



## Think safety in the New Year!

Well done, everyone, in ensuring we remained accident-free at Mitcheldean for the whole of 2003! The New Year is here, and we need no reminding that it will be demanding and full of challenges, but there is one challenge we must all meet; to maintain safety on the site. Although we had a safe and accident-free 2003, any accident, however slight, is one too many, so please remain vigilant in 2004.



As part of our 'zero injury' drive for 2004, HR have produced posters, a 'safety' calendar and a set of cartoons to remind everyone that safety at work is our paramount concern. In January the special point is that safety awareness is a way of life and starts the very second you start work, every day of every week.



Mitcheldean has always had an enviable safety record, due in many ways to our constant attention to safety issues, but inevitably there have been regrettable incidents and worrying 'near misses'. Our continuing aim is to achieve zero injury again in 2004.

So please stay alert, report any safety risks or potential hazards immediately to your safety representative or manager, especially any 'near misses'. Let's strive to achieve an enjoyable, industrious, effective and SAFE 2004.

**Don't Forget !**  
**Think safety at all times**  
**Raise any issues and concerns immediately**  
**Co-operate at all times on safety matters**

## Great Year for Fusers!

2003 was a great year for the Fuser Business Centre. All contributed to this result and all should feel justifiably proud. Our incident free safety record was maintained for the second year in a row and was recognised by Brian Stern, President of Xerox Supplies Business Unit. We met all our primary objectives for year-end, including 'tasks'. This is where we were asked to achieve results over and above those agreed in the original annual plan in order to support the overall Corporate objectives. In particular, our financials continued on a firm footing.

Volumes also continue to have a healthy outlook, helped by the introduction of new products, and particularly with the full qualification of DC 12 colour rolls. This will allow the supply of DC 12 into the major USA market, significantly increasing our volumes and enabling productivities to be passed on to the Service Organisation.

More recently we prevented a major field problem with the rapid supply of the 1010 / 2101 fuser roll. Covering a shortfall from the existing Far East supplier ensured that customer units that were 'on stop' were satisfied by direct DHL supply in the shortest possible time and that a potential large scale issue was prevented altogether.

Our work with the Welwyn Garden City Office Product Development Unit continues to grow and is a good example of how we are adding value to the Corporation.

There is no reason why 2004 cannot be as good a year for us as well. It will not be easy - we still have competition who are also looking to improve. However, together I know we will succeed.

My personal thanks to you all.  
 Chris Clarke

## Strong finish for ARC

ARC had an extremely strong finish to a very solid 2003. Order intake increased dramatically in December for Hodaka and Silverstone products, as well as for ROS spares and XUK Serviced Products. In all, we had almost 800 Hodaka/Silverstone orders in December, which were fulfilled to agreed customer delivery dates, the last direct to customer shipments leaving site on 23rd December.

Italy was again a very prominent customer in December, and also accounted for 29 per cent of the whole 4800 order book in 2003. Large orders were also received from Spain, Portugal & Greece, as well as India.

### A green rating across the board

Order books were also totally cleared on spares and options, with large increases for ROS assemblies being accommodated for shipment to Dundalk to meet the growth in the PSG orders. The whole December activity allowed us to finish the year on a high, with a green rating across the board on tier 1 metrics.

### A tremendous team effort

I would like to thank the entire ARC team for the way in which they tackled the added workload, and especially for their flexibility in switching job roles and their support in extra hours working throughout the whole of December - it really was a tremendous team effort. Full details of the overall 2003 performance will be communicated at the ARC Year Start meeting on 19th January, along with our 2004 objectives.

Once again, congratulations and many thanks on your achievements in 2003. It really was a superb team effort!

John Evans

## DIARY

28 March	British Summer Time starts
7 May	LSA Dinner



## Successful year for XEM&SC

XEM&SC vice president & director Perry Buenen reported on a successful year for all parts of XEM&SC at the year-start meeting at Mitcheldean on 15th January. This included excellent results from the ARC, FBC and Support teams, and good results in all areas except inventory. Perry congratulated everyone on their achievements, including the flexible response by FBC and the overall successful performance by ARC, as well as the continued focus on safety, with Mitcheldean reaching 500,000 hours without incident.

Perry also outlined the 2004 targets to improve customer experience by being more predictable, flexible and fast, and to grow revenues by making products, components and services fast and more affordable. He also highlighted the plans to enhance people development and reward by working for improved communications, talent retention and employee satisfaction.

One key area mentioned was more training, including increased emphasis on Lean Six Sigma and Safety.

At the meeting it was also revealed that during 2003 the financial situation throughout Xerox had steadily improved, with increased earnings, shrinking debt and declining costs. This was reflected in a better cash position, stronger balance sheet and improved stock market share prices. In 2004 improved inventory performance was highlighted as a key objective.

Perry thanked everyone for their sustained efforts, which had produced such good results for 2003.

### Didn't they do well!

The James Hopkins Trust and Winston's Wish both benefited from the generosity of Xerox, EDS and their people in December 2003. The James Hopkins Trust did particularly well! Hugh Thomas and his team raised money for the charity by selling superseded IT kits to Xerox staff, raising £750. While the sales were easy, reformatting and cleaning disks, and removing proprietary software involved much time and commitment.



Steve Raftery of the James Hopkins Trust, Annie Cinderey, Tony Scott, Hugh Thomas & Vance Hopkins.



Brian Fowler, Katy Howells of Winston's Wish, Sally Meek and Vance Hopkins.

Human Resources also donated a selection of toys, due to insufficient numbers and the cancellation of the children's Christmas party. These included model Land Rovers, books, photo-kits, doll buggies and construction kits. This selection was split equally between James Hopkins Trust and Winston's Wish. We wish both charities well in their fundraising activities for the coming year.

## DIARY

28 March  
7 May

British Summer Time starts  
LSA Dinner

### Marion Cornwall retires



Marion V. Cornwall BEM retired at the end of 2003 after 59 years' service at Mitcheldean, with BAF, Rank Organisation, Rank Xerox, Xerox Europe and Vantage Point Business Village. Marion, accounts administrator for the MEWs, first started work at Mitcheldean with British Acoustic Films (BAF) in 1944. Much of Marion's career was spent working in finance. Marion's sterling work with Rank Xerox and Xerox was recognised with the award of a British Empire Medal in 1982. We all wish Marion a long and happy retirement.

### LSA report

The LSA committee recently held their first meeting of the year and thought it appropriate to provide a quick update on activities.

Following the Xerox restructuring activity, 2003 was another successful year. Although we got off to a poor start with the cancellation of the March social function due to lack of support, we held a very successful dinner, from which the feedback was excellent. A well supported and enjoyable cabaret evening was also held in October. 2003 also brought about some rule changes, mainly the lowering of the qualifying service rule to 15 years. This provided the option for 65 employees to join the association of which 42 took the opportunity. It's not too late to join if you're part of the small group who decided against it, and from time to time the LSA will give you a gentle reminder! The current membership stands at 153 'employed' members and 406 'inactive' members, a total of 559. The LSA Committee will shortly be starting activity in preparation for the 2004 Dinner on May 7th. Plans are also being made for another social event in October and we look forward to your continued support during 2004.



## Xerox exceeds expectations

**On 27 January Xerox Corporation announced better than expected fourth quarter earnings, reflecting strong sales of the company's industry-leading colour systems and office digital products, as well as continued operational excellence through disciplined cost management.**

The company reported fourth quarter 2003 earnings per share of 22 cents including a 3 per cent positive effect from a reduced litigation reserve. Xerox chairman & CEO Anne Mulcahy said, "Xerox is operating on full throttle with winning results. Our 2003 performance, capped by a successful fourth quarter, is proof positive that the Xerox value proposition is clicking with customers, and that our strengthened operations are delivering sustainable benefits."

### Technology investments fuel equipment sales

Equipment sales grew 11 per cent in the fourth quarter including a currency benefit of 7 percentage points. About 60 per cent of all equipment sales in the quarter were generated from products launched in the past two years, reflecting a strong return on investment. Total

revenue for the fourth quarter was \$4.3 billion, an increase of 1 per cent from the fourth quarter of 2002, including a currency benefit of 6 percentage points. Revenue growth was adversely affected by declining post-sale revenue from the company's old light lens technology and its exit in 2001 from the small office/home-office business.

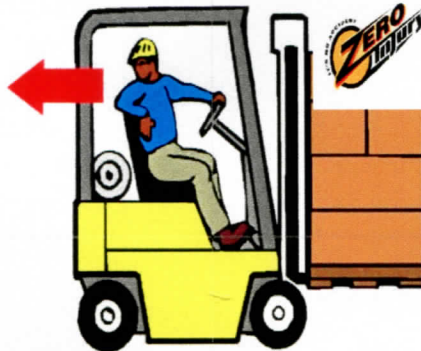
Total fourth quarter revenue from the company's targeted growth areas - office digital, production digital and value-added services - grew 10 per cent year-over-year and now represents about 73 per cent of the company's revenue. Xerox also noted significant progress in its developing markets operations, which delivered total revenue growth of 1 per cent in the quarter and 21 per cent equipment sales growth.

## Fork lift beware!

**All our fork lift drivers try to be safe and vigilant at all times. Safety is their first and foremost concern.**

However, too many people believe that fork lift drivers have eyes in the backs of their heads!

Please take care where fork lift vehicles are operating, and ensure that all marked walkways are used properly. If you have to pass across a route used by a fork lift, take every precaution. Most important of all, take great care when in the vicinity of a reversing vehicle.



## Our key message: make your first thought safety!!

**The Mitcheldean workforce has carried on its fine record of Zero Injury through December, January and into February. FBC is leading the way with 34 months injury free, while Central Support has 24 months and ARC has 15 months. Our personal objectives remain the same as 2003:**

### Our Target: Zero Accidents/Injury

#### Employees:

- .. Think safety before they act
- .. Work safely
- .. Raise issues and concerns
- .. Co-operate with management

#### Managers:

- .. Actively prioritise safety as No 1
- .. Promote safety at team meetings etc.
- .. Ensure safe methods of work are being practised
- .. Ensure that housekeeping audits, facility audits etc are meaningful

Our management objectives reflect the decision to gain accreditation to OHSAS 18001 to provide Mitcheldean with an internationally recognised Health & Safety standard and an annual external review of its H&S management systems. Product sales in the central and local government areas are now reliant on effective control of not only environmental issues such as waste disposal but also provision of good health & safety management.

