



## Outstanding 2004 results for ARC

Mitcheldean's Asset Recycling Centre finished 2004 with a zero outstanding orderbook and full year profit of over \$9 million (Manufacturing Cost Variance - MCV). This is a truly outstanding achievement by everyone given the significant volume changes we witnessed throughout the year.

We shipped in excess of 7,200 Silverstone units, but a 2,000 volume reduction in Q4 meant we finished with higher than planned inventory levels. We will now burn off this excess through the first part of 2005. General business results in all four operational areas of Equipment Remanufacture, ROS Repair, UK Serviced Equipment and Asset Strip showed gains on the previous year, especially in terms of quality and productivity.

On the 'people front', Period 12 absence was again well under the planned level, and resulted in a total of 1.9 per cent for the complete year - an excellent result, and for four months during 2004 we achieved less than 1.0 per cent.

Our safety record was again very strong, although we did suffer one accident in Q3. We have recovered from this and finished the year with another very good quarter. We must all endeavour to keep this record intact as we move through 2005. Our target again will be zero accidents.

I would especially like to take this opportunity to thank each and every member of the ARC team who together achieved these outstanding business results. I hope you all had a very good and restful Christmas and I wish you all a very happy and healthy 2005.

John Evans  
ARC Business Centre Manager

## Xerox aids tsunami disaster areas

Xerox has pledged over \$1 million to help the people of Asia to cope with the Tsunami disaster. Many of you have already contributed. Anne Mulcahy was quick to respond, saying in her Communiqué on 3rd January: "I urge all of you to do what you can. A donation as small as five or ten dollars can make a huge difference in the lives of the victims of this enormous tragedy. And I know you will all keep the people of southeast Asia in your thoughts and prayers as they begin to put their lives back together."

You can do one other thing. Take this enormous calamity as an opportunity to reflect on how fortunate all of us are, and to give your loved ones an extra hug."

Xerox supports three prime charities, and through The Xerox Foundation \$1 million has been pledged in relief funds. Of this \$250,000 will go to the Response Fund of the American Red Cross, earmarked for water, food and shelter, \$250,000 to Save The Children for food, shelter and counselling services, and \$250,000 to Americares for medical and pharmaceutical supplies.

\$250,000 will be allocated at a later date to respond to any unforeseen needs that arise as the reclamation efforts begin to take effect.

We plan to support local fundraising activities throughout the year. One of the first was the Gloucester Velo Club's Forest of Dean Sponsored Cycle Ride, featuring Mitcheldean cycling fanatics Paul McKenzie and Paul Weaver supported by many ex-Xerox enthusiasts and other teams from four other



Gloucester Velo fundraisers near Blaize Bailey on 16th January.

clubs on 16th January, starting off from Littledean. All funds raised will be donated to the DEC appeal, so if you haven't already sponsored one of the participants, there's still time. Contact Jenny Weaver on Ext. 2617 for more information. If you have any suggestions for fundraising events here at Mitcheldean, please contact Sally Meek on Ext. 1301.

## Safety round the clock in 2005



### XEROX ENVIRONMENTAL, HEALTH AND SAFETY POLICY

Xerox Corporation is committed to the protection of the environment and the health and safety of its employees, customers, and neighbours. This commitment is applied worldwide.



# Safety is a 24/7 job

While we wish you all a Happy New Year, and many things have changed since 2004, one message that remains the same in 2005 is 'Be safe'.

We keep repeating the message about eternal vigilance, but that's the only true way to look at safety at work. One injury, even one near miss, is one incident too many. The cost of accidents can be massive, producing long term effects that can severely affect lives.

So take care and think safety, round the clock, at home, at work, when travelling, and even in your leisure time. The personal costs are the same wherever the accident happens, so check all your working and leisure routines, observe the recommended safety precautions, and do have a happy and safe New Year.

P.S. If you haven't got your safety calendar for 2005, call Sally Meek on 1301 today.

## DIARY

25 March	Good Friday
27 March	British Summer Time starts
28 March	Easter Monday
2 May	May Bank Holiday
6 May	LSA Dinner



## Xerox reports fourth-quarter 2004 earnings of 24 cents per share

**".... we delivered another quarter - and another year - of earnings growth, driven by a rich product portfolio and a lean business model."**

*Anne M. Mulcahy*

- \* Total revenue of \$4.3 billion, up 1 per cent
- \* Revenue from colour up 21 per cent
- \* Operating cash flow of \$816 million; \$3.2 billion cash balance

Xerox fourth-quarter 2004 earnings of 24 cents per share reflected increased sales of industry-leading colour technology, demand for document services and continued operational excellence.

