrical Equipment Directive, which comes into force in 2005. Congratulations, everyone!

## Post box for Vantage Point

Royal Mail has provided a post box adjacent to Buildings 7 & 8 for the collection of stamped, outgoing mail. Collection times will be shown on the box soon. This box is not to be used for internal mail, but stamped, outgoing mail only.

## Diary

5th May	May Bank Holiday
9th May	LSA Dinner — 50th Anniversary
15th May	Learning at Work Day
26th May	Whitsun Bank Holiday

Call Ewart Woolley on 01594 544314 with news for MITCH or email [mitchnews@dial.pipex.com](mailto:mitchnews@dial.pipex.com)





Volume 2, Issue 10

# MITCH

News about Xerox Mitcheldean

THE DOCUMENT COMPANY  
**XEROX**

21 May 2003

## More developments at ARC



Members of the Silverstone team (left to right): Richard Andrews, Colin Jenkins and Dino Nardecchia

Asset Recycling Centre's (ARC's) remanufacturing programme at Mitcheldean has been extended with the development of the second user Silverstone product line. Working with the European Marketing team at Uxbridge, Ken Salmon and Martin Stock, and with technical support from Welwyn, the first Silverstone units for customers were built in mid-May.

A number of first-build second user units are already on long term test in CSA, XBS (Bldg 9) and RFDC's Learning Centre (seen to the right).

ARC Technical & Quality manager John Gwilt sees a growing opportunity here. "We already have two new build bays for the Silverstone second user programme, and we expect to see build volumes reach over 100 units a week later in the year. Our team is working well, morale is steadily improving, and our quality levels are very good. We expect to achieve even better quality standards than in the original production line build."



The first Silverstone orders are for a French company, and there are other large bulk orders in negotiation. "We have already received a lot of interest," says John, "and we would like to thank Patrick Shanks of CSA for his efforts, helping us with this first order. We know we can meet these second user requirements quickly with very competitive prices."

"We have a real chance to grow this business," said ARC manager John Evans. "There are more than 200,000 new build Hodaka and Silverstone units with customers. They were very popular products. If we can keep our costs down and quality up, and achieve quick customer responses, we expect demand for remanufactured and second user products to be very buoyant."

## Secure document solutions from Xerox

Xerox Corporation and Omtool, a Xerox Premier Business Partner, have combined their technology and expertise to provide systems and services that help insurance companies, agents and carriers address regulatory requirements related to the secure exchange of documents. The Xerox and Omtool solution enables people to scan hardcopy documents while simultaneously delivering the information to pre-selected e-mail, secure e-mail, fax and remote printer destinations via Xerox's digital multifunction systems equipped with Omtool's Accuroute™ software. Insurance applications sent by an agent to a carrier can be converted to PDF® and encrypted at the point of scan, then routed to multiple locations while conforming to local regulations.

Combining the scanning capabilities of Xerox's Document Centre and WorkCentre Pro systems with the e-delivery features of Accuroute results in quicker application processing, handling and service times. Also, hardcopy documents can be preserved and archived centrally into Xerox DocuShare or other document management systems.

## LSA's 50th birthday



The celebration cake was baked and iced by Nora Powell

Earlier this month 260 members of Xerox Mitcheldean's Long Service Association attended the annual dinner at the Chase Hotel, Ross-on-Wye. To mark this, the 50th anniversary of the LSA, the committee presented a gift of a specially-engraved pen to all members.

Those present enjoyed a meal with friends and colleagues, past and present, and a celebratory cake (pictured above) was cut and served. Comedian Tommie Quinn provided the entertainment, and LSA members declared the evening a great success that should be repeated!

## Stop Press & Diary

We now have 3 defibrillators on site supported by trained staff ready to provide first aid if required. More in the next issue of Mitch.

26th May

Whitsun Bank Holiday Monday

Call Ewart Woolley on 01594 544314 with news for MITCH or email [mitchnews@dial.pipex.com](mailto:mitchnews@dial.pipex.com)





## FDU on a roll



Left to right: Dave Williams, Neil Barnard and Neale Wozencroft of the Low Mass team.

**FDU's teams at Mitcheldean are all working hard to meet the needs of the service teams, now comprising 60 per cent of the business. A big slice of this business comes from PFA-coated roll production to support Hodaka, Silverstone and Lakes, which together comprise more than 300,000 products with customers throughout the world.**

May saw an all-time record for PFA-coated roll production in Fuser Delivery Unit here at Mitcheldean. Production manager Tony McNally said, "My congratulations go to the team. This was an excellent result, and shows we are gaining ground on productivity. Everyone is working well. We met all our targets for FDU in 2002, and we are well on track for 2003. The business depends on everyone, and meeting our customers' requirements is vital, especially with products needed for first line service in the field."

## Zap that e-mail

A new Xerox system, XAPA (Xerox Advanced Print Automation) 'Zapper' opens all e-mails and associated documents, whether they are on CD or in data folders, with a single mouse click. Data is automatically sent to a designated printer and an automatic log also gives full details of each item printed, its source, number and type of outputs.

Find out more by contacting Amanda Abernethy at Xerox Global Services.

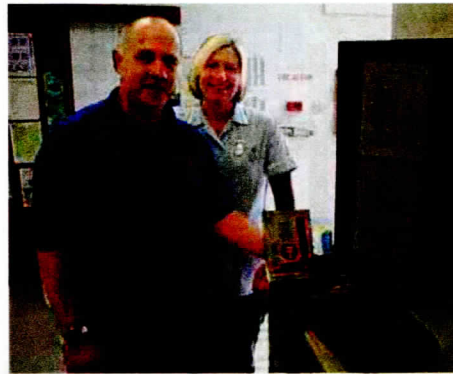
## Support Paul & the James Hopkins Trust

ARC's Paul Weaver has entered a charity cycling event through the Pyrenees to help raise money for the James Hopkins Trust. This is a very tough event. Please support Paul, so that the Trust can really benefit from his efforts. Contact Paul through Nick Farr on 591892 if you can support this effort.

## Rapid response is vital

**With heart problems regrettably on the increase, at home and at work, Xerox Mitcheldean has trained its First Aid team to use the latest defibrillation equipment, following the investment in three sets of equipment, available in Buildings 5 & 8 and OHD.**

"Every second counts here," says EH&S manager Dave Bufton. "Quick action and rapid response with correct equipment has been proven to save lives."



First Aider Graham Hudson with OHD's Jenny Weaver and the new defibrillation equipment.

If anyone collapses or complains of chest pains, call in a First Aider straight away. Make sure the person is in a resting position lying on the floor, if possible in the 'recovery' position. Keep them warm and calm, and note everything that happens. It may not be a heart attack, it might be a fit or other problem, and

everything you can tell the First Aider or Paramedic will help to ensure the right treatment.

The following updated list gives details of the First Aid team members on site, so keep it handy, ready for speedy action if necessary.

### Mitcheldean First Aiders and how to contact them

Name	Tel. No.	Manager	Tel. No.
Faith Neville	1890	Chris Rawlings	1367
Roy Mulchrone	1357	Audrey Lynch	1858
Gordon Grey	1864	Richard Beacon	1804
Graham Hudson	1212	Nick Farr	1892
Conway Salmon	1212	Neil Howell	1449
Tracey Evans	1212	Les Lewis	2739
Ashley Meek	2267	Rob Parkinson	1375
Rob Parkinson	1375	Tony McNally	1161
Andy Marsh	1212	Gene Lewis	1899
Terry Moore	1375	Rob Parkinson	1375
Pete Sladen	2267	Rob Parkinson	1375
Roger Childs	2267	Rob Parkinson	1375
Chris Hale	1293	Chris Barnard	1293
Lyn Jones	2267	Rob Parkinson	1375
Trevor Heenan	2124	Martin Haines	2776
Owen James	2106	Simon Carter	2129
Dave Williams	1375	Rob Parkinson	1375





Volume 2, Issue 12

# MITCH

News about Xerox Mitcheldean

THE DOCUMENT COMPANY  
**XEROX**

18 June 2003

## Commitments received for \$1 billion credit facility

Xerox Corporation (NYSE: XRX) has announced a comprehensive recapitalisation strategy of about \$3.1 billion to strengthen the company's balance sheet, extend debt maturities and provide operating and financial flexibility. The financing plan includes common stock, mandatory convertible preferred securities, senior unsecured notes and a bank financing transaction.