*Dave Bufton*

## Haggett trophy revived



**The Haggett Trophy is being revived. The Haggett, also known as the Interplant Cup, is taking place at Wokefield Park G.C. on Sunday 22nd August and will be played over 18 holes, Stableford format.**

Teams will consist of 6 players with the best 4 cards counting towards the team score. The cost of the day is £60 which covers the golf and a presentation dinner in the evening. For another £30, competitors can stay overnight (shared rooms), enjoy breakfast and a further 18 holes.

If any Mitcheldeaners are interested in playing, please contact Mark Barnard. To enter a team, we will need 6 players, all willing to part with a £20 deposit. It would be nice to defend the trophy as Mitcheldean were the last winners in 2000. We will need to notify the organisers as soon as possible so, let Mark know ASAP! on extension 1800.

## Let battle commence!

ARC are preparing for the anticipated clash with the golf titans of FBC by repeating their Golf Challenge (washed out in the downpours of 2003), on 27th February. Let's hope the golf reports reflect the Clash of the Titans rather than the sinking of the Titanic.

If you are weatherproof and would like more information call Richard Pudge on 2217.

## DIARY

28 March	British Summer Time starts
9/12 April	Easter
7 May	LSA Dinner



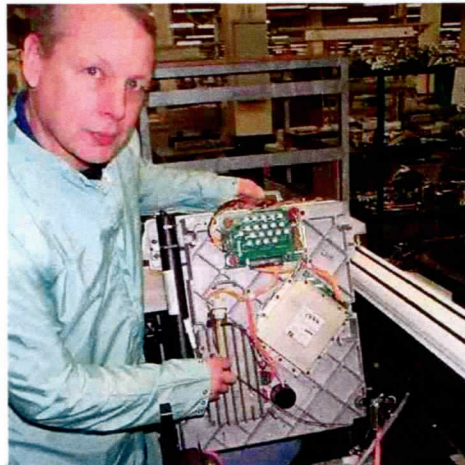
## ROS 'As New' business grows

2003 saw more than 4,800 'As New' ROS (Raster Output Scanner) units leaving ARC in Mitcheldean, to generate an MCV return of more than \$900,000. 2004 has already seen continuing interest and a strong order book with a range of more than 20 ROS product offerings from ARC to serve Europe Central Stores Unit at Venray, the UK OpCo and second user DocuTech family products at Dundalk.

This work is high precision, and the ROS team, works in a Class 6 clean room atmosphere, where particles more than 1/200,000 of the cross-section of a human hair are filtered out, to allow high accuracy calibration and adjustment of laser assemblies used in Xerox high end systems.

"Not only is this existing ROS work good business for Mitcheldean," said ARC technical & quality manager John Gwilt, "but we are also now seeing other opportunities for 'clean room' work, such as the Digipath Raster Input Scanner and a variety of other components, including DADH, consoles, bezels and other sub-assemblies on a range of products. This enables us to contribute to many second user and remanufacture programmes, extending from Silverstone to the DocuTech DT 135."

2004 is outlooked to be another strong year for the ROS business. With the cost base lower now than in 2003, ROS looks to be well set to deliver another year of outstanding results. A number of new projects are being reviewed including supplying Docutech ROS' to the US



Ashley Hornchurch fitting a ROS unit to a DT135

for remanufacture and spares programmes. Initial feedback on field qualification tests is very positive. Success here in becoming suppliers would result in a large cost saving opportunity for the US teams versus buying new.

## New UK managing director

Russell Peacock has been appointed as managing director of Xerox UK. He replaces Stephen Cronin, who has been appointed executive chief of staff for Xerox's Developing Markets Operations.

Since joining Xerox in 1982, Russell Peacock has progressed through a variety of senior sales management and marketing roles including general manager and director of Southern UK Operations and director, Xerox UK Office Business Unit. In addition to leading the Concessionaire Programme throughout Xerox Europe for 3 years, Russell was later responsible for all Nordic and Eastern European countries as general manager of the Northern and Eastern European Entity.

More recently, he has been responsible globally for the engineering development and delivery of all office monochrome products globally whilst heading up Xerox's Monochrome Business Unit.

## Focusing on the right markets

"We are still a company in transition," Russell said, "but we have the right offerings - whilst our heritage is in manufacturing, our solutions and value-added services have matured and we are making great progress. We are focusing on the right markets and customers and we are competing with the right business model. This all puts us in great shape to meet the needs of an expanding customer base."

## One million hours without a lost time incident

**We have recently achieved a significant milestone in our Health & Safety performance by reaching one million hours without a lost time incident.**

Main Safety Committee chairman Chris Clarke said, "This is a tremendous achievement. Although it isn't the first time we have achieved this level of performance, it has been achieved over a longer period of time, since as a smaller unit the total number of hours worked on site

each week is significantly less than during the previous occasion. Our continued focus on Health & Safety awareness has been key to this result.

"Thank you, everyone, for your diligence with regard to Health & Safety, and let's keep our focus and awareness at a high level as we embark on the next million hours of safe working. To mark the occasion, all Mitcheldean-based staff will receive a commemorative china mug."

## Learning at Work Day

Last year Learning at Work Day involved more than one million people across the UK. This year 20th May will be Learning at Work Day. Remember, it's a day for everyone, whatever their skills, aptitudes or career plans, to help them develop towards their own future at work. We could create our own Learning at Work Day programme, so if you have any ideas you wish to contribute or activities you would like to see at Mitcheldean, let Brian Fowler or Mark Barnard know as soon as possible. Find out more by calling Brian on 59(1126), or visit [www.campaignforlearning.org.uk](http://www.campaignforlearning.org.uk).

## DIARY

28 March	British Summer Time starts
9 April	Good Friday
12 April	Easter Bank Holiday
7 May	LSA Dinner
20 May	Learning at Work Day



## Flat out at Fusers

Fuser Business Centre at Mitcheldean had a great month in February, shipping more than 85,000 fuser modules and rolls, as well as more than 8,000 other related spares items. This wasn't the only achievement by a long way. FBC has also celebrated more than three years without a lost time incident. This safety achievement was all the more creditable when it's considered that production levels in February were more than 30 per cent above the best period in 2003.

FBC production manager Tony McNally congratulated all in FBC, saying, "We all recognise the good spirit of everyone, and as always it's a team effort that achieved these good results."

Much of this performance was to satisfy demand for Brunel spares. Not only are these customer replaceable units (CRUs) being made in high volumes, but increased attention is also being paid to packaging, with an attractive new, robust package having been designed and introduced by the FBC team to support the market.

"Our performance," continued Tony, "has been driven by improvements right across the board, by process improvements, increased flexibility and productivity from the workforce, and increasing levels of automation. We have recently introduced a new automated method of applying black paint to the inside of rolls to



Pictured: The Leander Fuser Module team; Gary Peglar, Steve Giles, Dave Adams, Rebecca Gwilliam and Dave Watkins with the smart new packaging.

improve their energy efficiency. "All in all our work across the whole spectrum is paying off. We shipped 93,000 items, satisfying customers in Holland, UK, USA, Ireland, Mexico and China. Well done & thank you everyone!"

## Fit finance?



Pictured: Kerrie Jenkins, Del Grinstead, Mark Barnard, Steve Baldwin, Paul Marshall & Mark Presdee, after the recent 5-a-side football.

You have all probably heard of Sarbanes Oxley, the relatively new financial controls standards which our Finance function has been implementing. Well, it seems that the Finance team are taking 'fitness' a step further in terms of their own personal physiques and willingness for a little competitive edge.

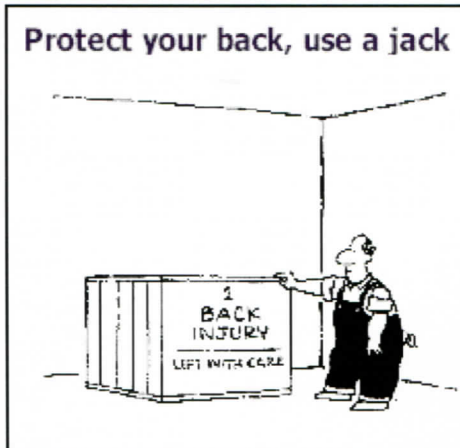
Throughout the year the team is involved in a number of sporting challenges, with Del Grinstead organising events. During the winter period it has been squash matches against one another, and also five-a-side football, the latter involving colleagues from CSAM, HR, Fusers and EDS (+ at least one other member of the Baldwin family!). During the summer golf becomes the sporting test, and a trophy sits proudly on one of the desks in the office. So! There's another 'competitive' group on site who would probably be up for a challenge in one sport or another!

## Backs are beautiful!

Your back is one of your most vital structures, and pain or injury can have far reaching consequences. Every lifting action needs to be considered, especially if it's handling awkward or irregular shapes.

The first rule is to use any specialist equipment if there is any doubt about your ability to lift the item. If you do lift cases, cartons or other heavy or awkward items by hand, DO check your posture and make sure you don't 'twist and lift'. Don't forget! Consult your manager or team leader about safe lifting procedures if you are in any doubt, and ensure that you always follow the correct procedures. Look after your back!

## Protect your back, use a jack



## White-out beats ARC golfers

Despite Richard Pudge's enthusiasm, fortitude, sheer determination and excellent Christmas spirit in suggesting another ARC sporting event, he has definitely offended the weather gods!

The ARC golf event planned for 27th February was a 'white-out'. This followed the earlier golf 'drown-out' and the cricket 'wash-out' during Britain's driest summer for years. Keep on trying, Richard! We all watch carefully for the next event!

## No Smoking Day

Wednesday is No Smoking Day, but if you've already succumbed, why not make it the day after instead. Just one day could be the start of a healthier, wealthier future. So have a go! Remember qualified help is at hand from Jen and Sue in OHD.

## DIARY

28 March	British Summer Time
9 April	Good Friday
12 April	Easter Bank Holiday
7 May	LSA Dinner
20 May	Learning at Work Day



## Black is beautiful for fuser rolls

Heat management is crucial when you operate a fuser assembly. It plays a critical part in copy quality and ensures that toner particles are accurately fused to the paper to create a clean, crisp image. In fuser rolls made at Mitcheldean, accurate heat distribution is provided by a coat of black paint, which is applied inside the fuser roll. Until recently this was a time consuming, manual task with undesirable environmental issues, dealt with by expensive air extract equipment.

FBC engineers Martyn Gunter and Steve Batcock devised a unique method of automating the application of the black paint (mainly graphite) to the inside of the rolls. Not only did they solve the paint application problem, but they also created a method of automatic visual confirmation. The team, working with a specialist production machine design house, built a production system that takes fuser rolls, picks them up, applies paint, checks that the paint is correctly applied, and passes them to an operator ready for final human visual confirmation before packing.

Martyn commented, "We were very pleased to achieve this solution. It paints rolls at a rate of 140 an hour or more, and enables us to paint up to twice as many rolls without additional staff, to lower costs and improve profitability."