"In 2004 Xerox announced 40 new products, accelerated the growth of Xerox Global Services by helping customers streamline work processes, and drove demand for our industry-leading colour technology with the Xerox iGen3® digital colour production press, DocuColor® systems and Phaser® solid ink printers," said Anne M. Mulcahy, Xerox chairman and chief executive officer. "We're winning customers and beating the competition by delivering Smarter Document Management that reduces costs and improves productivity for businesses..."

"At the same time, we continue to strengthen our operations through a sharp focus on reducing costs and debt, generating significant operating cash flow and increasing shareholder value. The end result: we delivered another quarter - and another year - of earnings growth, driven by a rich product portfolio and a lean business model."

*[For the full details go to the Weboard]*

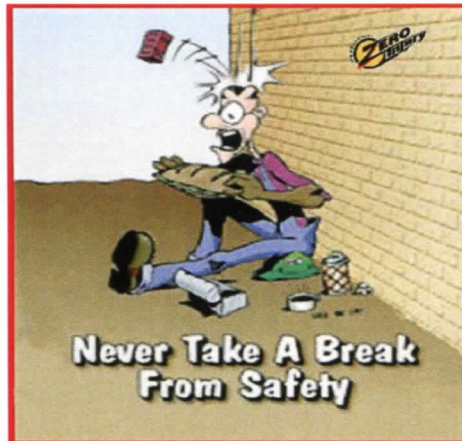
### Never take a break when it affects safety

OK, so you didn't walk under a ladder, or sit in the wrong place to eat your lunch. So far this month nothing has landed on your head! This is the time of year, though, when we start to feel complacent and just relax our guard ever so slightly. The truth is we can never afford to relax so much as to ignore safety issues ..... and we should never take break from safety.

Last year two firms were in the news when one worker was killed by falling pallets, and another was seriously injured. Tragic events like these serve to remind us that safety is the number one issue for everyone ... all the time.

Any object, even a small one, falling from a substantial height can cause serious injuries. Make sure that nothing is stored carelessly or incorrectly above head height .. on lockers for instance, and that no risks like that exist in your workplace or home. Please report any risky situation immediately to your local safety representative or direct to Dave Bufton on Ext. 2178.

Together we can ensure that safety remains at the top of the priority list, by always remaining vigilant.



### Support the Tsunami appeal

During this period of immeasurable human suffering on the coast of the Indian Ocean, the survival of vulnerable children is dependent upon food, clean water, medical care, shelter and safety, but in the months and years ahead, homes, schools and hospitals must be rebuilt.

Teachers and health care workers will need to be retrained and livelihoods restored. Infrastructures and institutions have to be re-established.

You can do your bit. Support our draw to generate more cash for the Tsunami appeal. Lucky winners will receive an additional day's holiday, runners-up can win a half-day extra holiday or one of the many other prizes including wine and spirits.

All proceeds will go to help Tsunami relief. The draw will take place on Friday 11th February, so there's still time to get your ticket. Call Sally Meek on Ext. 1301.

### Xerox runners in Cobalt race



Ready for action: Lee Osborne (left) & Jamie Elsmore.

Xerox runners are competing in the Forest Trails Half-Marathon on March 13th to raise funds for the Gloucester Cobalt Unit Appeal Fund. Jamie Elsmore (ARC), Lee Osborne (Global Purchasing), and Nigel Tippins (ARC), have been training for more than three months already. The three are part of a twelve strong Berry Hill RC team, including, it is rumoured, Kevin Horrobin.

Launched in 1964, the Cobalt Unit is totally dependent upon voluntary contributions to fight cancer in the community, improve the accuracy of radiation treatment, monitor the response of a tumour to treatment, and detect early warning signs of any recurrence.

The Fund supports local Health Authorities in their fight against cancer, and currently runs free breast awareness clinics. For more information on cancer awareness call Sue or Jenny in OHD on 2617.

Please support Lee and the Xerox Half-Marathon team in their efforts for this worthwhile cause. You can get a sponsorship form from Lee on 591244.