Xerox has already received commitments from Citigroup, Deutsche Bank, Goldman Sachs, JPMorgan, Merrill Lynch and UBS for a new \$1 billion credit facility consisting of a \$700 million revolving facility and a \$300 million term loan, both maturing in September 2008. This credit facility is contingent upon Xerox raising \$1.5 billion through its financing plan, including at least \$500 million of common and preferred equity.

Xerox plans to use proceeds from the recapitalisation transaction and the new term loan as well as a portion of its current cash balance to repay and terminate the \$3.1 billion outstanding from its current bank facility.

As part of the recapitalisation strategy Xerox intends to issue the following:

\* Approximately 40 million shares of common stock valued at \$434 million based on Monday's closing stock price of \$10.84.

\* Approximately \$650 million of mandatory convertible preferred securities.

\* Approximately \$1 billion of a combination of 7-year and 10-year senior unsecured notes.

Subject to market conditions, Xerox intends to complete the recapitalisation transaction by the end of this month. As a result, the company expects that its reduced interest expense will largely offset the dilutive impact of the additional shares in the second half of this year and in 2004. **Check out WebBoard/communiqués for more information.**

## Information day for business

A broad cross-section of about 75 small business people are taking part in a special information day, sponsored by the Forester's parent company, Gloucestershire Media, today. The Forest of Dean Federation of Small Businesses is hosting the event at Vantage Point Business Village.

Speakers at the event today include the Regional Development Agency, Inland Revenue, the DSS, the Environment Agency, the Learning & Skills Council, the Employment Service, FODDC and RFDC. For more information contact David Cooks on 01594 844400.

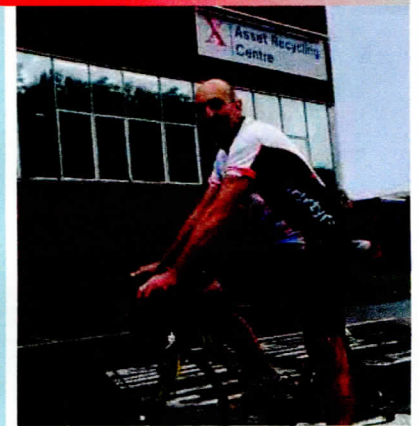
## Lean Six Sigma progress at FBC

Fuser Business Centre (FBC) recently held a 'lean day', which involved team members from cross functional groups, to identify any non-value-added / waste elements in work processes. A brainstorming session produced a list of 30 potential project candidates, the list was then prioritised, and this resulted in 5 possible projects being identified, along with 7 'just go do' activities.

The two FBC candidates currently undergoing lean six-sigma training, Jackie Beard and Steve Batcock, are progressing well. More news on Lean Six Sigma in the next edition of Mitch.

## Support Paul & the James Hopkins Trust

Paul cycles to work every day, just as well really since his fund raising ride will take him over some of the toughest climbs in France.



Asset Recycling Centre's Paul Weaver will be going for the toughest bike ride of his life at the end of this month in the Tour Midi-Libre through the French Pyrenees, to help the James Hopkins Trust.

Please support Paul, as he cycles nearly 450 miles in five days and climbs from sea level to over 4,500 feet. All the money raised will go towards funding Nursing Respite Care for severely disabled, life-limited and life-threatened young children throughout Gloucestershire. You can call Nick Farr on (59)1892 to sponsor Paul, drop in to OHD or contact the James Hopkins Trust on 01452 612216.

## Mitcheldean Carnival

Mitcheldean's famous carnival is fast approaching and the hunt for volunteers is on. Saturday 19 July is the big day, and organisers have a wonderful day of entertainments lined up, but keep your pooches on a leash, as this year there will be no dog show.

Some events have already been held, with a recent fund-raiser at Xerox Sports & Social Club, featuring entertainment from Brian Beard and Rhythm of the Knight Disco. So, if you want to do more than just watch, you can offer your services to the friendly carnival team by calling Steve on 544227.

Call Ewart Woolley on 01594 544314 with news for MITCH or email [mitchnews@dial.pipex.com](mailto:mitchnews@dial.pipex.com)





## Lean Six Sigma — moving from good to great

Xerox is making good progress in the market, but true competitiveness is achieved only by ensuring that we continue to lead in the marketplace. This leadership depends on everyone in Xerox being more efficient, and designing and using more efficient processes. "Xerox Lean Six Sigma will help us move from being a good company to being a great company," says president & CEO Anne Mulcahy.

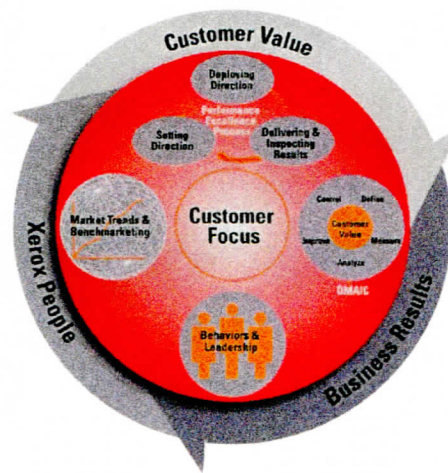
Lean Six Sigma provides a new way of using our existing quality tools and enables them to combine to achieve better performance, in short, to simplify our business, increase our customer focus and value and hence achieve better, or even superior, business results. With Lean Six Sigma Xerox has taken an industry standard process, and enhanced it by building

in the Xerox quality concepts, methods and tools, to give an additional focus on process efficiency, by eliminating non-value added steps, reducing waste, avoiding bottlenecks, and increasing speed and cycle time.

A key part of Lean Six Sigma is eliminating the seven forms of waste, in terms of Transport, Inventory (or stock levels), Motion or travel, Waiting times, Over production, Over processing, and Defect correction. Xerox Lean Six Sigma projects measure quality, build in improvements, use a closed loop system, and integrate all of these features to deliver high value business results.

Above all Lean Six Sigma is working towards new standards of performance on a carefully selected group of projects which add value to Xerox and are 'customer critical'.

Talk to your manager for more information about Mitcheldean Lean Six Sigma initiatives. You can find out more by going online to: My learning at Xerox, or viewing <http://techweb:wrc.xerox.com/view/collection-51844>.



### Entonox as well



ARC's first aider Ashley Meek administering Entonox to the Mitch editor. Photo: Jenny Weaver

Xerox Health & Safety has invested in new equipment and training for the First Aid team to offer better care and immediate pain relief on site with 'Entonox' and oxygen facilities for Building 8, ARC and FBC.

Entonox is now widely recognised as providing effective pain relief for many injuries, as well as being a valuable part of midwifery care.

### Stop Press News

#### Recapitalisation success

Following the report in Mitch dated 18th June: "Xerox has successfully completed a \$3.6 billion recapitalisation - a key milestone in the Xerox march back to greatness" says Anne Mulcahy.