Martyn Gunter (centre) with FBC setter/operators Dave Williams (left) and Dave Taylor.

## No smoking - keep at it!

Giving up smoking is possible! ARC's Graham Timms made the decision on No Smoking Day earlier this month, and we decided to report regularly on his progress (if not struggle) to give up the dreaded weed. Yes, it's all about commitment, and this text is part of Graham's personal commitment to give up smoking.

Just remember, it's the little things that can trip you up, like that sudden craving. Deal with it by displacement, like Graham did on one particularly bad day (Day 10), when he almost lit up at home. His reaction response to his wife was "We do need some milk, don't we?". So he went out and walked off the craving by visiting the corner shop. Win—win, no smoking and extra exercise, albeit at the cost of one surplus carton of milk, but milk's certainly better for your health than cigarettes.

Graham Timms with OHD's information board on helping to beat the deadly weed. Graham is already saving £25 per week and he will be buying something nice with the savings.



Don't forget, Jenny in OHD will help you with your own no smoking target, with advice, counselling and the magic nicotine patches if you need them. Call in, talk to Jenny or Sue, access the information and make a commitment to STOP smoking. More on the good fight in the next issue of Mitch. Well done, so far, Graham, keep at it!

## New lease for Asset Recycling Centre

We are pleased to announce that we have recently concluded negotiations with Vantage Point Business Village in relation to a new lease for Building 3/1.

The lease has now been signed and exchanged between the parties and provides for Xerox to occupy the facility for the next 5 years, commencing from January 1st 2004. In line with normal business practices, contractual 'break points' are built into the lease arrangement at 2, 3 & 4 years respectively. ARC Business Centre manager John Evans commented, "The new lease provides the ARC business with a stable facility and platform from which we can continue to deliver good business results to Xerox."

## Time for a change

As the saying goes, 'Spring forward, Fall back', which means that with British Summer Time starting this Saturday, 28th March, it will be time to put your clocks and watches forward by an hour on Saturday night.

Although we'll lose an hour's sleep, we'll benefit from lighter evenings from Sunday onwards.

Don't forget, though, that this means the mornings will be a bit darker for a while, so be careful driving to work next week.

## Have a great evening

Thousands of Xerox people have enjoyed the LSA events over the years. Don't forget! There's still time to book your place for the LSA dinner on May 7th. Invitations will be going out today. It's excellent value at £5.00 Call Sally today if you haven't received your invitation on:

**(59)1301**

You will have a great time, we promise!

## DIARY

28 March	British Summer Time starts
9 April	Good Friday
12 April	Easter Bank Holiday
7 May	LSA Dinner



## Double celebration in ARC; cake cut & 1000 units despatched!

Pat Ward's been with Xerox for 35 years ..... and he's still working flat out. The picture below shows Pat making the first cut of his celebratory cake which, of course, he shared with fellow CAT '0' team members, in ARC, who refurbish low volume products and give a quick turnaround for the UK company.

The cake sharing was part of a double celebration. Not only did Pat achieve his 35-year service milestone, but ARC also had another record month in March, with over 1,000 units being despatched. [There will be more news on this in the next issue of Mitch.]

"As Pat knows," said John Gwilt, "following his work in quality over the years since he joined Xerox in 1969, good performance depends on everyone, and this record month was due to everyone's commitment and hard work here at ARC. Let's keep at it."

Mind you, it's not been all hard work over the 35 years. Pat has three sons, all now at university, leaving him to have a quieter time with his wife Gaynor in sunny Ruardean. Well done, Pat!



*We were going to say 'Pat a cake' etc etc, but let's leave it at Congratulations, Pat!*

## A good impression for Ewart

On his recent visit Ewart LeBlanc, who heads up FDU, complimented all the Mitcheldean teams on their hard work to achieve high safety standards and, on behalf of John Laing, who leads SDU worldwide, he congratulated everyone at Mitcheldean who contributed to the 'One Million' safe working hours achievement.

Ewart has now completed his trip and returned to America. In addition to the time he spent at Mitcheldean, he also visited Welwyn Garden City and both Flextronics and the SDU facilities in Venray.



*Left to right: Chris Barnard, Kim Toombs, Mark Barnard, Ewart LeBlanc, Chris Clarke, Dave Bufton, Tony McNally, Jonathan Minton, Jim Baxter (FDU), Jonathan Rees with the plaque to commemorate the 'One Million Hours' safe working.*

His feedback on the trip was very positive, and in particular he was impressed with the overall state of the Mitcheldean Fuser Business Centre. He was pleased that he had the opportunity to talk to a wide cross-section of staff, and commented that everybody appeared committed and enthusiastic about the business.

Ewart has taken a good impression of the business back to America with him, and I believe that we will continue to receive his total support. I appreciate the efforts that made this visit a success.

*Chris Clarke*

## Don't forget the LSA Dinner

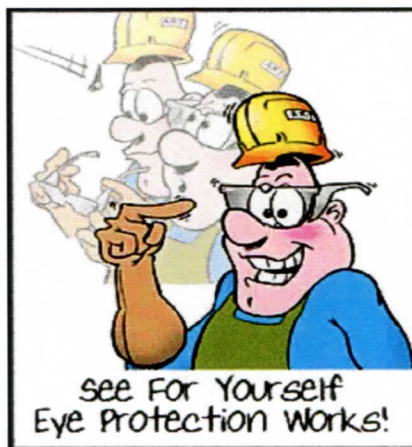
The booking list for the LSA Dinner on 7th May is growing fast, and places are limited.

Please send your invitation forms back to Sally Meek or call (59) 1301 if you wish to join us on May 7th.

## Now you see .....

Your eyesight is perhaps the most important of the senses, but it's only when the threat of loss of sight gets close that you really start to value your vision.

Never forget that one tiny particle of flying grit, metal or acid could damage your sight for ever. Every time you work in a situation that could affect your eyes, check safety precautions, observe any safety guidelines AND always wear eye protection. Xerox provides eye protection in all potentially hazardous locations. Remember, safety precautions apply to both staff and visitors. There can be no exceptions to the rule if we are to maintain our progress towards zero injury in 2004.



## Beat the tense moment!

Graham Timms' latest 'tough time' in his bid to kick smoking came when watching the rugby, but he managed to survive the England 21 / France 24 score. "The worst moments are when you're out with your mates, and you really have to focus and say 'NO', both to them and to yourself. You feel a real sense of satisfaction when you pass through those tense moments!"

## DIARY

9 April	Good Friday
12 April	Easter Bank Holiday
3 May	May Day Holiday
7 May	LSA Dinner
20 May	Learning at Work Day



## Accredited again: BSI audit success

The latest BSI (British Standards Institution) audit, held at Mitcheldean on 5th April, again produced a good result for the Fuser Business Centre and Asset Recycling Centre.

"Of course, we expect to achieve our accreditation and improve our performance every year," said Dave Bufton, "but we all still recognise that consistent teamwork from everybody helps us to achieve these good results and maintain our accreditation to ISO 9001:2000."

Both business centres passed with a clean sheet, with no non conformities being identified, and the BSI auditor complimented Xerox on its commitment to continuous improvement.

The Standards accreditation, managed by Steve Hodder for FBC and Richard Pudge for ARC, is an essential element of being in the business of office equipment manufacture. While it may not be high profile, it is crucial to continued acceptance of Xerox products in the market, and thus to the continued employment of all the teams at Mitcheldean.

Chris Clarke and John Evans jointly thanked everyone at Mitcheldean for their contribution to achieving this successful audit result.

(The environmental audit will be held today 21 April.)



Members of the ARC quality team, left to right: Richard Pudge, Paul Mason and Phil Probert.

## Xerox leads world superbikers

Australian Gary McCoy put Team Xerox Ducati in the lead last month by winning his first race in Round 2 of the 2004 World Superbike Championships, held at Phillips Island, Australia.



Not only do Team Xerox Ducati have some good riders, but they also have a striking bike design, and more than three million people watched Gary's win.

## Our own rising bike star!

It's amazing what 'no smoking' can do for you! Our own Graham Timms has rebuilt his fitness, with improved lung capacity, to achieve over 50 two-wheel miles over the Easter weekend, and without an engine!!

Remember, No Smoking helps you to do the exercise, and exercise helps to deal with the craving - win, win. Well done Graham!

## It's a Knockout!

This year's Forest It's a Knockout will take place at the Heywood Leisure Centre on 2nd May to support the Pied Piper Appeal.

We hope to field a Xerox team, and Vantage Point also hopes to enter a team. Each team must have six males and four females (all 18+). If you would like to join a Xerox or Vantage Point team, or form your own team of 10 people, call Sally on Ext. (59) 1301.

## DIARY

2 May It's a Knockout

3 May May Bank Holiday

7 May LSA Dinner

20 May Learning at Work Day

31 May Whitsun Holiday

## Good Quarter 1 for ARC



"The good performance in March, with well over 800 units despatched, closed an excellent first quarter for ARC," says John Gwilt, "and the outlook is encouraging for Q.2, as long as we

keep up our steadfast focus and commitment to quality and rapid response. We've an order book of over 450 at present and halfway through April the current outlook for May stands at over 400."

Well done everyone!

ARC's performance was good right across the board, including the ROS products and light refurbishment CAT'O' products, as well as the second user and remanufacture programmes for Silverstone and other lines. Customer demand is moving to high end Silverstone machines and there are also increasing numbers of overseas markets opening up for both re-manufactured units and options orders.

The picture shows just some members of the ARC team, all of whom worked really well for this result.

## European Forum meeting 31st March / 1st April 2004

Skills development, improving the customer experience, and Lean Six Sigma were among the topics covered on the first day of the 18th meeting of the Xerox Europe Forum. Customer loyalty was also covered in depth, including service reliability, service responsiveness, quality of invoicing, queries and complaints. In the closing session, Finance took the Forum representatives through the 2003 corporate results.

On the second day of the meeting the Forum was updated on actions to be implemented following the Employee Engagement survey, and other updates were provided on the Office and Production businesses. The Forum closed with a review and Question & Answer session with Armando Zagalo de Lima, president of Xerox Europe.

Contact your local Forum representative Allan Edwards on (59)1198 for more information.





## Earth Award for ARC Asset Recycling Realisation team

The value of recycled materials processed at Mitcheldean increased by 274 per cent following a unique project developed by ARC's Asset Recycling team during 2003. This achievement won the team a Xerox Corporation Earth Award, one of 14 presented across the corporation.