### DIARY

25 March	Good Friday
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2 May	May Bank Holiday
6 May	LSA Dinner
26 May	Learning at Work Day



## Four years' safety achievement by FBC



February 2005 saw a really significant event for Mitcheldean's Fuser Business Centre (FBC); the completion of four years without a safety incident.

This excellent performance was recognised by John Laing, Xerox Corporation SDU manager in Rochester, New York, who said, "Congratulations on a long period of zero injury. It certainly hasn't been by accident, and I commend you for your accomplishment. Keep up the great work."

FBC manager at Mitcheldean, Chris Clarke, feels that above all, this is an achievement for the entire workforce in FBC. "This achievement must be attributed to the care and dedication of whole of the Mitcheldean FBC team" he said. "I have only two wishes, that everyone recognises their own achievement, and that they don't rest on their very well deserved laurels. Continuing safety at work is achieved by long term commitment to all the basic

principles of good safety practice." Mark Barnard, HR manager for FBC, noted that: "The relatively 'heavy' manufacturing processes in Fusers all have their own inherent risks, which makes the individual safety performances all the more creditable."

"We can only continue to achieve these performances by individual, unrelenting effort within a safety-conscious work team," said Dave Bufton, Environmental Health & Safety manager at Mitcheldean. "Of course, we rely upon a 360° assessment as our starting point, covering equipment, processes, management systems and maintenance. This, in turn, allows us to understand what we are asking of our workforce. We can then identify and implement safe methods of working."

Chris Clarke concluded, "Well done everyone. Don't let your guard drop, and remember: Never allow yourself to become complacent; always make your first thought 'Safety'."

## £339 for Tsunami Appeal!



The prize raffle in aid of the Tsunami Appeal took place on 11th February, with 14 prizes ranging from an extra day's holiday to a box of chocolates. Our picture shows Colin Jones drawing the first ticket from the box, held by organiser Sally Meek. Bob Helm in CSAM was the lucky winner of the first prize. The raffle raised £339 for the appeal. A big thank you goes to all who participated and those who kindly donated prizes.

## ARC bowlers triumph



57 ARC staff took over half the lanes (10) at Gloucester's Ten Pin centre on 19th February to have a really enjoyable evening. Mark Christopher, above, raced to the top of the leader board to make 331 pins for the evening, while Sue Williams (right) took overall female prize, and despite valiant attempts by Trish Croudace (centre) her score gave everyone else a sense of achievement.

### LSA 2005 Quarter 1 Draw results:

K Jenkins	99483
P Ward	94103
S Bevan	99439
C Knight	99339
R Foxwell	96412

### DIARY

- 11 Mar Comic Relief Day
- 25 Mar Good Friday
- 27 Mar British Summer Time starts
- 28 Mar Easter Monday
- 2 May May Bank Holiday
- 6 May LSA Dinner
- 26 May Learning at Work Day

## Chance takers ..... accident makers

We've all done it, left electrical tools out in the rain, left a fire door open, or lifted a heavy item without bending our knees. Most of the time we've been lucky, but sometimes our luck doesn't hold and our risk-taking is suddenly the subject of bitter regret, even weeks of pain, or real serious injury to someone else.

Just don't take unnecessary risks, whether at home, in the workplace, or at leisure. Think before you act. Stop and consider the possible consequences before you take a short cut. Make sure that whatever you're doing is safe. Risk-takers can be accident makers. Always think SAFETY!

**THINK**

**ACT**

*Chance takers are accident makers*



## Fund raising fever at Xerox Mitcheldean



Photo: Sally Meek

Massive efforts have been made recently by Xerox people at Mitcheldean to raise funds for charities.

Following on the efforts of the Tsunami Appeal event, which raised more than £340, the Comic Relief activity by Support Staff in 8/2, to raise funds for worthy causes in the UK and Africa, reached fever pitch by Red Nose Day Friday 11th March.

Joanne Maizonnier, Roy Mulchrone, Tim Tarby, Donald and Ginette Vine (above left to right) and their band of helpers, held a book, CD, video and PC game sale throughout the week, together with 'puddings available for cash', draws, raffles and other activities, to raise more than £500 for Comic Relief charities! Thanks go to all those who took part for their hard work and efforts, and to all those who contributed towards this excellent sum.

### Worldwide cycling club

Moves are afoot (or a-pedal) to form a Xerox worldwide cycling team, and members are being recruited from all Xerox regions. Paul McKenzie, i.e. our local cycling enthusiast, is hoping to recruit a number of Mitcheldean members to join.