Anne thanked all Xerox people for their help in achieving this result which strengthens the balance sheet and provides Xerox with operating and financial flexibility and commented that "You should all feel proud of what you enabled Xerox to do." The facility includes a \$1 billion credit facility with Citigroup, Deutsche Bank, Goldman Sachs, JPMorgan, Merrill Lynch and UBS which became effective on 25th June.  
**More in the next issue of Mitch**

#### DIARY

- 11 July LSA AGM (12.30 7/2)
- 19 July Mitcheldean Carnival
- 25 August Summer Bank Holiday
- 25 October LSA Cabaret Evening
- 7 May 2004 LSA Dinner

### Think about learning with Xerox

It's high summer and everyone is making the most of the long days while they're here, but it's also the perfect time to think about improving your skills. Xerox will be sponsoring core staff who wish to take F&HE courses covering Business & IT Management, Engineering, commercial or professional courses in 2003/2004. All applications will be considered. Contact Brian Fowler on 1126 or Mark Barnard on 1800 for more details.

Don't forget, RFDC has just published 'adult learning-your guide' with details of hundreds of courses and classes starting in September, covering business and leisure activities. Course venues include RFDC's Five Acres campus, Cinderford, Lydney and at the learning centre at Mitcheldean, and some can be taken 'on-line'. Subjects vary from business & management, computing & IT to teaching, secretarial, catering, photography, crafts, yoga and many more. Certain groups of students can

get help with fees, childcare, equipment, books & transport. You can speak to an Adult Student Adviser on 810283 to find out if you're eligible. Copies of the guide are available at any of the Forest's learning venues or libraries.

The enrolments office at RFDC, Five Acres, Coleford is now ready to take enrolments by phone on 838462 or in person between 9.15 am and 4.30 pm weekdays. Don't delay. Make the first move now to learn something new.

### Try the new Deli Bar

Try the new Deli Bar in Building 9 restaurant, now open 9am to 2pm Monday to Friday. Special offer: a free coffee and cookie for Deli Bar customers.  
**Try it today!!**

### Well done, Paul!

ARC's Paul Weaver completed his fund-raising epic mountain bike ride at the weekend. More in the next issue.  
**A BIG thank you to all sponsors ...payment time is coming!**





## Forest of Dean Housing move to Mitcheldean

Forest of Dean Housing (FDH) has started moving into Building 8 at Vantage Point Business Village. The advance party, mostly FDH's finance team, is already on site preparing for the move of other staff, starting in September.

A total of around 60 staff will be on site by early Autumn to manage more than 3,500 houses in the area transferred to the company from the Forest of Dean District Council (FoDDC).

As the largest registered social landlord in the Forest of Dean, Forest of Dean Housing will handle all areas of housing management for its stock, including repairs, maintenance, improvements and new building, together with all aspects of tenant management. The new organisation was formed after extensive consultation with its tenants during 2001 and 2002. In July of that year 69 per cent of the 74 per cent of tenants who voted, voted in favour of the transfer of the Forest of Dean District Council housing stock to the new housing association. The official transfer took place on 31 March this year.

David Sellwood of Forest of Dean Housing commented, "We are looking forward to full operations from Mitcheldean, and we have an excellent standard of offices here to provide a good working environment for our team."



David Sellwood, and a view of FDH's new offices in Building 8.

### CoverTronic supports Xerox recycling activity

Asset Recycling Centre and Fuser Delivery Unit have signed a contract with CoverTronic UK Ltd for the recycling and disposal of carcasses and other waste products. CoverTronic is part of the large German AGR Group, who specialise in the recycling and disposal of an extensive range of products and waste.



Clockwise (left to right): CoverTronic's Strachan Alexander, Ray Platts and Thomas Holberg with John Evans.

The decision to award the contract to CoverTronic was based upon environmental and ethical security, experience in the field, and value to Xerox.

It was also based on the company's readiness for the implementation of the European Environmental Directive on Waste Electrical & Electronic Equipment (WEEE). These regulations spell out the manufacturer's responsibilities with regard to the recycling and disposal of equipment, and are planned to come into force in the next 1 to 2 years.

CoverTronic will be located on site in Building 12/2, and started up its operation on 1st July. The company will be employing six members of staff initially, and is already looking at further business opportunities within the South West area.

ARC manager John Evans said, "We would like to welcome CoverTronic to Vantage Point Business Village, and wish them well for future business."

### Farewell Robin



**Robin Fyffe leaves us on 18th July after nearly 31 years of service.**

Robin has played a major part in the history of Mitcheldean, particularly over the last 15 years as HR Manager of the site. Through periods of growth and reductions, Robin has always applied a professional approach to his work and we thank him for his contribution to Xerox.

As he moves on to pastures new, we wish Robin and his family the very best of luck for the future.

### Paul raises £800!

Paul Weaver's epic 450 mile bike ride through the Pyrenees has raised more than £800 from his sponsors for the James Hopkins Trust. All the money raised will go to funding Nursing Respite Care for young children throughout Gloucestershire.

Paul said, "It was tough, but highly enjoyable, and all the more worth the effort for the James Hopkins Trust. I would like to thank all my generous sponsors for their support."

**Well done, Paul!**

### DIARY

19 July	Mitcheldean Carnival
25 August	Bank Holiday
25 October	LSA Cabaret Evening
7 May 2004	LSA Dinner





## Real achievements in Quarter 2 for Xerox

Xerox Corporation reported Quarter 2 results on 28th July that exceeded expectations, with second quarter earnings of 9 cents a share. This was driven by a revenue growth of 10 per cent within the quarter worldwide, and Europe and XM&SC made a significant contribution to this performance. When Perry Buenen visited Mitcheldean on 31st July he reported ten positive achievements in terms of profit, revenue growth, annuity growth, margins, inventory, receivables, market share, installations, training and strategy implementation.

While congratulating all the Mitcheldean teams on their positive part in these results, Perry Buenen pointed out that there are still many areas for improvement, and that some of the benefits were supported by favourable currency values. He said receivables, in particular, need more effort to reach target levels.

While reporting that XM&SC is well on track for 2003, Perry also reminded everyone that a strong focus has to be maintained on financial

control throughout the Xerox business, while taking advantage of short term currency values and reinvesting for the future. Our customer guest at the meeting, Erich Kirisits, who leads the German OpCo, reported on its journey from a very difficult position to post allocation profit in 2003. Whilst here, Erich also visited the Asset Recycling Centre (ARC) to discuss the potential for remanufactured and 'Bid Box' products in the German market.

### Awards for Mitcheldean teams



Perry Buenen presented two Mitcheldean teams with awards during his visit in July. He is pictured above with the XM&SC Mitcheldean Waste Management team of Chris Clarke, Dave Carter and Dave Bufton (John Evans was not present for the photo), who received an Earth Award for the elimination of more than 4,000 tons of waste destined for landfill, with estimated savings of more than \$200,000 annually. Much of this comprises waste plastic from Xerox products, which is now recycled and used for remoulding into new product (Brunel) air intake units. The new processes developed by the team place Xerox in a strong position to meet the targets set by the European Environmental Directive: Waste Electrical & Electronic Equipment, to be enforced in 2005.



Fuser Business Centre also received an XM&SC Award for its achievement in designing and implementing new safety processes to reduce risk throughout all operations. More than 49 processes with hundreds of action points were assessed, actions identified and closed out. The FBC core team, pictured above with Perry (right) of Dave Bufton, John Davies, Greg Stafford, Andy Gibbs, Tony McNally and Chris Clarke (Chris Barnard was not present for the photo), worked with a cross-functional team of engineers, section managers & operators, completing a step-by-step review of each process to give a 360° risk assessment throughout FBC. Dave Bufton is now working with Xerox Uxbridge on an occupational road safety risk assessment.

### Excellence award for Martin



Martin Haines (right) is congratulated by Perry Buenen.