Team members John Evans, Brian Fowler, Dave Bufton, John Gwilt and Gene Lewis worked with Ray Platts of Mitcheldean company CoverTronic Ltd, also located at Vantage Point Business Village. Working with CoverTronic, the Asset Recycling

Realisation team expanded the customer base for recovered parts and materials, established a bidding system, identified new opportunities for recycled materials and built new partnerships with customers. As the 'Recycling Partner', CoverTronic helped ARC manage the legal compliance and financial aspects of the project to cover a group of 12 long term customers for recycled or reused materials, sub-systems and assemblies.

Brian Fowler commented, "This new process has made a first class contribution to our operation and environmental objectives. As always, it depends on the whole team to achieve the best results. Any process of this type depends on accurate and efficient sorting at the point of recovery. Our shop floor teams have provided our customers with carefully recovered materials and they in turn gain the benefits and are happy to pay competitive rates for these high quality recyclable materials."



Just some of the ARC team who sort incoming machines and have achieved high standards for the recovery of parts for reuse and recycling.

### Successful ISO 14001 environmental accreditation

Following the recent BSI (British Standards Institution) audit at Mitcheldean, its environmental specialist assessor John Murphy complimented Xerox on the identification of environmental aspects, impact planning and control measures, saying he felt that Xerox had achieved an excellent result to meet all the standards for continued accreditation to ISO 14001.

Xerox Mitcheldean EHS manager Dave Bufton said that while two minor non-conformities were identified, the Mitcheldean site performance had generally met high standards throughout the past year.

"To eliminate the non-conformities we will be working on our record keeping and will introduce metrics for nickel content in our discharge consent records.

"Overall, this renewed accreditation reflects our commitment to continuous improvement, and both ARC and FBC are playing a leading role in recycling and other waste minimisation and energy efficiency activities. This improves our profitability and benefits the environment, and everyone should be congratulated for their efforts."



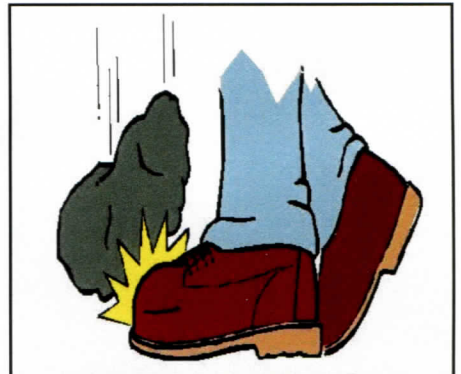
FBC waste management is a key element in environmental control.

Here we see Dave Bufton, Tony Mc Nally and Dave Batts checking segregation and collection of swarf after machining. In the last year waste swarf valued at \$46,000 was recovered and recycled.

### Footsore no more

Fit and forget, that's most people's attitude to footwear, but you can't dispute that comfortable, well-protected feet are vital for a good day's work.

Safety footwear gives reinforced protection for toes, and ankle support if required; essential if you're in any environment where heavy items are lifted or moved. Safety shoes and boots are free up to £21 in value. Even the best boots are available for £27, making an employee's contribution only £6.



"Stay neat,  
protect your feet"

Don't forget your routine working foot maintenance. Cotton socks can ventilate your feet to help keep them dry and free from minor infections, and keeping toenails cut short and square helps avoid nail problems. Consult OHD to choose from a wide range of stylish ladies', men's and unisex safety footwear in a variety of finishes. Do yourself a favour, and help protect your feet from hazards. Call Jenny in OHD for a consultation today on (59)2617.

### DIARY

7 May LSA Dinner

20 May Learning at Work Day

31 May Whitsun Holiday



## Green belt for Steve Batcock

Benefits valued at more than \$400K have been achieved for Fuser Business Centre (FBC) following a Lean Six Sigma (LSS) project, led by FBC engineer Steve Batcock, to improve yield levels from the Viton flow coating process in Building 5.



Steve Batcock and some polished rolls in the Viton control room.

Steve started the LSS training and developed the project in January 2003, working with all three shifts of the Viton team. Since then lean manufacturing techniques and waste reduction methods have been introduced to reduce surface defects and increase the yield of Viton-coated fuser/pressure rolls by more than 10 percentage points.

As a result of this work, Steve has been awarded his LSS Green Belt accreditation, which included a one-week workshop and assessment conference calls with Colleen Hilbig of the Lean Six Sigma team in the United States and LSS deployment manager Ann Bennett.

"The Viton team all worked well together to help achieve this result," said Steve. "We worked with the DMAIC process (Define, Measure, Analyse, Improve & Control), and used a full range of LSS techniques, including Thought Process Maps, Critical to Quality customer attributes, Value Stream Mapping and Design of Experiments."

The work was carried out with support from FBC LSS team members, including LSS Champion Chris Barnard, and Martyn Gunter, currently working for his LSS Black Belt.

## A good time had by all at LSA Dinner

More than 160 people attended the 2004 annual LSA Dinner, held on 7th May, to enjoy an excellent dinner, entertainment from comedian Johnny Moon, and many happy recollections of times past.

Four happy anniversarians received bottles of champagne in recognition of their long service. A good time was had by all, and we're already looking forward to next year's event.



Happy anniversarians at the Xerox LSA Dinner with their bottles of champagne presented by Mark Barnard (far left) with Sally Meek, Jeff Hawkins, Roger Childs and Steve Baldwin.

## Use European health services

It is recommended that all business (or holiday) travellers ensure that they have full access to European Health Services, including those in Iceland, Liechtenstein and Norway. All eligible travellers can collect, complete and validate an E111 form at local Post Offices and travel agents. The form can also be downloaded from the Department of Health website, but remember if you do this, an E111 must be white; only white prints are accepted by the Post Office. Our advice is try the Post Office first.

The E111 is valid in all European Community countries, which means that you or any of your dependants then have access to treatment, in most cases on production of a valid Form E111. Only state-provided emergency treatment is covered, and you will receive treatment on the same terms as nationals of the country you are visiting. Private treatment is generally not covered, and state-provided treatment may not cover all of the things that you would expect to receive free of charge from the NHS. Remember, an E111 does not cover you for all medical costs, or for repatriation; it is not an alternative to travel insurance. You will still need to ensure that you have full insurance cover.

## Changing email

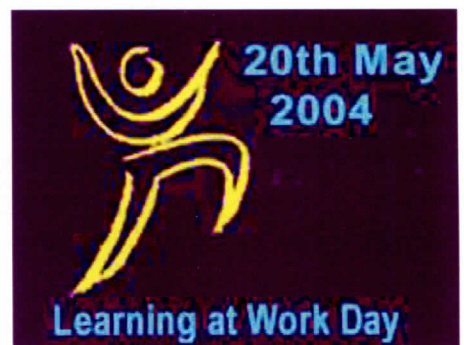
All email addresses with Xerox using national suffixes, such as gbr, will ultimately change to shorter global addresses, ie: [any.person@xerox.com](mailto:any.person@xerox.com).

The process will roll out across all Xerox Europe email users in the next few months, and existing email addresses will be phased out gradually. Check your address books periodically to avoid any difficulties, and update external contacts as soon as your new address is operational to minimise delays.

## Suggestions welcome

Tomorrow, 20th May, is Learning at Work Day; you will have seen the posters. We are taking this opportunity in Adult Learning Week to ask everyone for ideas on providing new learning opportunities for Mitcheldean people.

All ideas are welcome. Check out the notice boards for details and send in your suggestions. Someone will win a prize, and your learning suggestions could benefit us all.



Remember, everyone has their own ways of learning. Maybe yours could suit many others. Let us have your ideas, as soon as possible please, to improve learning at work at Mitcheldean.

## DIARY

20 May Learning at Work Day

31 May Whitsun Holiday

7 - 11 June European Safety Week

30 August Summer Bank Holiday



## Thousands of parts to play

One year into her apprenticeship, Laura Morris has a demanding training programme. At present she is working with her mentor Trish Croudace to manage all the parts procurement for the Hodaka and Silverstone refurbishment, 'as new' and rebuild programmes within Asset Recycling Centre (ARC).

Laura's apprenticeship covers all aspects of Xerox at Mitcheldean and after her year in ARC she will move on to work in other areas, following her training plan.

"I decided to do a Modern Apprenticeship rather than go straight to University because I like the practical side of work," says Laura, who currently also attends two evenings a week at the Five Acres Campus of RFDC to complete her HNC Business studies, at the same time as she completes her apprenticeship.

ARC Materials manager Neil Howell commented, "Laura has fitted in well within ARC, and it is very rewarding to be able to help with her training."



Trish Croudace (left) with Laura Morris, checking out components on Silverstone in ARC.

## Avoid trips, drops, tips & slips !!

Small trips, drops, tips and slips can be major causes of all grades of accident, from annoyance or minor inconvenience right through to hospitalisation!

We think they are minor, until we sprain an ankle tripping over an empty box in a gangway, drop a crate on our toes or strain our back as we slip on a spill. Safety is one area where there is a bonus from tidiness with everything in its expected or appropriate place. Sometimes the consequences of untidiness or carelessness can be deadly, including when in the illusory safety of being indoors at home.

Remember, home accident numbers lead those in industry. The answer is clear, at home as well as at work: good housekeeping and eternal vigilance.

## Plan your training now for 2004/2005

28 Mitcheldean people are currently taking Xerox sponsored courses. If you wish to get your study course in September sponsored by Xerox, you should start thinking about the future now.

Remember, you have to show benefits for yourself and Xerox if you are to be supported. Initially you should talk to your manager or TU Learning Representative about your training needs.

There are a huge variety of courses available, and many online opportunities through XVLE and Learn Direct, covering everything from computer skills and management training to electrical/electronic qualifications.

Mark Barnard and Brian Fowler are both happy to discuss any ideas you have for improving your skills. Call Sally on 1301 to fix a time to discuss 2004/05 sponsored courses with Mark or Brian.

## Winning strategies for learning

The suggestions competition to mark Learning at Work Day 2004 came up with two winners: Tim Tarby-Donald of Global Purchasing and Chris Hale of Fusers Business Centre.

Tim and Chris will each receive an Olympic holdall, while all entrants will receive Olympic key rings. Both Tim and Chris suggested new activities to improve our learning here at Mitcheldean without major investment.

Chris suggested a novel 'target team' approach where each work team focuses on training and identifies training needs. The team then evaluates programmes, and plans the course,

time and resources to achieve the training objectives. "This," says Chris, "enables flexibility, improves self-satisfaction and ultimately enhances team performance."

Tim suggested a different approach, 'Teachback'. Here, individuals undertake learning in specific areas. Once they develop understanding, they teach their peers and act as role models in the speciality to help everyone. This also develops interpersonal skills in confidence and presentation without incurring the costs of external trainers.

Both winners' proposals will be investigated further. Well done Chris and Tim!