While this club is 'for fun', including rides in and around the Forest of Dean, it's also hoped to contribute to local fundraising activity. Already teams are being set up in Holland, USA, Mexico, Israel & Australia and the team will have its own specially designed strip (shown above). It is also hoped to organise visits and rides to other Xerox team locations overseas.

If you are interested, please contact Paul on 01594 591280 or (+44) 07802 335605.

### ..... and pounding Forest tracks to raise pounds & pounds.....

Meanwhile, Lee Osborne, Jamie Elsmore, Nigel Tippins, Neil Howell and the other members of the Forest Trails Half Marathon team were quietly making their plans for what promised to be a tough experience of 13 miles running in freezing temperatures and on really rough tracks in the Forest Trails Half Marathon.

698 runners completed the event on Sunday 13th March. The sun shone only fitfully, the wind was bitterly cold and the ground was hard. Team spirit won through, and Lee finished in 1hr 39m, while Jamie, Neil and Nigel all came in with creditable times of 2hr 15m, 2hr 11m and 2hr 10m respectively. Everyone in the team finished in less than 2hr 20m, but the fastest Xerox man was the ARC 'dark horse', Mark Marshall, who cantered home in 1hr 32m.

It was a very successful weekend. The combined Team Xerox & Berry Hill RFC, with enthusiastic 'off track' support from John Evans, Gene Lewis (*off your bike next year, Gene!*), Nick Farr, Gordon Grey, families and old friends, including Neil Jones, was a powerful presence. With the sponsorship from this event and others, including a grand prize draw on 23rd April, the team is aiming to raise in excess of £2,000 for the Gloucestershire Cobalt Scanner Appeal. By Monday all the Xerox fundraisers were back at work, some nursing stiff muscles others still trying to wash the red right out of their hair!



From top, left to right: Richard Powles, Paul Kear, Ian Hoare, Gary Jones, Dean Morris, Lee Osborne, Neil Howell, Zoe Shingles, Jamie Elsmore, Nigel Tippins, and Mark Marshall.

Well done everyone for your admirable success!

Tickets for the draw are available at £1 each from Lee or Jamie. Please support this worthwhile cause.

#### STOP PRESS!

The Berry Hill RFC / Xerox team topped the Leader Board For the Forest Trails Half Marathon  
**WELL DONE TEAM !**

### Lighter evenings ..... darker mornings!

Don't forget British Summer Time ..... Clocks go forward by one hour on 27th March. Remember it will be darker driving to work in the mornings!

### Think feet!

The thought of all those marathon runners punishing their feet, not to mention the rest of their bodies, prompts us to think about feet at work. We sometimes tend to forget our feet, except in a crisis, when it can be too late to protect them.

Don't forget that we provide safety footwear to all who need it. Take care of your feet, check your footwear, and consult OHD if you think there are any problems, or you need new safety footwear. Call Sue or Jenny on Ext. 2617 for more details.

### DIARY

- 25 Mar Good Friday
- 27 Mar British Summer Time starts
- 28 Mar Easter Monday
- 2 May May Bank Holiday
- 6 May LSA Dinner
- 26 May Learning at Work Day



## Wash those costs right out!

Following a review of aqueous waste, an FBC team redesigned the roll washing process in the Viton plant, to realise water savings (and thus aqueous waste savings) of more than 36,000 litres of water in a three-month period, to produce annual savings valued at more than \$60,000.

The project was initiated in February 2004 following a review, carried out by the FBC Environmental Resources Team, of energy and resources use.

Following the review, which highlighted possible savings, a Lean Six Sigma Team, including production engineering, laboratory services and the EH&S Team, identified all sources of special waste.

It was established that certain colour rolls did not need a wash process. A robot was then commissioned by October 2004 to sort and divert colour rolls to a different bypass route through the Viton coating operation.

This meant that more than 2,500 rolls per month did not pass through the water wash process, avoiding both the costs of water and the costs of disposal.

## Ashley Meek ... big fish in the Forest!

FBC's Ashley Meek, who is a First Aider and works on the Viton line, has become a 'minor media star' since he caught a 36lb pike in the River Wye in February.

Ashley goes fishing with his 'piking partner' Lyndon Brain, also from FBC. Ashley's record-breaking exploit has led to news reports in the News of the World, Anglers Times, Midland Angler and Anglers Mail. Such is the interest in this huge fish that there are likely to be more news reports!