On 31st July Martin Haines received an XM&SC Excellence Award for his work in 2003 on IT rationalisation activities. The award recognises Martin's efforts and dedication in implementing the Xelus plan for equipment & spares, and for helping to lead and deliver the plan on time and within budget. Well done and many congratulations, Martin.

### New sickness self-certification forms

Xerox has updated the self-certification forms covering sickness absence. The new forms, available on your PC or from your line manager or OHD team, have to be completed by employees and their responsible line managers, **and** should be sent to OHD when completed.

It is important to note that every care is taken to maintain employee confidentiality, and any employee faced with sensitive issues or difficulties in completing the form is able to contact the OHD team for confidential advice or assistance before submitting the form.

Anyone with any queries about the new form should contact Brian Fowler on 1126, Mark Barnard on 1800, or OHD (Jenny Weaver or Sue Venner) on 2617.

### Name the OHD bear!

Pop in to OHD to support the 'Name the bear' fundraiser for Lennox Children's Cancer Fund. It's a good cause, at only £1 per entry, and open until 30 September, when all the funds raised will go to supporting children with cancer. At the same time you can get good advice on sunburn, keeping cool, stress relief, or any other health topic you are concerned about.



### DIARY

25 August	Bank Holiday
25 October	LSA Cabaret evening
7 May 2004	LSA Dinner



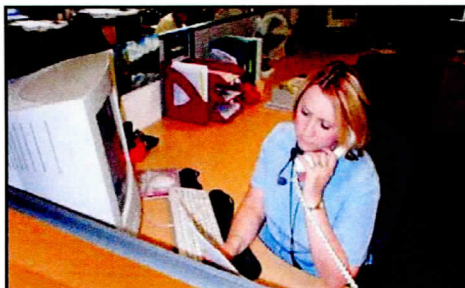


## Congratulations Cheryl on your MBA

Cheryl Smith of CSA Mitcheldean has just been awarded her MBA, and will be attending the formal presentation in November. This is a significant achievement for Cheryl. She started work on the shop floor in 1995, on the 5317, and worked on key projects, such as Lynx and Hodaka. Cheryl has spent many hours studying every week since 1995, while working full time for Xerox and bringing up two daughters, Carly and Abbie.

When she started work in 1995 Cheryl's sole qualification was RSA Typing and Shorthand. After talking to John Evans she started with her NEBs course, achieving first the Certificate and then the Diploma. She had a rest in 1997, but then enrolled for a Diploma in Management Studies at Hereford College of Technology, followed by the CIPD (in Personnel Practice).

Two years later Cheryl decided it was time for another rest, that's if you count working full time as a 'rest', before she launched into the MBA in 2001 at the University of Gloucestershire (Cheltenham). Cheryl's MBA covered Customer Relationship Management, Finance, Decision Making and Service Quality Management, but the really tough section was a 15,000 word dissertation on the Role of Women in Management, which required work every Sunday for three months. Cheryl received sponsorship support from Xerox for all her qualifications, and she freely admits she



Cheryl at work in CSA

wouldn't have completed her course without the support of her colleagues and the business.

"The qualifications really helped," said Cheryl. "They gave me confidence and the skills to tackle new management tasks, including setting up the Silverstone build line and training the team to underpin production rates of 45,000 a year, but in the end you have to have the chance to get the qualifications and make the progress up the management tree, and Xerox gave me that chance."

### Learning with Xerox

27 people have now registered for sponsored courses, starting or continuing in September. There are still places available on many courses at RFDC and other local colleges and universities, and a huge variety of short courses available 'on-line' through XVLE, at Learn Direct, or with the RFDC in Building 8/2. Courses extend right through Business Studies, IT and many other essential business skills.

There is still time, if you're quick, to get your study sponsored by Xerox, provided you can show benefits for yourself and Xerox. Mark Barnard and Brian Fowler will help you submit any sponsorship requests, but time is short. So make your move today by calling Ext. 1301.

### Fantastic choice of cheese



Chris Miller of Millers Cheesehouse, with a sample of his delicious range of fine food & drink.

Millers Cheesehouse has moved into Building 3, bringing the best choice of local savoury and sweet cheeses, together with a full range of accompaniments, such as chutneys, jams & jellies, dressings, sauces, vinegars and even high quality olive oils.

Whether cowslip, elderflower or the best Bacchus wine from Three Choirs is your tippie, there will be a unique taste experience to suit you. If it's coffee you fancy, you can choose Kenyan Blue, French Vanilla or even Amaretto. Call Chris Miller on 546377 or pop in between 8.30 and 4.30 and experience this wonderful collection of the best local and international foods.

### Awards for Xerox

Xerox has earned US industry honours for its digital office products, including WorkCentre and Document Centre multifunction systems, as well as Phaser printers. The awards come from Better Buys for Business and Buyers Laboratory Inc. (BLI). Xerox's WorkCentre M15 and M15i earned the Editor's Choice Award in the 2003 Low-Volume Copier & Multifunctional Guide published by Better Buys for Business, a leading resource for independent research and evaluation of office products. BLI chose the DC 545SH, Phaser 8200D, Phaser 4400DT, FaxCentre F12 and WorkCentre Pro 580 as Pick of the Year.

### Coming soon to your desk ...

You will soon have access to a new website 'youatwork', with specially negotiated discounts by Royal & SunAlliance on a host of products and services, from holidays to hampers, CDs to insurance, & gyms to electrical goods. Many well known retailers are waiting on the site with good deals and discounts.

The new discount website will be available to all Xerox employees, and will carry offers such as the top 75 chart CDs for £8.49 each from CDWOW, 7.5 per cent savings at Dixons and Currys on line, up to 20 per cent savings on 300 Virgin Experiences, and travel to 150 top travel destinations at a price that's guaranteed not to be beaten. Watch this space ..... more details soon!



### DIARY

25 October LSA Cabaret evening  
7 May 2004 LSA Dinner





## Fiat order for ARC

Fiat has just ordered a further 200 DC 220/230 products from Xerox, making the deal worth 400 remanufactured ARC products in the past two months.

This order follows much hard work by CSA, the Italian Op Co and members of the ARC Team and provides a first class foundation for the busy final month of quarter 3. The order is due for completion through the ARC facility by 17 September with installation in Italy planned by the month end.

ARC Manager John Evans says, "Obviously this is very welcome news and sets up the ARC business for a strong finish to the quarter, following a relatively quiet period during August. We are also waiting to hear the results of a number of large bids within Europe which would swell the order book as we move towards the final quarter of the year. The competition is still fierce within the European bids and tenders market place and we have to continue to review our pricing strategy and offerings to remain



Eddie Sleeman (left) and Alan Marshall

competitive. With the latest Silverstone remanufactured models just launched and given a strong quarter 4, we are well placed to reach our 2003 financial commitments, but as always we need to continue to deliver in all areas of the business".

## European WEEE Directive

Xerox is set to be able to meet the stringent new European Waste Electrical Electronic Equipment (WEEE) Directive, by achieving the international environmental standard, ISO 14001, awarded by BSI Management Systems.

Perry Buenen, vice president & director of XE Manufacturing & Supply Chain, says, "We have worked with BSI Management Systems to ensure that the ISO 14001 process has been developed to sustainably benefit the whole environment. In fully satisfying the new ISO process it maintains Xerox's commitment to meet European environmental targets, such as the WEEE Directive. With the enforcement date being 13 August 2004, we are continuously improving our processes with our partners to recycle all the electronics, metals and plastics from our equipment, well ahead of the game." At Mitcheldean, returned products fall into three categories, so Xerox can maximise the return of this recycling policy. The 39,000 units returned have a total weight of around 5,900 tonnes. Products in full working order, to be redeployed, account for roughly 1,465 tonnes, those that were asset stripped account for 1,460 tonnes, and those to be scrapped and recycled account for 2,970 tonnes. The last category is segregated into electronics, metals, and plastics, which are recycled separately, and a proportion of which is re-introduced to the manufacturing process. Currently, the European community accounts for 7,300,000 tonnes of electronic waste, fuelling the need for a great deal of work to be committed in this area.