**HOUSEKEEPING**

**Examine your work area**

1.

KEEP WALKWAYS CLEAR.

2.

AVOID FOOT INJURY...

WEAR YOUR SHOES!

3.

PLEASE OPEN ONE DRAWER AT A TIME.

4.

CLEAN UP SPILLS RIGHT AWAY.

**and don't forget your home**

## Food safety for everyone

Summer is one of the worst times for food upsets. Next week, 14-20 June, is National Food Safety Week.

We all eat during the working day, it's what keeps us going, but everyone can help minimise the spread of food-borne infection by maintaining high standards of personal cleanliness. Avoid cross-contamination between cooked and uncooked foods, store food at the correct temperature, and keep pets and pests away from it. It's your digestive system; look after it! See [www.fdf.org.uk](http://www.fdf.org.uk) for hints and tips.



## More productivity for FBC

Fuser Business Centre (FBC) has adopted automation in many parts of the process to improve productivity. The latest investment was within the Viton coating processes. Here, throughput time was wasted when running DC 12 rolls, as they had to be sequenced through the wash equipment. This was unnecessary since DC 12 requires no wash operation.

Following work by Martyn Gunter, Chris Barnard and Gary Dade, a new robot has been installed to create a 'bypass' or short cut to enable faster processing of DC 12 rolls.

When the programming and software trials are complete, the new installation is expected to save six hours a week, giving a gain of around 15 per cent in total cycle time.



Lionel Smith of the Viton team and (top right) the new robot installation.

### Please check your data

In the next few months all employees will receive a document containing individual personal details as part of an audit being undertaken by the HR shared service department to update the HR database. It is important that you take the time to review / check these details, as it is the Company's record of important information about you which may be needed in an emergency.

The audit is being phased over several months in staff number order, and the document will be sent to your payslip address. Please take the time to amend, add information as required, and return the document in a sealed envelope to Sally Meek. Please remember, even if all the information is correct you still need to return the document.

### Successful Health & Safety assessment

Martin Eagle and Stuart Smith of the British Standards Institute (BSI) visited Xerox this week to conduct the second phase of an in-depth assessment for accreditation to OHSAS 18001.

OHSAS 18001 is the international standard for Health & Safety Management, similar in concept to ISO 14001 for Environmental Management. Xerox has targeted accreditation to this standard for two main reasons: (1) it provides an external review of our Health & Safety management system, and (2) it gives us a performance metric against an internationally recognised standard.

Martin and Stuart spent their time primarily with Health & Safety Manager Dave Bufton. They also visited Xerox facilities in Buildings 3, 5 and 8 to talk

to employees. This included discussions about the risk and hazards inherent in their daily jobs, the precautions they should take and the training they have received.

Both Martin and Stuart were complimentary about the site Health & Safety culture and considered that the Health & Safety Management system had produced an excellent result. The assessment identified 6 minor non-conformities and 11 observations. Stuart also commented on the high level of employee awareness observed on tours of the facilities.

"Mitcheldean is now in a good position to achieve full accreditation," says Dave Bufton. "Thank you everyone for your help in achieving this good result."

### Don't forget road safety!

You may have noticed that during this week the Plump Hill road is closed to traffic, and this is obviously causing disruption to employees who normally use this route to travel to work. Please allow additional travelling time for your journeys to and from work, and take extra care with the increased volume of traffic using alternative routes.

### Watch those eyes

Many people nowadays use a VDU, if not at work, then at home. The Occupational Health Department (OHD) is currently surveying computer users throughout Xerox Mitcheldean as part of our work for OHSAS (reported opposite).

OHD's Jenny Weaver and Sue Venner will be contacting over 100 Xerox people to survey their work with VDU screens, their safety practices and their knowledge of safety issues connected with computer work. "This is a high priority," said Sue. "Our eyes are among the most important working assets we possess, and we must all recognise this fact."



Jenny Weaver (left) with Jackie Meek discussing the VDU survey.

Don't forget the three key safety elements of working at the screen:

#### Posture

Make sure you are properly seated, with the screen at a comfortable height for you.

#### Sufficient breaks

Take regular breaks to allow eyes and muscles to refresh.

#### Eye health awareness

Make sure you are well informed about lighting and other environmental conditions, and ask if you think there are any problems. Take an eye test regularly. [Remember, for certain screen users Xerox provides free eye tests, prescriptions and glasses.] You may require a special prescription for extensive screen work.

Call Sue or Jenny on 2617 for more information.



## ARC winners see the real McCoy

Lucky ARC winners Graham Kibble, Geoff Boughton, Graham Hudson and Dave Tingle were Xerox guests at the preparation and pre-race day at Silverstone on 12th June. The four were winners in the Xerox-wide incentive competition supporting Team Xerox Ducati in the World Superbike Championships. As part of their prize they were given a tour of the pits, viewed the team workshop and met the riders, including Gary McCoy, who has put up an impressive performance this year winning the Australian event outright.

"We had a great day," said Dave Tingle. "Even better, at least as far as I'm concerned, I didn't win the free place on the back of a Ducati to 'sail' around Silverstone at 165 mph. That way, at least I could enjoy the superb catering!"

The ARC group also saw the super-pole qualifying session, including a very good ride performance from Gary McCoy to achieve a good grid position and secure 4th place points on the following race day.

Our picture shows the four lucky ARC guests (left to right) Graham Kibble, Geoff Boughton, Graham Hudson and Dave Tingle, with a Ducati racebike at Silverstone.



### Signs for Safety success

One of the key safety actions wherever we go at work is constant Alertness. While there are signs everywhere, after a while we tend to take them for granted. It's all too easy to see them just as part of the 'visual' furniture without actually taking the message on board, but the signs are there for a good reason.

Every time you visit a manufacturing area watch out for the blue signs, and be sure you know what they mean. Please take the mandatory safety action they command. Don't forget, at Xerox they should be accompanied by explanatory text, so if they aren't, tell your safety representative.



Eye protection must be worn



Safety helmet must be worn



Ear protection must be worn



Respiratory equipment must be worn



Safety boots must be worn



Safety gloves must be worn

### ... and a busy time back at base

"Volumes continue to remain high in ARC at the moment and we have had another very busy month in June, with more than 670 units despatched," reports John Gwilt.

"The increase," says Brian Fowler, is driven by customer demands and the ARC

Management team congratulates the whole of the workforce for their commitment in rising to the challenge. As ever, it's good teamwork that produces results and we thank everyone for their efforts"

As part of the plan to increase our output, ARC will be introducing a temporary twilight shift in the coming months.

### LSA Annual General Meeting

The Annual General Meeting of the Mitcheldean Long Service Association will take place on Tuesday 20th July at 12.30 pm in Building 8/2 Conference Room.

The Mitcheldean LSA continues to thrive in this, its 51st anniversary year, with membership numbers currently standing at 154 serving members and 406 retired members.

The meeting is open to all Xerox employed LSA members. Any members willing to serve on the Committee should advise Sally Meek on Ext. 1301.

### BUPA Healthline – 24 hrs a day

As part of the company's private medical insurance scheme you now have access to a BUPA Healthline, a confidential telephone health information service available 24 hrs / 365 days a year.

You don't need to be ill before you use the service, in fact you can call the Healthline on 0845 607 7777 to discuss almost any health related issue, safe in the knowledge that your call is completely confidential. Check your departmental notice board for more information.

### LSA Quarterly Draw Results

1st	Barry Watkins	(No. 23)	£50
2nd	Terry Hook	(No. 36)	£25
3rd	Mark Reid	(No. 16)	£25
4th	Jim Loftus	(No. 137)	£25
5th	Hugh Cromie	(No. 33)	£25

### DIARY

20 July	LSA AGM
30 August	Bank Holiday
6 November	LSA Social Function



## Even busier at ARC

ARC (Asset Recycling Centre) continues to be very busy, with July projected to see over 900 units despatched, including the large orders currently under way. Just how busy it can be was realised by the Year 9 students from Lakers School, Coleford, who visited Xerox and around 40 other businesses at Vantage Point on 7th & 8th July.



Some of the Lakers School visitors in ARC earlier in the month

As well as taking a complete tour of ARC, the students also visited other businesses on site covering electronics, musical instruments, software writing, food and catering, furniture making and interior design, to name but a few. They used the RFDC facilities to prepare reports and analyse survey information gathered on their visits to ARC and other operations.

The visit to ARC, organised by Laura Morris, Dave Bufton and Brian Fowler, was a great success, and feedback from the students indicated that many more would consider manufacturing as a career in the future.

## Business results healthy

On 13th July Perry Buenen held his quarterly communications meeting at Mitcheldean. At the meeting he shared the state of the M&SC business for the first half year, and presented FBC engineer Steve Batcock with his greenbelt Lean Six Sigma certificate. Steve's project towards his greenbelt qualification has achieved more than \$400,000 in benefits for the Viton flow coating process.

Paul Hermans was unfortunately ill and unable to be present, so Mark Barnard stepped in to present the top level M&SC Employment Engagement Survey results. This was followed by a presentation from Tim Tarby-Donald on his interesting Lean Six Sigma project.



Well done, Steve!

Marcel Frielinck took the audience through the finances and his usual routine of audience participation was enhanced this time by prizes. He also showed a number of slides demonstrating the impact of the Xerox investment rating and highlighting the effect this has had on share dealing and stock price. Business results were generally healthy and Perry encouraged everyone to continue to focus on the key elements that have brought a good performance so far.

## Olympics at Mitcheldean

As we write this article, it's fair to say that the Olympics is still a low key item at Mitcheldean (and probably in England). Having suffered the national football team not realising the thoughts of many English people that they could win Euro 2004, watching Tim Henman once more not winning Wimbledon, and seeing a quite spectacular fall from grace for the World Cup-winning English rugby team, hopes are probably not too high for success in the Great Britain squad when the games start in August.



Nevertheless we're trying to keep positive and from time to time remind employees that Xerox is a main sponsor of the event. Everyone has received their free pen and we have also acquired a number of other Olympic merchandise items that are being used for ad hoc colourful R&R purposes. We have also run a competition linked to Learning at Work Day, where the prize winners received Olympic holdalls, and all entrants also received a memento.

To celebrate the opening of the Games on Friday 13th August we will be running a random prize draw of employee numbers and distributing a few more Olympic merchandise items to the lucky winners of the draw, so watch your notice boards!

## DIARY

2nd-13th August	Main holiday weeks
30 August	Bank Holiday
6 November	LSA Social Function



## Safety has its own reward — OHSAS 18001 accreditation

Xerox Manufacturing at Mitcheldean has gained accreditation to the international standard OHSAS 18001 (Occupational Health & Safety Assessment Series), recognising the high standards set and achieved by all in Support, ARC and FBC. This marks a real achievement by Dave Bufton and his colleagues, who have worked so hard throughout the year.