"Landing the fish was a major challenge," said Ashley. Lyndon only just won the struggle to fit the 4-foot pike into the landing net. I was really pleased we achieved it, my fishing rod nearly bent double at one stage when I was pulling at fish and water flow together!"

The big pike won Ashley a number of cash prizes, as well as fishing kit and visits to exhibitions at the NEC to celebrate his achievement ... and by the way, the pike lived to fight another day!

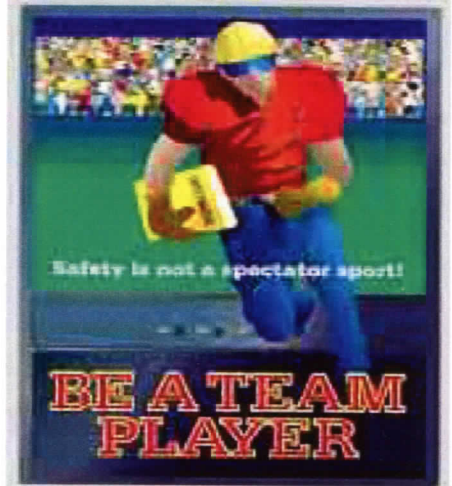


## LSA Dinner - 6th May at the Chase Hotel, Ross-on-Wye

The Mitcheldean LSA (Long Service Association) Dinner on Friday 6th May is just one month away, and once again, it will be held at The Chase Hotel, Ross-on-Wye.

As the LSA is still self-funding, we will again be asking for a nominal fee of £5 for current members/£10 for retired members towards the cost of the dinner, representing excellent value for money, plus the chance to catch up with old friends. This year's entertainment will be supplied by Dick Brice, followed by the prize draw, then drinks until midnight before finishing at 12.30. If you haven't yet booked, please contact Sally Meek on (59)1301 for more details and a booking form.

## The team is everything



In safety there are no individual players. Each person in the team, large or small, depends upon the daily care of everyone.

It may be simple matters of housekeeping; cleaning up a spilt liquid, replacing a missing safety notice, or reporting an unsuspected hazard, but it is always *your* business, and *your* contribution to team safety to make sure the hazard is removed and reported.

Everyone in the workplace depends upon everyone else's actions to ensure a safe working environment ... action in carrying out tasks in the correct, safe manner, and action in reporting any risk or hazard immediately to your manager or safety representative.

Safety is a team game; it runs 24 hours a day, and it's a game we can all win with the right team spirit.

## DIARY

2 May May Bank Holiday

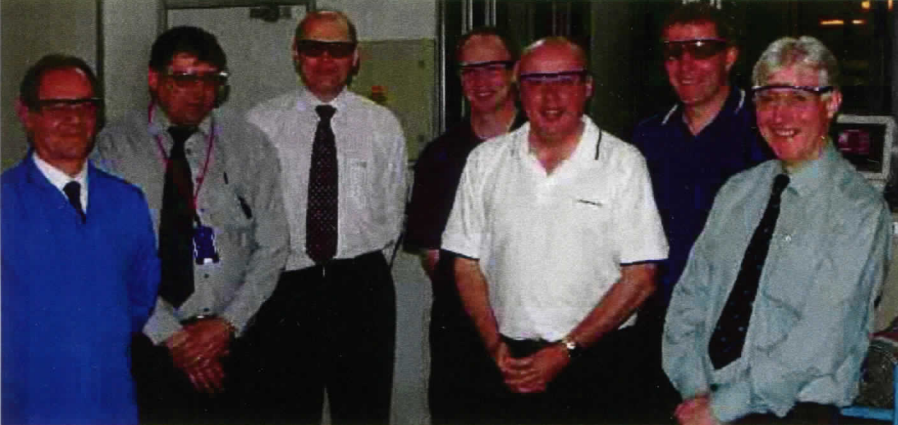
6 May LSA Dinner

26 May Learning at Work Day

30 May Whitsun Bank Holiday



## Another Xerox Earth Award for FBC



Left to right: Dave Vaughan, Dave Bufton, Tony McNally, Keith Buffrey, Neil Buffrey, Martyn Gunter and Rob Parkinson. Gary Dade, the project leader and Peter Tuckett, who built the robot, were unable to be present for the photo.

Environmental responsibility often goes hand in hand with profitable, efficient production, so it was very good to win yet another Xerox Earth Award for FBC. The latest Earth Award was given to FBC's Environmental Resource management team, which reviewed energy and resources use within FBC at Mitcheldean.