## Cabaret, cabaret!

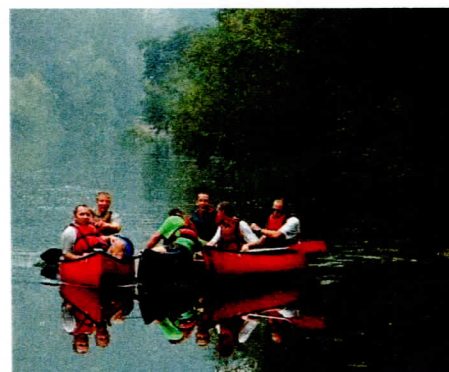
LSA members and guests are in for a treat on 25th October, with the LSA Cabaret Evening to be held at the Sports & Social Club from 8pm until midnight. Entertainment will be provided by vocalist Stephanie Scott (pictured), music group Snapshot and comedian Johnny Moon. Food is optional, with tickets priced accordingly. Application forms for tickets can be obtained from Sally Meek or any LSA Committee member, and cost £9 for members & £10 for guests to include a Ploughman's Supper, or £6 for members & £7 for guests without food. Don't delay, applications are on a first come first served basis.



## FBC paddle down the Wye

Friday 5th September saw the second annual FBC 'Paddle Down the Wye'. Organised by QA engineer Steve Hodder, the trip involved staff including members of Production, Commercial, Technical and even Finance.

Setting off from Kerne Bridge at 2pm the Fusers Flotilla wound its way down the Wye armed with collective team spirit and 4 waterproof barrels of cheap canned lager. After a refill stop at the Courtfield Arms in Lydbrook, progress was hampered by countless refreshments, which resulted in some people getting rather wet. Excellent safety processes meant that all returned to the Wyedean Canoe Centre with zero lost time accidents. The trip finished with a meal at the Saracens Head where unlikely tales of 'derring do' were swapped.



Team spirits were high: the last of the valiant 18.  
Photo: Kim Jenkins

## Win for Neil

Neil Wozencroft won a cash prize of £67, as the first winner of FBC's new entertainment committee's brainchild, the monthly draw.

Graham Morgan has been elected chair of the committee, and plans are under way for Christmas. Watch this space, or contact Graham for more details.

## DIARY

25 October	LSA Cabaret evening
7 May 2004	LSA Dinner





## FBC technology development brings new orders

**Fuser Business Centre has succeeded in developing the technology to produce a Silverstone fuser roll for European field spares.**

The fusing technology in the Silverstone family of products is such that, until recently, FBC did not have the capability to manufacture the rolls for the European spares requirement. This meant that the rolls had to be imported from the Far East, resulting in high inventory levels and lack of flexibility to meet varying customer demands.

Never ones to give up on an opportunity, FBC engineers realised that the roll functionality could be achieved by applying the roll coating materials in a different way. The first prototypes showed promise, but did not meet all the stringent test requirements, so further work was needed.

Six Sigma methodology, particularly 'design of experiments', enabled us to identify the problem areas and their interactions. Armed with this knowledge, a new version of the roll was produced and put through testing. This involved in-house static and dynamic testing, but also extensive field trials.

These field trials, conducted with European Entities, were made possible by the closer links that have been forged between FBC and its customers in the service organisations in the various European countries.

Meanwhile the business case was developed which showed that not only could FBC reduce inventory and improve order flexibility, but that we could also offer a more competitive price. The trials have proved to be totally successful and the rolls are now cut-in to production, with the initial batches already supplied into distribution. Always looking for a challenge, the Engineers are now working on the prototype rolls for another product that will add yet further benefit to the Xerox annuity stream.



Some members of the Powder Coat line team with a new Silverstone fuser roll. From left to right: Gerald Morgan, Sandra Scrivens, Martyn Gunter, Process Development Engineer, Graham Morgan & Bernie Fraser.

### Readers' Choice award

**Readers of Transform Magazine, a US industry trade publication with more than 50,000 qualified subscribers, selected Xerox's office multifunction technology as a favourite in the magazine's Readers' Choice Awards presented on 17th September.**

Excelling in the 'multifunction machines' category, Xerox digital multifunction systems combine printing, scanning, e-mailing, faxing and copying in one device, helping customers increase productivity, reduce costs and save space. "For the first time ever, our readers have the chance to acknowledge the products that are helping improve their business, and the Xerox multifunction line is among the favourites," said, editor-in-chief of Transform Magazine, Doug Henschen. "These awards recognise products that offer superior performance, ease-of-use and technological innovation."

### Bear named!

Despite strenuous attempts by OHD to keep the identity of the bear secret, Les Meek (FBC) succeeded in correctly identifying him as 'Bobby the Bear'! Well done, Les, Bobby is on his way. Thank you, everyone who took part; the £20 raised will go to the Lennox Children's Cancer Fund.

### Get your tickets ASAP!!

The LSA needs your support for its Cabaret Evening on 25th October at the Sports & Social Club. Entertainment for the evening consists of a vocalist, music group and comedian, with ticket prices representing very good value at £9 for members/£10 for guests (including food) or £6 for members/£7 for guests (without food). Contact Sally Meek (1301), Nora Powell (1486) or any LSA Committee member for tickets.

### DIARY

1/2 October	BSI Audit
25 October	LSA Cabaret evening
26 October	British Summertime ends
7 May 2004	LSA Dinner

### Putting a real gloss on everything

Three scientists at the Xerox Corporation research laboratories in Webster, NY, have discovered a way to use an ordinary xerographic printer to insert hologram-like images in common documents. Xerox researchers believe that their new patent-pending Glossmark™ technology could be used to help people identify authentic documents. It could also have novel printing applications in greetings cards or advertising specialities, or for special effects.

Information embedded in a Glossmark print, for example in a seal or a date & time, catches the light when it is tilted, and can be seen as an additional and separate image. However, the embedded information cannot be reproduced on a conventional copier or scanner. Glossmark technology has two advantages over holograms and other laminates that are used to create similar effects: the Glossmark process does not require any additional printing steps or incremental costs, and it accommodates variable information, like a name, a time-stamp or a code.





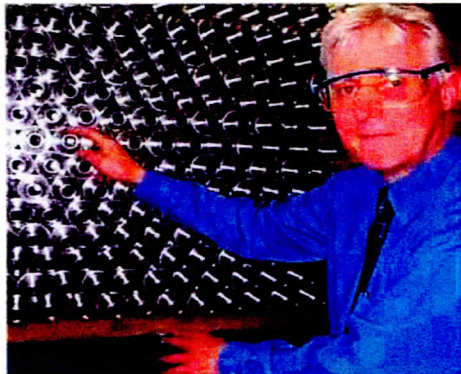
## 500,000 rolls from Fuser Business Centre

2003 has already been a successful year for Fuser Business Centre (FBC). More than 500,000 fuser rolls were produced by FBC, to meet the annual target ahead of schedule. "This is a great achievement by our people," says FBC manager Chris Clarke, "and we must congratulate them all."

This sterling effort by all in Building 5 not only contributed bulk quantities to support existing production and service programmes, but also made a significant contribution to new programmes, with small quantities of new types of fuser systems and new designs of rolls.