As Dave would be first to say, safety is all about attention to detail and eternal safety vigilance. OHSAS is about maintaining a good safety record from well managed systems, and while we are all pleased to receive this accreditation, we have to continue to be vigilant. We can never afford to relax on the safety front!

The work to reach the OHSAS 18001 standard included many hours of effort from the three Facility Care managers, Chris Clarke, Brian Fowler and Glyn Clarke, together with Greg Stafford, the Trades Union Safety Co-ordinator, and the facility care team members, not to mention all the detail work of aligning safety procedures to the precise requirements of the new standards.

OHSAS helps minimise risk to all employees in their daily work, tells everybody that Xerox is a caring and responsible employer, and provides a standard for safety management and an



EHS manager Dave Bufton, with the OHSAS 18001 Certificate.

ongoing formal registration system, enabling all of us at Xerox to maintain the highest standards of safety.

Congratulations to all at Mitcheldean on this successful accreditation!

### The Xerox Olympians

For the last year The Team Xerox Olympian Programme has been helping athletes' Olympic dreams become reality. The team has spread the Olympic message to thousands at charity events, fundraising events, schools and training clinics throughout the USA. The US Olympic Committee feels this is the most successful sponsor programme to date, raising over \$5.5 million so far.

Members of the Team Xerox Olympians, many of whom have Olympic gold medals, include Dain Blanton—beach volleyball, Bart Conner - gymnastics, Derek Parra - speed skating, Jennifer Johnson Jordan - 1993 World No. 3 volleyball player, John Naber - swimming, Joey Cheek - speed skater, John Godina - shot put & discus, and Chris Klug - snowboarding.



2004 is the 40th year of team sponsorship, and Xerox will be capturing all the facts about the games digitally and on paper, delivering the results in 'real time' and recording key information for the Olympic archive.

Here at Mitcheldean, all the winners of our Olympics incentives will be cheering on their favourites and rattling their Olympic key rings & fobs, bursting with pride out of their Olympic T-shirts, wearing their Olympic caps to protect them from the glare of the Athenian sun and, in the case of Roy Mulchrone and Andy Billingham, lounging by the pool snugly wrapped in their Olympic beach towels!

### Brilliant Tim! £500 for Sport Relief

Sport Relief's massive effort in July has raised more than £11 million for a myriad of international aid projects for children in India, Peru, Zambia and many other impoverished parts of the world, as well as here in the UK. Our very own fundraiser Tim Tarby-Donald, of Global Purchasing, covered 'the extra mile' to raise, with his wife Yolaine, more than £500. More than £165 of that was from Xerox Mitcheldean people.



Tim admitted, under heavy questioning, that he actually did run some of the way. "I took part in the 'Freestyle Mile', so I was allowed to walk some of the way," he said.

Nevertheless, Tim, pictured here with Yolaine,

completed the mile in a respectable 13 minutes, at least 10 minutes faster than the Mitch editor would have done in his present state of unfitness! Well done Tim!



Grateful thanks go from Tim and everyone in Sport Relief for all the sponsorship and donations. Thousands of people worldwide will benefit from everyone's generosity. See [www.sportrelief.com](http://www.sportrelief.com) for more details, and maybe a last minute donation!

### DIARY

30 August	Bank Holiday
6 November	Beatles Tribute Night
6 May 2005	LSA Dinner



## Positive outlook for Quarter 4 at ARC

Asset Recycling Centre (ARC) is making good progress. With a three-month outlook of 1400 units already in place in mid-August, the next three months will be busy as the demand rises towards the end of the year. "All areas have a very positive outlook," says ARC Technical & Quality manager John Gwilt, "including ROS, Cat O and new build. The new twilight shift is working well now, with around 30 staff working on Silverstone and Hodaka. We expect to see a very busy Quarter 4 for all of us, with commitments extending well into 2005."

The work on Silverstone and Hodaka is running well ahead of the original plans, and there is a substantial ongoing process programme to give the new teams on twilight the capacity to meet production levels expected in the near future. In addition a new 'cost down' version of Hodaka will be introduced to support Xerox business teams in winning more revenue.

"Our day shift teams are working hard to help us with the training requirement," says ARC Materials manager Neil Howell. "We are already getting good results from this support. Well done, everyone!"



Left to right: Some of the ARC trainers: Gary Snook, Paul Dummett, Steven Bromage, Ian Davies, Yvonne Bevan, Gary Taylor, Mark Reid, Norma Butler, Richard Pudge, Viv Fennell and Ashley Hornchurch. Others who missed the photocall were Mike Holder, Adrian Holder, Martin Worgan, Mark Seaborne, Adrian John and Nick Farr.

### Know your numbers!

13th to 17th September is National Blood Pressure Testing Week, and Xerox is taking part in the UK-wide "Know Your Numbers!" campaign to drive home the important message that everyone should know their blood pressure numbers. As part of the campaign you can get free blood pressure checks at OHD during the period 13-17th September any morning between 8.00am and 12 noon.

High blood pressure (higher than 140/90 mm Hg) is serious. It causes half of all stroke and heart disease in the UK, but it can be treated effectively. Every adult should not only know their up-to-date blood pressure, but also what they can do to keep it healthy. You can take five simple steps to improve your most vital statistic:

- \* Cut down on salt. Don't add salt to food, use herbs, lemon or lime juice, garlic or onions to flavour foods instead.
- \* Have at least five portions of fruit and vegetables a day; potassium helps to lower blood pressure and is found naturally in most fruit and vegetables.
- \* Be active for at least 30 minutes five days a week with, for example, brisk walking. You can split the 30 minutes into two sessions of 15 minutes or even three sessions of 10 minutes.
- \* Keep to a healthy weight.
- \* Drink alcohol in moderation.

Remember that having your blood pressure checked and knowing your numbers is one of the easiest ways to keep a check on your heart health. Lowering your numbers, whatever the level, will lower the risk of a heart attack or stroke.

Call OHD on 592617 to make an appointment.

More details about high blood pressure can be obtained by calling 020 8772 4994, or by writing to the BPA, 60 Cranmer Terrace, London SW17 0QS, enclosing an A4 SAE (two first-class stamps).  
Website: [www.bpassoc.org.uk](http://www.bpassoc.org.uk)

### DIARY

31 October	BST ends
6 November	Beatles Tribute Night
6 May 2005	LSA Dinner

### September safety - don't break the rules!



It's easy to break rules, for grammar, for playing cards, for politeness, and in many other areas of life.

Safety is the one area where breaking the rules can be fatal, for you and/or your workmates. No safety rule is put into place without a lot of thought. *Always* resist the temptation to speed things up by ignoring or skipping safety rules, and *always* make sure you know what the safety rules are for your workplace.

**Remember, it's your life, and you break the rules at your own risk!**

### ARC's riverboat shuffle

They tried to keep it quiet, but there's no doubt that this event, at the end of July, was a real success. More than 50 ARC people, friends and relatives braved the River Severn to take a riverboat trip.

Not too much bravery was required, however. It all took place on a very pleasant July day, Everyone had a really good trip, complete with ploughman's lunches, a disco and much jollity; and nobody got wet!

The riverboat went all the way from Upton-on-Severn to Worcester, the sun shone the 'band' played, and good time was had by all.

Well done, Richard and the Entertainment committee. We were all pleased the weather was on ARC's side for once. Congratulations also to the weekly draw supporters. £1,000 has already been raised. Watch this space for more news, and don't forget the Christmas event is already booked for 17 December. Call Richard on 592217 for more details





## Driving multi-skilling forward

**Multi-skilling is a vital business asset in manufacturing, and the Asset Recycling Centre (ARC) team is committed to extending multi-skilling practices. This gives the business more flexibility and increases the personal skills portfolio of everyone involved.**

"Of course, we plan this now as a routine part of our operation here," says Brian Fowler, "but we don't forget that there is a lot of personal effort involved."

At Mitcheldean, six ARC staff are in the third year of course work to extend their range of skills, supported by the Royal Forest of Dean College (RFDC) at Mitcheldean. The RFDC course leader is Mick Scriven, who worked at Xerox for more than 29 years before training for his teaching certificate. "Any project like this is ongoing," he says, "and there are always new skills to learn, but we do make sure the course reflects the personal needs and aspirations of course members. I have been really pleased to see how all the people on the course not only learn new skills, but also develop more self esteem, confidence and effective study ability as they continue through the course."

Mick Scriven's multi-skilling course currently includes Glyn Grindle, Steve Foxwell, Mike Holder, Martin Davis, Jeff Hawkins and Terry Hook.



ARC's course members with Kevin Weatherly RFDC (far right) in the new electronics laboratory at Mitcheldean.

"Learning at Mitcheldean is a joint enterprise for everyone," adds Brian, "and management and Trades Unions are equally committed to improve our skills and knowledge base."

Talk to your manager or Trades Union Learning Representative about ways in which you can develop your skills and knowledge.

## Congratulations in order

**Every qualification counts as business life gets more competitive, and Xerox is keen to support all those who wish to improve their value in the work place.**

Congratulations go to Jamie Elsmore and Trish Croudace, who both achieved their Certificate in Management Studies, and to Laura Morris and Sharron Davies, who both successfully completed the first year of their HNC course in Business Studies at RFDC.

More than 20 ARC, FBC and Support people are working at their full time jobs and taking part-time or evening courses in this academic year.



Trish Croudace and Jamie Elsmore.

Keep it up! It benefits you and Xerox. Anyone considering improving their skills or qualifications can talk to Brian Fowler or Mark Barnard to discuss any type of learning development in the next year.

## Flat out down the Wye

**Last Friday, on the first damp blustery day following a ten-day mini heatwave, sixteen powerful paddlers from FBC set off down the Wye on their annual 'canoe fest'. After a serious safety briefing on the dangers of the Wye, the event started with a ritual 'wetting' of the canoers at Ross-on-Wye.**

Water entry was complicated by the fact that one pair of canoeists decided to paddle their own course ..... in opposite directions!! However, this was immediately resolved by the local gods. The 'Man o' Ross' decided that one should pay the ultimate penalty of immersion in the Wye. We're not naming any names, but you might be able to work out who from a careful look at the picture here. [At this stage, I hasten to add, not a drop had been drunk!! Ed.]

Once our intrepid band were all pointing in the same direction progress was quite swift. The White Lion refuelling stop was reached by all in less than five minutes (it seemed like five minutes anyway!), and the land-based photographer was hard pressed to keep up with them. After this, progress down the Wye was fairly uneventful; at least nobody seemed to notice the passing of time. Perhaps this was due to the high carb fuel taken on earlier.