Working with FBC's production engineers' Lean Six Sigma team and Laboratory Services (for chemical analysis), the team, identified process water savings (and thus aqueous waste saving) for the roll washing process within the Viton plant. This was achieved by using an automatic robot colour roll bypass system built by Peter Tuckett (described in the last issue).

The first phase, installed in October 2004, has already paid for itself and generated annual savings valued at \$60,000.

"It's another tribute to the hard work of our FBC people," said Chris Clarke. "While we recognise our critical role in producing key Xerox components, we also have to work hard to meet all our standards for ISO 14001 in terms of environmental impact control and related activity. The most important aspect of this Earth Award is that it recognises a process change that both improves profitability and benefits our local environmental measures.

"Everyone in the team deserves our congratulations."

### New look for catering



Left to right: Tania Keyse, Sue Trigg, Kevin White, Bev Williams and Esme Gwynne.

Harrisons Catering, the new caterers for Vantage Point Business Village, took over full responsibility for catering throughout the site after the Easter break.

As a family-run business, Harrisons has taken a new approach to catering services on site, bringing many local food suppliers to ensure the best possible meals, but still at very reasonable prices.

While some of the catering team have moved on, you will still recognise many faces in the catering areas who have transferred to Harrisons. From now on menus will be changed every week, and there will be a selection of adventurous and creative dishes on offer.

Just remember that catering at Mitcheldean is designed to give you best value, and by using any of the on-site catering services you are supporting local businesses and local food producers.

### Keep Mitcheldean green!

It's not just the big projects that help us to become environmental winners, it's simple, everyday attention to detail. We can help Xerox meet its commitment to the environment. So, try these easy desktop actions to help:

#### Save paper

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

#### Recycle office waste

Mixed waste makes recycling costly. Xerox has segregated recycling bins. Think before you use any waste bin, and find ways of segregating the waste.

#### Use energy-efficient systems

Nearly all Xerox equipment is 'Energy Star' qualified or compliant. Xerox multifunction systems reduce energy costs by 20-30 per cent. Check that all your equipment complies, and 'switch off' when not in use.

#### Electronic media

Use 'scan to file' or 'scan to email', to minimise paper needs, reduce phone bills and avoid postal charges.

Xerox leads the world in environmental commitment. We all play our part, but we can all be just a little better. All waste costs money and every contribution helps reduce costs and environmental impact.

### LSA Dinner - book now!

This is positively your last chance to book for the LSA Dinner on 6th May, to be held at The Chase Hotel, Ross-on-Wye.

Remember, £5 is all it costs for any current LSA member to enjoy a great night out (£10 for retired members), with entertainment from Dick Brice and prize raffle. Call Sally Meek on (59) 1301 if you would like to come.

### DIARY

2 May May Bank Holiday

6 May LSA Dinner

26 May Learning at Work Day

30 May Whitsun Bank Holiday



## Choose to be safe ..... safety is by choice, not by chance

'CHOOSE TO BE SAFE' is the thought for May. Above all, make it a way of life, and ALWAYS choose to be safe. Safety is a matter of choice. We all choose to be safe in a sensible, rational world, but sometimes this choice is compromised ..... by the actions of others or by our own actions. Usually it is due to carelessness, inattention or a mistaken view of priorities. If we all make sure we take care, at work and at home, the safety choice remains available to all.

### Choose to be tidy

A cluttered working environment increases safety risks. Poor storage, litter, spilt liquids and poor visibility due to containers and other items in temporary locations, can all lead to accidents, so choose to be tidy.