FBC has reached the annual target of \$1 million MCV (Manufacturing Cost Variance) three months ahead of schedule, and is well placed to produce outstanding results for the full year. "We had a tough start to the year," continues Chris, "but everyone showed great determination and focus to bring in these superb results."

Chris concluded, "We are really pleased to see such a good performance. There's just



Rob Parkinson with just some of the next 500,000.

one new challenge; we have to do it again next year! So thank you everyone, and let's keep up the good work."

### European Safety Week - watch out for hazards!

Watch out for European Safety Week, which starts on 13th October. This year's theme is Hazardous Substances. There will be videos, posters and documentary information in all three Xerox facilities on site, as well as quizzes/competitions to be run in FBC and ARC, with a £75 prize for each facility. In Central Support offices the emphasis will be on VDU users and ergonomics, again with a quiz/competition and £75 prize.

So far 2003 has been an 'accident-free' year. Let's keep it that way by remembering our key message: Vigilance. Employees are urged to think 'safely' before they act, raise issues & concerns, and co-operate with management to ensure the highest safety levels at all times.

Managers should actively prioritise safety as No. 1, promote safety at team meetings and take every opportunity to ensure that safe methods of work are being practiced, and that housekeeping & facility audits are always meaningful and relevant.



### Cabaret Evening tickets ... act now!

Tickets for the LSA Cabaret Evening on 25th October are selling well. There are still a few available, so if you haven't applied for your tickets yet, act now!

Contact Sally Meek on Ext. 1301 or Nora Powell on Ext. 1486 for further details.

### Be vigilant on the roads!

With vehicle and pedestrian safety in mind, parking, on site traffic and road safety has been discussed over recent weeks with Vantage Point Business Village.

It is important for us all to remember that the site is a very different place today, with more companies using the roads. This has led to many more vehicles visiting or delivering to the site, which increases the risk to Xerox and other staff. Please remember to be extra careful when exiting buildings or walking around the site, and respect the safety precautions when driving on site.

For safety's sake, if you see any poor behaviour or driving habits, make a note of the vehicle, with registration number if possible, and report it to your manager. Alternatively, you can call Reliance Security at the Gatehouse on Ext. 2770. Vantage Point has confirmed that Reliance will take the necessary action in dealing with traffic safety.

Road safety is important to us all, so be vigilant to safety hazards, and take care also to allow for darker mornings and evenings at this time of the year.

### Commercial training forums

Enterprise Training Services, part of RFDC, is hosting a series of Breakfast Forums at Mitcheldean in order to learn more about the training requirements of local businesses. The first forum is to be held on Wednesday 22 October, between 8.00 am and 9.00 am, and in exchange for your thoughts and ideas, there's a complimentary full English breakfast. Call Dave Robinson or Carolyn Kilburn on 01594 545375 to book your place, or for more information.

### DIARY

13 Oct European Safety Week starts  
25 Oct LSA Cabaret evening  
26 Oct British Summertime ends  
7 May LSA Dinner  
2004





## Successful BSI audit

The latest BSI (British Standards Institution) audit of the production facilities in Fuser Business Centre and Asset Recycling Centre was very successful. No non-conformities were identified and continuous certification was confirmed for ISO 9001:2000 and ISO 14001. Overall implementation of the Quality Management System (QMS) in both business centres was considered to be an example of best practice.

The audit, on 1st/2nd October, was carried out in a number of areas on a 'random sample' basis, and the audit team visited ARC's CO<sub>2</sub> cleaning area which was singled out as a specific process example of best practice. The report stated that 'control of noise pollution is extremely well managed, with the implementation of a sound-proof chamber, noise monitoring and audiometric testing of personnel being completed'.

Congratulations to everyone involved came from EH&S manager Dave Bufton, who said, "We all worked hard for this, and it is pleasing to see that not only did we meet our standard, but at the same time we have also improved safety on site."



The picture shows Mark Seaborn in ARC's CO<sub>2</sub> cleaning section. All incoming units for asset recycling are cleaned by this process.

## Forum joint statement

The seventeenth meeting of the Xerox Europe Forum took place on 1st & 2nd October 2003 in London, attended by Forum Representatives and Xerox Europe Senior Management. The Forum discussed a number of strategic issues: -

There was a business update from the Manufacturing Organisation that articulated the business strategy and how M&SC will support XE profitability. The Forum shared information about the Office strategy, this included information about the new business model, the market, the plans for growth and the new and extensive product range.

The Customer Service presentation and discussion focussed on Annuity Revenue, MIF and the implications of MIF loss, Customer Satisfaction Results, Skills of CSO People and associated Development activities. The Forum was updated on actions following the last Employee Engagement survey in 2002 and plans for the next survey that will take place in April 2004. This was followed by a review of the significant development in Education & Learning initiatives for employees.

The Finance Presentation took the Forum representatives through the complexity of Sarbanes-Oxley legislation and the Forum also benefited from hearing how Xerox were able to recapitalise the business which has saved the business huge amounts of money and helped investors understand the positive future that Xerox has ahead. All of these presentations included Lean Six Sigma actions that are in place.

Jean Noel Machon, President Xerox Europe provided a review of the state of the business. He also answered specific questions in an open "Question and Answer" session which included questions raised by Country Forum Representatives and those that arose out of the presentations.

**Contact Allan Edwards on Ext. 1198 for more information.**

## Let's keep the safety record!

Last week was European Safety Week. Congratulations are due to everyone in the Xerox organisation at Mitcheldean because we are celebrating a really creditable performance. Xerox Mitcheldean has now been 'accident-free' for more than 12 months, with the last accident recorded on 6th September 2002.

Fuser Business Centre leads the way, more than 30 months accident-free, Central Support has not had an accident for the past 20 months, and ARC has remained free of accidents for the past year. Well done everyone!

While congratulations are undoubtedly in order, we all have to remember that eternal vigilance is the price of safety. We can't afford to let our guard drop now. So, report hazards, take care, and think 'safety' at all times. In remaining vigilant we not only protect our own safety, but that of our colleagues and visitors.

## Welcome to Forest Housing

The new offices of the Forest Housing Association were officially opened on 15th October by Councillor Lyn Sterry, and more than 60 staff have now moved into Building 7/3. The Forest Housing Association now manages the former Forest of Dean District Council housing stock, with more than 300 homes throughout the Forest of Dean.

## DIARY

25 Oct LSA Cabaret evening

26 Oct British Summertime ends

7 May LSA Dinner  
2004





## 'Xerox has reinvented itself' ... Anne Mulcahy

On 23rd October Xerox Corporation reported third-quarter earnings of 11 cents per share, delivering another quarter of equipment revenue growth driven by increased sales of production colour and office colour systems as well as improvements in the company's developing markets operations.

Equipment sales grew 5 percent in the third quarter including a 3 percentage point currency benefit. Improving trends in Xerox's developing markets continued with DMO equipment sales growing 33 percent year over year. Total revenue for the third quarter was \$3.73 billion, a decline of 2 percent from the third quarter of 2002 including a 3 percentage point currency benefit. Total third-quarter revenue from the company's targeted growth areas - office digital, production digital and value-added services - grew 6 percent year over year and represent about 70 percent of the company's revenue.

### Quarter 3 Highlights

**Earnings per share : 11 cents**

**Equipment sales growth: 5 percent**

**Total revenue : \$3.73 billion**

**Worldwide cash balance : \$2.3 billion**

"Xerox has reinvented itself into an aggressive technology leader with competitively priced products that meet the needs of offices small and large, digital presses that are creating new markets in commercial printing, and document management services that drive productivity improvements for our customers," said Anne M. Mulcahy, Xerox chairman and chief executive officer. *See the notice boards for full details.*

### Well done, Mitcheldean!

**Perry Buenen recently congratulated everyone at Mitcheldean and in the rest of the WM&SC European organisation on their performance so far in 2003.**

Speaking at a communications meeting on 27th October, Perry noted that many manufacturing targets had been exceeded and that all parts of the organisation were well placed for next year. The only area for concern was inventory, which was significantly behind plan, and Perry reminded everyone that considerable effort was needed to improve the position, both in the final quarter of this year and during 2004. Perry reviewed the significant achievements at Mitcheldean, and especially the excellent safety record so far and good improvements in both volume and productivity.