A great afternoon of team building then ensued, only slightly marred by one heavy shower. This didn't deter the crew of McNally and Day, who put on an impressive turn of speed to leave the others far behind and romp home in first to Kerne Bridge in an all-time record time of three hours including the refuelling stop.

## DIARY

31 October	BST ends Halloween
5 November	Bonfire Night
6 November	Beatles Tribute Night
6 May 2005	LSA Dinner



## ARC makes Lean Six Sigma progress

Good progress is being made by Asset Recycling Centre (ARC) with Lean Six Sigma (LSS). Richard Pudge, John Gwilt and Gene Lewis have made real headway towards green belt status, and Richard Pudge has just returned from his green belt training course.

"This is a high priority for us," says John Gwilt. "The substantial challenges we face make it essential for us to simplify the way we work, increase the value we provide to our customers and achieve even better business results. Our teams have made excellent contributions, and the yellow belts who have recently achieved success will help us all to work together to improve the business."

Richard Pudge has identified an LSS project to increase capacity. "The LSS training, especially on my recent course, has already reinforced my management skills," he says "and improved my understanding of Statistical Process Control."



Our picture shows, left to right: Richard Pudge, Laura Morris, Neil Howell, Trish Croudace, Jamie Elsmore, and John Gwilt with their LSS certificates.

## New corporate identity

A decade ago Xerox adopted a new identity, 'Xerox The Document Company', and at the same time added the digital 'X' to underline the emerging strength of Xerox in printing outsourcing, documents management and the ability to move documents easily and seamlessly between the paper and electronic worlds.

Today, 75 per cent of Xerox business is digital, and we are a major player in multifunction and printer markets. Xerox is now associated in the public mind with the document in all its forms, both paper and electronic, so now our challenge is to convince our customers that we are much more than a document company. As part of this a new corporate identity has been introduced

Chairman & CEO Anne Mulcahy, announcing the new corporate signature and identity, stated, "Just as the copier company image threatened to hold us back in the early 1990s, the document company image threatens to limit public perception of us now."



"Today we offer the industry's deepest and broadest portfolio of technology. We manage complex document processes across large enterprises. And we are gaining traction in our services and consulting business. So now our challenge is to convince our customers that we are more than the document company, that we are, in fact, a company that provides:

**'Technology.  
Document Management.  
Consulting Services.'**

You will hear more about the implementation of our new signature in the coming weeks. Bottom line: our building signage, business cards, stationery and packaging will be simply "XEROX". Our advertising, sales & marketing collaterals will be "XEROX - Technology. Document Management. Consulting Services."

It will take time to implement these changes worldwide and design details for the various usages will be posted as soon as they are available on the corporate identity site: <http://xww.brandcom.world.xerox.com>.

## Vantage Point gate opening/closing times

Current opening and closing times for all access gates to Vantage Point Business Village and The MEWs are as follows:

**Barton Corner Site Main Entrance**, is open 24 hours a day, as the road is barrier controlled.

**Bradley Court Rear Entrance** is open Monday to Thursday from 0630 until 0900 (in and out) and from 1245 until 1345 (in and out), with **exit only** between 1600 and 1800. On Friday this entrance remains closed from 13.45 onwards.

**The MEWs Main Gate** is open 0630 until 2100 Monday to Thursday, 0630 until 2200 on Friday, and 0630 until 1745 on Saturday.

**The MEWs Sliding Gate**, connecting The MEWs with Vantage Point Business Village, is open from 0900 until 1700 Monday to Thursday and from 0900 until 1300 on Friday, and closed all day Saturday except for authorised delivery vehicles. Outside these times the gate is open when The MEWs main gate is closed.

## Cars4Staff Discount Scheme

An excellent new discount scheme, 'Cars4Staff', has been introduced, which gives every single Xerox employee (and their immediate family) the opportunity to purchase new and used cars at competitive prices.

The Lloyds TSB Group has utilised its significant purchasing power to offer you cars at discounted prices, with a wide choice of over 4,500 vehicles from 35 manufacturers. 'Cars4Staff' also provides unbiased, experienced advice on cars to suit your needs, as well as part exchange options, and a range of written quotes on new and used cars. For more information, log on to the website: <http://www.cars4staff.co.uk>. The access code to log in is: **c4s**.

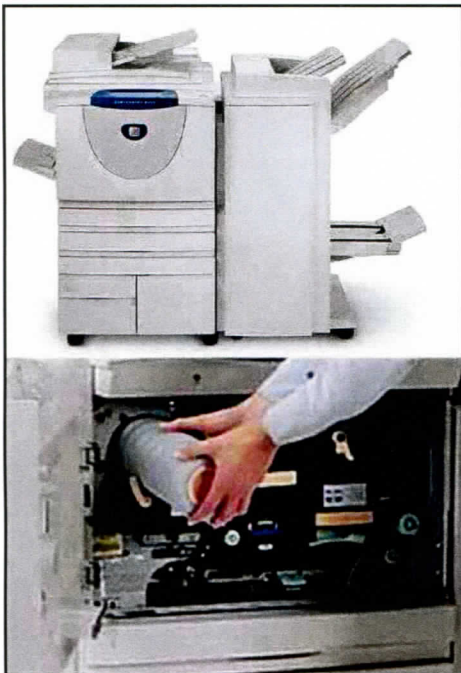
## DIARY

31 October	British Summer Time ends [Clocks go BACK by one hour]
	Halloween
5 November	Bonfire Night
6 November	Beatles Tribute Night
6 May 2005	LSA Dinner



**Fuser Business Centre at the heart of new designs**

The latest fuser module developed by Webster Design and Mitcheldean MRT (part of FBC) is right at the heart of a new fast black & white digital product family launched earlier this month in Europe and South America.



The new Com/WorkCentre/WorkCentre Pro 165 and 175 models extend copy/print speed to 65 and 75 copies per minute, with a total page capacity of 4,800 sheets and a choice of paper weights up to 200 gsm. Various options offer print, fax, scan, email and other network choices using Xerox 'scan once print many' technology. Designed for large organisations, the new products have a maximum duty cycle of up to 300,000 pages a month, all for a UK basic model price of under £14,000.

FBC's Kim Toombs commented, "These new products include the introduction of two completely new finisher modules, the advanced office finisher and the professional finisher-booklet maker. A true 1200 x 1200 spi print mode has been incorporated, the consumable lives have been extended, and many detailed improvements have been introduced. The response from early customer trials has been very positive. This project continues the excellent relationship between FDU and Welwyn Garden City."

**Introducing PS&SC Operations**

The new focus for Xerox on technology, document management and consulting services is being reflected in a number of organisational changes throughout the global business. This new focus also affects Worldwide Manufacturing and Supply Chain (WM&SC) people.

Since WM&SC was formed in 2003 continual improvements have been introduced, and WM&SC has now become part of a larger Group, the Paper, Supplies and Supply Chain (PS&SC) Operations, which includes both XM&SC and XBSG.

Since Fuser Business Centre is part of XBSG, this now brings FBC and Asset Recycling Centre within the same corporate structure. Global Purchasing and EH&S, as global governance functions, will now report directly into PS&SC.

Wim Appelo heads up PS&SC, with XBSG reporting to him through Nancy Rees. Wim commented, "I am convinced that it (the new organisation) will generate some new opportunities for us and will build upon the strengths of both groups."

**Stop accidents before they stop you!**

We've all seen it; the car driving too fast and erratically, the little patch of grease on the path, the loose wire, the uneven paving stones, and worse still, the person blatantly ignoring established safety rules or advice for their own wellbeing.

We can all play our part, by reporting *any* safety hazards we see at once, or any member of staff *or* visitor ignoring safety rules, or those who take unnecessary risks or 'sail too close to the wind'. As any sailor will tell you, if you are sailing too close, the next gust can capsize the boat!

Today our focus on safety has produced a safe working environment here at Mitcheldean, and the risks are low, but we can't afford to forget that risk is still there. It may be one in a hundred or even one in a million, but statistics like this only need one event, and that one event could be tomorrow or even today.

If you see a hazard or potential risk make sure you report it straight away. We're all guilty of good intentions that get forgotten. Today could be the day you save someone's life, and it may be yours!



Eliminate that risk. Eternal vigilance is the only route to safety at work. Just remember our message for the remainder of 2004:

**STOP ACCIDENTS  
BEFORE THEY STOP YOU!**

**Cabaret call**

Don't forget the LSA Cabaret evening being held at the Sports & Social Club on 6th November. Tickets, priced at £6 for members and £9 for guests, are still available and include entertainment from The Beatles Tribute Band and The Whole Kaboodle, plus entry into a free prize draw. Contact an LSA Committee Member or Sally Meek (ext. 1301) for further information. Come and have a great night out!

**DIARY**

31 October	British Summer Time ends [Clocks go BACK by one hour] Halloween
5 November	Bonfire Night
6 November	Beatles Tribute Night
6 May 2005	LSA Dinner



## Quarter 3: 'consistently strong earnings performance' - Anne Mulcahy

Xerox Corporation announced another quarter of improved earnings on 21st October. With earnings of 17 cents per share, this reflected increased sales of industry-leading digital systems, demand for document services and continued operational excellence.

### EQUIPMENT SALES AND STRONG OPERATIONS DRIVE IMPROVED EARNINGS

- Equipment sale growth of 5 percent
- Gross margin of 41.3 percent
- Total revenue of \$3.7 billion
- Operating cash flow of \$435 million
- \$3.4 billion cash balance

The company reported third-quarter earnings per share of 17 cents including a 4-cent benefit from Xerox's share of a Fuji Xerox pension settlement gain, which was partially offset by restructuring charges of 2 cents per share.

"Xerox's innovative technology and service offerings – delivered through an expanding distribution system with a lean and flexible business model – continue to solidify our market leadership, driving consistently strong earnings performance," said Anne M. Mulcahy, Xerox chairman and CEO.

Equipment sales grew 5 percent in the third quarter including a currency benefit of 2 percentage points. Total revenue for the third quarter was flat year-over-year at \$3.7 billion including a currency benefit of 3 percentage points.

"Offered at competitive prices and integrated with value-added services, Xerox's technology investments continue to fuel growth with about two-thirds of all equipment sales in the third quarter coming from products launched in the past two years," said Mulcahy.

Revenue growth continued to be impacted by post-sale revenue declines from the company's older light-lens technology and weak performance in Latin America. To drive growth in this region, the company is implementing a two-tier distribution channel across Latin America.

Third-quarter revenue from Xerox's targeted growth areas - office digital, production digital and value-added services - grew 7 percent year-over-year and now represents about 74 percent of the company's revenue.