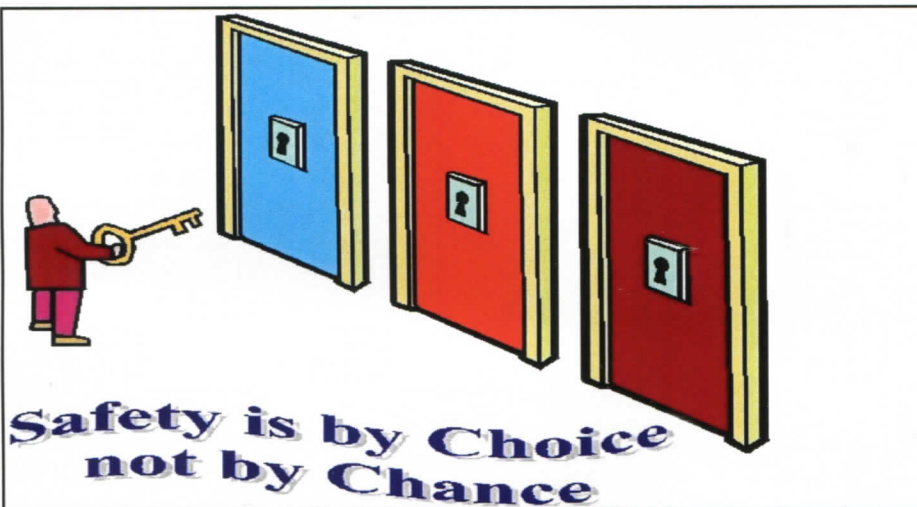
### Choose to observe safety rules

Many jobs can be finished more quickly if sensible safety precautions are skipped. It's your choice to observe safety rules. They are there for good reason. Always ensure you wear the appropriate safety glasses, gloves, shoes and other clothing when necessary.

### Choose to take action

Safety depends upon eternal vigilance. It's been said before, but it's just as relevant today and every day. It's your responsibility to take action when necessary. Pick up the litter, ensure a load is properly secured before moving it, and report any risky behaviour or obvious safety hazard at once.

Remember, the more responsibility each one of us takes, the lower our group risk, and it's our choice to make our home and workplace a safer place for everyone.



### LSA Dinner

The Mitcheldean Long Service Association (LSA) held its 2005 Dinner at the Chase Hotel on 6th May with chairman Mark Barnard welcoming over 170 members.



Left to right: Bill Hatton, Ruth Holder, Derek Grinstead and Kim Toombs.

Four members were presented with a bottle of champagne to recognise their long service with the Company: 35 years each for Ruth Holder & Bill Hatton; 30 years for Kim Toombs and 20 years for Derek Grinstead.

After an excellent four-course meal, Dick Brice entertained the audience with his stories and songs, which proved so popular that he was called back for an encore.

The final event of the evening was a free prize draw resulting in twelve lucky winners, then there was just enough time left to catch up and reminisce with old friends and colleagues.

Attendees were already talking about the 2006 Dinner, so keep watching this space!!!

### Best use of Xerox logo

Every time you drink from your Xerox 'Safety' mug, you can reflect upon its use of the Xerox logo.

Xerox Mitcheldean's use of the logo brought some recognition to Mitcheldean recently, of both the Safety achievement and the method of communicating the achievement, when Mitcheldean was complimented for 'best use of the Xerox logo'.



The Xerox Mitcheldean 'Safety' mug will be one of the exhibits in the Xerox museum!

### DIARY

26 May Learning at Work Day  
30 May Whitsun Bank Holiday



## Successful OHSAS assessment - 'a well maintained system'

The first OHSAS 18001 safety assessment audit was successfully completed on 16th May. The assessor from BSI (British Standards Institution), Alan Hughes, commented that there was "Overall good evidence to show that the system has been well maintained and managed conscientiously".

"My thanks for this good result go to everyone at Mitcheldean," commented EHS manager Dave Bufton. "Of course, the OHSAS 18001 standard and the Mitcheldean Health & Safety Management system provide the framework, but it is everyone's conscientious attention to detail, no matter how onerous, that maintains our personal safety, and we all value it highly."

The review covered an accident-free period, with two First Aider incidents and two 'near misses', and the assessor commented upon a good 2004 result and effective objectives in place for 2005.

However, three key issues were identified for urgent action: machine guarding, risk assessment for forklift trucks and contractor documentation. We tend to forget the safety value of guards on moving machinery, and that they not only guard against operator mistakes, but also must guard against other events. Any passer-by can slip, trip or fall, and this means guards have to be in place to eliminate any risk.

So we all have to be aware of the risks of moving machinery, and especially vigilant to the risks posed to everyone.