Both ARC and FBC at Mitcheldean have had a rewarding but tough time in 2003, and a tremendous amount of work has been done to achieve the good results so far. However, both John Evans and Chris Clarke recognise that both businesses are critically dependent upon the external market, where competition is strong, and continued price pressures can make life difficult for everyone in the imaging market. "One thing we agree on," they said, if we want to be successful in 2004, we will have to work just as hard as we have in 2003. Well done, everyone, and thank you for your hard work. Let's make it a good last quarter. Just remember that while we are in a good position, 2004 will be tough as well."

### Grateful thanks to Xerox people



On 26th October Her Majesty's Lord Lieutenant for Gloucestershire H W G Elwes JP, seen here with Brian Fowler and John Evans (centre), presented Xerox with a certificate of support, and acknowledged the company's support to the reservists of the armed forces.

Mitcheldean reservist Paul Dummett recently returned from service with the RAF.

### Health & Safety winners

All parts of ARC, FBC & Central Support had a busy time in Health & Safety at Work week with posters, leaflets, training and H&S quizzes. Competition was keen for the £75 prize in each centre.

ARC's winner Phil Witts created a new mnemonic slogan, built round the initials ARC. 'By knowing your Health & Safety codes and putting them into practice, ARC - Alert, Responsible, Cautious, practice makes perfect'. Mike Ebert in FBC offered a practical action for the shop floor. His suggestion was, 'Have a brightly coloured label on each workstation where harmful chemicals/substances are used, to identify precautions & emergency actions needed in case of accident, with labels checked on the weekly housekeeping audit schedule'. Not to be out-done, Gordon Gray of Central Support suggested that OHD should provide health checks covering heart function, diabetes and cholesterol levels etc for all employees.

Management teams from each area will be developing the three suggestions in the coming weeks. Thank you everyone who took part, and remember, the price of safety is eternal vigilance.

### LSA .. a good time was had by all

The LSA Cabaret evening on 25th October was a tremendous success. Around 150 members and guests enjoyed an evening of entertainment from a female vocalist, a band and an excellent comedian. A good time seemed to be had by all attending. The LSA would like to thank all who supported the event, & look forward to continued support at the next function, sometime in 2004.

### Prize winners

The LSA quarterly draw prize winners were B. L. Fowler (97855), C. A. Cooper (96173), S. Powell (94172), B. Fraser (90424) and A. P. Hornchurch (96434).

### DIARY

7 May 2004 LSA Dinner





## Keeping it green at Mitcheldean

Xerox is committed to environmentally friendly business activities, and much of our activity at Mitcheldean depends on Xerox's recycling policy, but every so often it's worth remembering that every aspect of our daily work can be improved to make our own personal contribution to the environment. Reducing waste reduces our costs at Mitcheldean and makes us more competitive.

### Save paper

Print both sides of paper, print multiple images per page, print only when you need paper copies, and just print the number you want (it takes ten times more energy to create a piece of paper than to make another print or copy).

### Recycle office waste

Xerox has recycling bins, and the more the better for the environment. Find ways of segregating paper, plastic and card, and think before you dispose of office waste.

### Use energy-efficient systems

Nearly all Xerox equipment is 'Energy Star' qualified or compliant. Check out all your equipment to see if it complies, and remember to 'switch off' if automatic energy saving measures are not in place. There may still be some equipment that you rarely use and probably don't need. Replace or recycle it. Xerox multi-function units reduce energy needs by 20 to 30 per cent in a typical office, but there's always room for improvement.

### All waste costs money

We are still trying to reduce our waste. Every contribution helps. Always make sure recyclable units, such as cartridges or plastic packing, go back into the system.

### DID YOU KNOW?

**In 2002 customers returned 6 million toner cartridges to Xerox.**

**Energy savings from re-used parts saved 400,000 Megawatt hours of electricity worldwide.**

### The electronic media

Use 'scan to file' or 'scan to email' if you can. This minimises paper needs, reduces phone bills and avoids postal charges. Xerox leads the world in environmental commitment. We all play our part, but we can all be just a little bit better. We're keen to win another Earth Day Award next year, so plan for 2004 now by letting the EH&S team have suggestions for improving our performance.

## Clean that mailbox!

We can all get annoyed sometimes if our desktop starts playing up when there's a vital task to complete, especially if it's just before leaving for home. However, many of us do not realise that these problems are often due to poor mailbox maintenance, which is the user's responsibility.

E-mail messages take up valuable space on our computers. A large Word file, a picture, diagram or PowerPoint file can 'eat up' space. Check your mailbox regularly and remove all non-essential files, including 'deleted' files. If you really need to keep them, archive files or compact them (provided they are less than 1.5 GB!) so they take up less space. If you e-mail pictures, diagrams or other large files, they read just as well on screen at no more than 100 dpi. If possible, save them in .jpg or .gif format, and avoid using big photo files within PowerPoint files. If in doubt, talk to the support team. Regular, simple procedures will ensure your desktop is in good order and will greatly reduce annoying system failures.

## ARC golf appetite 'wetted'



Left to right: Gene Lewis, Terry Hook, Richard Andrews and Lee Osborne.

The inaugural meeting of the ARC Golf society was a triumph of adversity over optimism on Friday 7th November. Four fearsome foursomes, the If Onlys, the Red Bandits, Hookey's Hackers (seen above) and the Dream Team, took off in the teeth of a storm. The Super 16 tried their best but couldn't avoid a total washout as howling gales and torrential rain beat them back to the bar at the 4th hole. ( Match statistics: Golf 0 Social activities 6). Give Richard Pudge a call on 592217 if you think a Fuser or a Support team can show them a faster way to the bar or give them a run for their money in the sunshine. All comers welcomed.

## Xerox scientists develop more accurate colour management

Xerox Corporation scientists have created a novel colour-calibration technique that could one day be used in colour printers and other devices such as LCD panels to deliver richer, more accurate colour. The printing process depends on 'transforms', mathematical instructions that tell products how much of each ink or toner is needed so that the colours on paper replicate the colours we see with the human eye.

Currently the standard industry approach uses 'one-dimensional transforms', which individually adjust each of a printer's colours, cyan, magenta, yellow and black (CMYK), one at a time. One-dimensional transforms are appealing because of their low cost and simplicity, but if a product's colour-print output changes, as it might when wear or other factors change the way colour toner is transferred onto paper, changing the individual colour won't correct the entire system.

The Xerox team has developed a method of two-dimensional calibration which allows simultaneous adjustment of the primary printing colours as well as greys and flesh tones. Results from the new technology show significant improvement in colour accuracy and stability when compared with traditional one-dimensional calibration.

"A few years ago the half a megabyte of computer disk space required for two-dimensional calibration would have been considered prohibitive," said Raja Bala, a principal scientist at Xerox's Imaging and Services Technology Centre. "Recent advances in technology, however, will make it more possible for manufacturers to inexpensively embed the new calibration tables inside printers or print controllers."