Visit the web-board or local notice boards for more details.

### Take extra care!

Now that the clocks have changed at the weekend, extra care is needed driving to and from work. Children and other pedestrians are especially at risk now the evenings get dark an hour earlier, so please Drive Carefully!

### Follow the code for safety

With Bonfire Night later this week, be safe and observe the Fireworks Code:

- Keep fireworks in a sealed box or tin
- Use them one at a time, replacing the lid immediately
- NEVER put fireworks in your pocket
- Read instructions carefully using a torch or hand lamp, NEVER a naked flame
- Light fireworks at arm's length using a taper or firework lighter
- Stand well back and NEVER return to a firework after it has been lit
- Ensure all children are well supervised
- NEVER throw fireworks
- Keep all pets and animals indoors
- Wear gloves to hold sparklers & dispose of them in a bucket of water.

### Enjoy the cabaret!

Don't forget the LSA Beatles Tribute Night on 6th November. Remember, it's open to all Xerox people, not just LSA members. There are still some tickets available. Call Sally Meek on 1301 for more information. **If you are already coming don't forget to bring your entry tickets for the prize draw.**

### LSA Quarterly Prize Draw results

Winners in the LSA Quarterly Prize Draw were as follows:

1st	R. Kucharski	(Draw No. 152)
2nd	D. Grinstead	(Draw No. 112)
3rd	A.V. John	(Draw No. 91)
4th	I. Whittington	(Draw No. 150)
5th	G.R. Boughton	(Draw No. 50)

Congratulations to them all!

### 75 years of achievement



75 years' combined service at Mitcheldean is celebrated here in this photo of Rob Parkinson (left) and Dave Batts from FBC. Well done, Rob & Dave. We all tend to forget that if you started at 16 you still have many years of achievement before you retire, so keep at it, and keep the fusers rolling!

### Well done! Roy & Becky



CSA's Roy Mulchrone and his girlfriend Becky raised nearly £500 when they competed in the Cancer Research UK 10 event in September, part of the charity's 2004 drive to raise £1 million from 10 runs. Next stop for Roy, if his application is accepted, is the London Marathon in April.

### DIARY

5 November	Bonfire Night
6 November	Beatles Tribute Night
6 May 2005	LSA Dinner

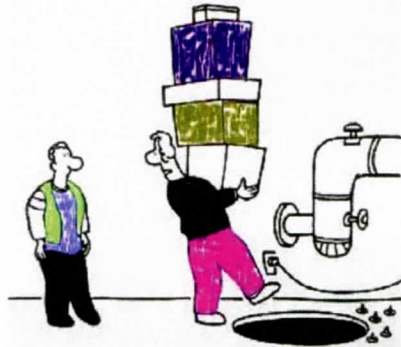


## Business stalls if you slip or fall!

Now that winter's on its way and ice and water become a problem, we need to be extra careful about slips, falls and losing our footing. Often a minor injury here can incapacitate us for days, and sometimes weeks. Over a third of all major injuries reported each year are caused as a result of a slip or trip (the single most common cause of injuries at work). So do look where you're walking.

Ensure that any load you're carrying doesn't obscure your vision. Always take special care using stairs and hold on to the handrails. Those keen fitness people who leap up two stairs at a time do risk injury, especially if they aren't wearing secure, well-fitting shoes.

Good shoes at work make sense. Smooth soles can predispose you to slips. Lack of toe protection in vulnerable environments may turn a trip into a fall. If you're working where liquids can spill, make sure you wear the appropriate safety footwear. Take care when entering areas where floor cleaning is in operation, and take note of warning notices. We could all be safer if we simply looked where we are going!



*Don't worry I know what I'm doing !!*

So make sure **you** avoid an injury that *could* leave you laid up for Christmas!

### LSA news

The LSA social evening on 6th November was well supported and a good time was had by all, who were entertained by a comedy duo and an excellent Beatles tribute band. The next activity will be the LSA Christmas draw, which will be held in early December.

LSA members should have received their complimentary 2005 diaries in the last week or so. Feedback last year was positive regarding the LSA diaries. There are a few spare ones left, so if any qualifying employees (15 years' service) have not yet joined the LSA, now's your chance to get a free diary! Contact Sally or Nora to get an application form.

### Car Parking Permits

Vantage Point Business Village is planning to issue Car Parking Permits soon. We have sent the details provided by employees earlier in the year to them for confirmation. If you haven't yet returned your form to Sally Meek in HR, do so as soon as possible before the details are re-confirmed to Vantage Point.

### Book your Christmas lunch!

There is a very tempting selection on offer for Eurest's Christmas luncheon menu, including Herefordshire turkey, Scottish salmon and creamy vegetable lasagne.

Tickets for Christmas luncheon are on sale in Building 9 restaurant during breakfast service only or by prior arrangement through the catering office between Monday 15th November and Wednesday 8th December. Details of the menu choice are available from Eurest and on notice boards.

### Neil's TV moment ..... and £300 for charity!

As part of facilitating the Building 5 conference room in the early part of 2004, we received a free 28" Sony Widescreen TV and after reviewing it from a company perspective we had no use for it. The FBC management team discussed how we could put it to good use. The idea of a raffle for charity was eventually selected.

Over the past few weeks raffle tickets have been sold within Fuser Business Centre. Over £300 was generated, which will be donated to a

local cancer charity (further details in a future Mitch). The prize draw was held at the Fusers Social Committee social event on 30th October at Drybrook Rugby Club and the lucky winner was Neil Barnard.

Neil was obviously very pleased with his prize, and was last quoted as saying, "I'll now have to go out and buy a colour TV licence!" [Fortunately, Mitch is on a restricted circulation!] Congratulations to Neil and thank you to all who participated in the charity raffle.

### Support Forest Link — take the easy way to work

Forest Link, the new flexible-route bus service to Vantage Point Business Village, is now operating over a wide area of the Forest including Coleford, Berry Hill, Lydbrook, Lydney, Bream, Parkend, Cinderford and many places in between (precise routes depend upon passenger bookings).

Places must be booked first. To reserve a seat, to or from work, call 01452 423598 and make a booking. Morning services start at 7.00 am and evening services finish at 6.00 pm, with regular trips throughout the day, depending upon bookings (times are approximate and will be confirmed at the time of booking). The service is FREE until 26 November, so why not give it a go?



One of the new buses, with drivers Julian Clissold and Dave Edney.

## DIARY

24 December Holiday period begins

2005

3 January	New Year Bank Holiday
25 March	Good Friday
28 March	Easter Monday
2 May	May Bank Holiday
6 May	LSA Dinner



## We achieved our targets, well done everyone in FBC

Although this is being written at the end of November, we are now in Period 12 and already there are plenty of Christmas lights to see. It is appropriate therefore to look back over 2004.

Most importantly we have had another year with no recordable safety incidents in FBC. From a business perspective the year has been extremely busy and very successful. Some of the highlights are:-

\* We achieved our targets across quality, cost and delivery, even though in some cases we were given additional tasks to achieve beyond the original plan.

\* We achieved the largest ever output of product (more than 90,000 produced and sold) in any one period during the year.

\* Stirling was successfully launched in Europe - designed and fully supported by the FDU.

On a more personal note Andy Billingham, Adrian Fletcher, Dave Watkins and Matthew

Whittington all had additions to their families - congratulations! These are the ones that I know of - there may be others who are not admitting to it! Rob Parkinson, Dave Batts, Roger Childs and Dave Pudge clocked up a combined total of 125 years' company service. That is what you call experience.

More about 2005 in a later issue, but suffice to say that the prospects for our business continue to look good overall. My best wishes to you and your families for the coming festive season.

Stay safe.

Chris Clarke

### Ambulance withdrawn

As part of a recent review of our Medical Emergency Response process, we made a "decision in principle" to discontinue the use of our own 'site' ambulance.

As part of the 2002/3 restructuring, we 'risk assessed' the need to maintain the ambulance facility in our re-sized premises. This assessment was evaluated against one of our worst case scenarios, a heart attack somewhere on site. The assessment recognised the importance of getting a defibrillator machine to the victim as soon as possible in order to provide the best first aid care and we decided to retain the ambulance to transport the defibrillator from OHD in Building 3/1. Since the original risk assessment, we have enhanced our capability of responding to an emergency by installing defibrillator machines in Buildings 5 and 8/2.

The removal of the ambulance does not change our medical emergency procedure of ringing 444, requesting an ambulance to a location and treating the casualty via First Aider support or with Occupational Health assistance.

### The cost of silence

London's companies are buckling under the weight of email while the UK's provinces still prefer the old fashioned human interaction of the spoken word, a study from Xerox Global Services has found.

A London-based manager will have to deal with almost 700,000 emails over their working life, compared to half that in Wales, and the capital's love affair with email could be having a seriously detrimental effect on its productivity and, ultimately, profitability.

### DIARY

24 December Holiday period begins

#### 2005

3 January	New Year Bank Holiday
25 March	Good Friday
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### Mitcheldean 2004 Health & Safety highlights

Carrying on from the previous year, 2004 saw everyone's commitment to safety maintained, achieving 1,000,000 safe working hours in March and accreditation to the British Standards Institution (BSI) Occupational Health & Safety Assessment Series (OHSAS 18001) in July, the first Xerox plant to do so. Xerox safety awards were also won by both Asset Recycling Centre (ARC) and Fuser Manufacturing Centre (FMC).

This success has been marred by the occurrence of an injury in Asset Recycling Centre, highlighting the need for continued awareness and vigilance. Mitcheldean FBC achieved over 500,000 safe working hours in October, whilst Central Support office saw another clean sheet.

The internationally recognised metric for Totally Recordable Incidents (TRI) is 0.45 for Mitcheldean and 1.03 for Xerox Corporation, versus benchmark of 0.28 currently achieved by the Intel Corporation. The 2004 H&S action plan has been fully implemented, including Display Screen Assessment for all PC users, deployment of training for Working at Height, Goods Inwards and Mail Receiving, Office Lifting & Handling and Dock Security.



Graham Hudson, just one of our dedicated band of first-aiders permanently on standby. Thank you everyone.

### Xerox develops scanner phone

Scientists at Xerox Research Centre Europe in Grenoble, France have developed document imaging technology that could turn mobile phones into portable document scanners and ultimately into devices that allow people to acquire, store, read, print and share documents at will.

The innovative software enables camera phones for the first time to cope with poor lighting, distorted

images and other problems encountered when processing images taken by a digital camera in a hostile environment, according to Christopher Dance, senior scientist and image processing manager for Xerox Research Centre Europe in Grenoble.

XRCE specialises in the development of innovative technologies that help people access and share documents and knowledge.