## DIARY

7 May 2004 LSA Dinner





## Quick response from FBC

**When Xerox Europe SSC experienced a much higher demand than expected ... more than four times the expected demand ... for a fuser roll assembly, the existing supplier very quickly ran into supply constraint. The FBC team at Mitcheldean learnt of this problem through their XE spares analyst Kerrie Jenkins.**

The FBC New Business Team, who at the time were developing an alternative prototype of new and remanufactured fuser rolls for this product, were able to react quickly and produce a batch of fuser rolls in sufficient quantity in less than a week to fulfil emergency machine down orders in the XE field. The spare rolls were required for the Xerox 2101/1010, which is a high revenue earning product producing black

and white prints at around 100 ppm to meet specialist, large business, high volume applications.

"Everyone in the team pulled out all the stops to produce the initial batch of rolls for direct ship to customer accounts, to eliminate extended downtime and inevitable customer dissatisfaction," said Customer Service manager Jonathan Minton.

The effort continues as more rollers are produced to meet the Europe-wide shortage, and Mitcheldean FBC now stands to win the business to supply this spare roll into XE as the preferred supplier.

"Thank you everyone", said FBC manager Chris Clarke. "All the FBC team are working hard on this and we are pleased to help Xerox Europe safeguard some important revenue streams as part of this ongoing initiative."



In the picture (left to right): Greg Stafford, Martyn Gunter, Dave Williams, Kim Garnett (hiding), Neil Wozencroft, Simon Brooks and Chris Hale.

## Strong promotion push in 2003

Xerox has invested substantially in 2003 communicating the Xerox brand across Europe, and the campaign will be running until the end of the year. It features customer case studies including Siemens, Sun Micro Systems, Microsoft, KLM, Renault, Lloyds TSB, BT and other leading European businesses. In 2003 this has already covered 21 countries, using newspapers, business press, the web, posters, TV sponsorship and specialist local media.

Currently, a Xerox campaign is also promoting the Office Multifunction range in the UK, France, Germany, Italy and Holland, supported by pan-European online advertising. Advertising and direct mail are promoting the Phaser 8200 range across 14 countries, and direct marketing is under development to support the 'under 25 ppm' market. More than 1,700 leads have been received in a campaign to support DC 500. Other campaigns are running to promote production and graphic arts products, DocuTech and DocuColour.

Plans are well under way for 2004, including the sponsorship associated with the Olympics. 2004 promises to be a high profile year for Xerox.

## Use the password

**Every business opportunity is vital in the competitive world of office equipment. Everyone can help to win more business for Xerox, and benefit personally in the process. If you come across a business lead or know organisations intending to buy, lease or change their office equipment, join the 'Password' scheme.**

All you have to do is get on the web and pass full details of the lead to the Password team at: <http://xww.uxb.gbr.xerox.com> and key in the information. The scheme is open to all 'Xerox Office Supplies' employees, all 'XBS' employees and all 'Customer Education' employees where your normal job doesn't involve handling sales leads for Xerox UK products and services (this excludes all managers and L grades). The minimum payment to any current employee who generates a successful Password lead is £50, and can be as high as £310. If you do get a potential lead, USE THE PASSWORD SCHEME. When your lead is logged Sales will check that the lead is not already on 'Sales Outlook'. If it isn't, they will call the organisation, contact the customer and give acknowledgement and feedback by updating the sales database.

*Remember, Password leads are invalid (i.e. no payment) if you contact a sales colleague before inputting a password lead. So, use Password! You can generate more personal income and benefit Xerox. Use email (you can get the template from: [gbr.uk.password@gbr.xerox.com](mailto:gbr.uk.password@gbr.xerox.com)), or call the Password Hotline on 01895 251133 ext. 2550 (730 2550), or fax the template to 01895 843665 (730 3665).*

## LSA Q4 & Christmas Prize Draw

**Don't forget to check your local notice boards for LSA draw prize winners. More than 30 winners are listed for the Christmas draw, far too many to list here. You can collect your prizes from Sally Meek in HR, 8/2. Call Sally on 591301 for more details.**

## DIARY

24 December to 5 January	Christmas holiday and New Year holiday
7 May 2004	LSA Dinner





## ARC flat out for Christmas 2003

Xerox progress in Europe has brought its own brand of Christmas rush to ARC in December. The influx of work for all parts of the business, especially from Italy, but also from Portugal, Spain, Greece and India, has put everyone under steady and growing pressure as Christmas looms. "We are well set to reach all our targets," said ARC technical & quality manager John Gwilt. "Our December order intake exceeded 700, and in one week we shipped well over 300 units, plus a special Cat 0 order from Xerox UK for Staples, not to mention ROS work for Dundalk."

No doubt this extra pressure resulted in an increasing tendency for enjoyment at the ARC Christmas party on 5th December. A good time was had by all 97 party-goers, with some notable performances from Neil Howells, Jamie Elsmore, and others too numerous to mention! Richard Pudge managed to forget all his sleepless nights thinking about possible events for 2004, expressing unshakeable confidence that 'everyone will return the events questionnaire for 2004'.

The entertainments committee have worked hard, and enjoyed themselves, in 2003. The draw programme, like the production team, has met or exceeded targets. The last draw of the year, the 'Christmas Draw', will take place this Friday, 19th December. Call any committee member, Richard Andrews, Dan Beard, Patricia Croudace, Clive Cooper, Graham Grindle, Paul Jackson, Richard Pudge or Mandy Tuffley, to get



The ARC entertainments committee with just a small sample of December's production. Trish Croudace was on leave when the photo was taken.

your draw ticket. All the funds raised will go to help fund next year's events.

Happy Christmas & New Year to everyone. Let the team know if you have any ideas for the 2004 events programme.

### New president for Xerox Europe

Armando Zagalo de Lima has been appointed president, Xerox Europe. He succeeds Jean-Noel Machon, who has been appointed president of Xerox Developing Markets Operations in preparation for the retirement of Carlos Pascual, current president of Xerox DMO, who retires at the end of the year.

As chief operating officer for Xerox Europe, Armando Zagalo de Lima has been responsible for industry and geographic field operations, and concessionaires. He joined Xerox in Portugal in 1983 and has held a variety of management positions throughout Europe. In 1997 he was appointed general manager of Xerox's Southern European entity, with operations in Italy, Spain, Portugal and Greece. Before his current assignment Armando Zagalo de Lima was deputy managing director of Xerox Europe, with responsibility for its global document solutions and services group.

Xerox president & CEO Anne Mulcahy commented, "The combination of Armando's leadership skills and his tremendous knowledge of all aspects of our business make him an ideal choice for president of Xerox Europe."

Jean-Noel Machon and Armando Zagalo de Lima will report directly to Anne Mulcahy. Their appointments are effective from 1st January 2004. Carlos Pascual retires from the company on 31st December.

### Rock away New Year's Eve!

Some of you may be dreaming of a white Christmas, others of a quiet Christmas, but for FBC setter operator Pete Sladen, Christmas is unlikely to be quiet. Pete is our very own rock star, a member of Equity with his own special blend of Rock/Pop music. Under his 'showbiz' name of Peter Ash, he has steadily been developing a successful singing career. With good performances in talent competitions he has reached national talent finals no fewer than three times, taken walk-on parts for BBC Wales, performed at local music festivals, such as the Ross International, and won heats in Star Quest.

During the day Pete works on the Viton line, supporting all the processes and associated activity to coat fuser rolls

You can hear Pete in person at the New Inn, Ruspidge on New Year's Eve, the third time he's opened up the New Year for Forest fans. Pete's always been a BeeGees fan and often performs their songs, but he also writes his own material. So, if you want to rock the New Year in, you can hear some real Xerox talent at the New Inn on New Year's Eve.



### DIARY

24 December	Christmas holiday
to	and
5 January	New Year holiday
7 May 2004	LSA Dinner

**Merry Christmas to everyone  
&  
A peaceful & happy New Year!**

**Enjoy Christmas and the New Year.. But remember.. don't drink and drive**