Next time you are in any manufacturing area or office, watch out for moving machines, and report any safety risks related to:

**TRAPS** - moving parts that could draw in and trap the operator *OR* other people.

**IMPACT** - moving parts that could hit the operator *OR* other people.

**CONTACT** - moving or stationary parts that are hot, cold, abrasive or electrically 'live'.

**ENTANGLEMENT** - of clothing, hair, ties in moving parts.

**EJECTION** - machine component or material thrown out by the machine.

And those of you who never leave the office, remember, ties and long hair can be caught in shredders. Trolleys, even file trolleys, can damage feet to the point where surgery can be required. Poor wiring or plugs, and irregular maintenance can all result in electrical hazards. Don't forget:

**Ensure eternal vigilance, and NEVER remove or bypass guards, protective structures and safety systems.**

### £348 for cancer charity

Last year FBC decided that a 28" TV was surplus to requirements, so the team decided to raffle it for charity. Tickets were sold to very nearly everyone in FBC, and as a result £348 was raised for Elaine Cruikshank's cancer charity.

The winning ticket was held by Neil Barnard, and Neil has now had more than six months' viewing on his prize.



Elaine would like to thank everyone who participated in the raffle, including the organisers and all those who bought tickets.

Our picture shows Elaine (centre) receiving the cheque from FBC representatives, left to right: Rob Parkinson, Sarah Vaughan, (Elaine), Neil Barnard and FBC manager Chris Clarke.

### Fine golf day for ARC



ARC's 12 golfers enjoyed a fine day out on 20th May with Pete Hughes (centre) in strong form to win, while Dave Tyler (left) chased him hard to clinch the runner-up spot. Andy Marsh (right) achieved 'nearest the pin'.

Watch out in the next Mitch for the full story!

### DIARY

**26 May Learning at Work Day**

**30 May Whitsun Bank Holiday**

### Vital training for First Aiders

**There is nothing more critical than the first few minutes after an accident, stroke or heart attack.**

The team of 19 First Aiders (one in training) can literally make the difference between life and death in some cases, so regular training for these volunteers is a vital part of preparedness for their role. Of course, we all hope that we won't need their services, but one day one of us may. The Occupational Health Department regularly organises refresher sessions and training updates, and every three years every First Aider has to attend a course to ensure that their skills are honed and ready for that emergency.

First Aiders seen here on May 17th, left to right, are Graham Rowe and Louise Insall, trainers from Taurean Medical Services, with Conway Salmon (ARC), Nicola Andrews and Viba Sarson (XGS), Lyn Loade, Graham Hudson, Roy Mulchrone and Chris Hale, and (far right) Rob Howells of Taurean Medical Services.



"Taurean Medical Services provide an excellent service," says OHD's Jenny Weaver, "and OHD appreciates all the hard work done by our First Aiders."

If you would be interested in any future First Aid vacancies, please let your manager know.





## Safety starts at home

Our safety theme for June is good housekeeping. The sad fact is that more accidents happen at home than at work, but they are just as painful, just as costly, and just as inconvenient as accidents in the workplace. It really makes no difference to you personally where the accident happens; the costs can still be massive.

### HOUSEKEEPING AND PLANNED INSPECTION

#### PLEASE EXAMINE YOUR WORK AREA.



Our aim at Mitcheldean remains 'zero accidents'. The benefits from this policy are just as much for the individual as for the business.

A high proportion of accidents are from slips and falls, so please ensure that all gangways are kept clear of all obstacles. This doesn't mean just boxes or litter, but ANY obstacle. A trip over someone else's inconsiderate feet may injure two people at the same time! Never leave any spills on the floor, clear them up immediately, before they cause a nasty injury. No matter how relaxed you are, don't slip your shoes off! Unprotected toes are a major hazard. Your toes are key to your balance, standing and walking.

Remember that paper is a heavy commodity, and filing cabinets can inflict considerable damage if they tip. Always ensure that no more than one drawer is open at a time.

Think safety at home, always, and bring that thought to work with you each day.

### Xerox inventor honoured

Robert W. Gundlach, who retired from Xerox in 1995, was inducted into the National Inventors Hall of Fame in the US in May for his inventions that resulted in the modern photocopier. His inventions not only helped revolutionise the workplace, but also ultimately unlocked the basic workings of the process used in products that turn out millions of colour and black-and-white copies and prints in homes, offices and print shops around the world.

Gundlach, 78, is among six living inventors cited by the Hall of Fame for accomplishments "that have bettered our quality of life and allowed us greater convenience and safety." The Hall of Fame is giving posthumous recognition to eight additional inventors.

"As one of the first research scientists hired by the Haloid Company, now known as Xerox Corporation, Gundlach was responsible for finding ways to refine and improve xerography," according to the Hall of Fame. "Through Gundlach's work, photocopying became a practical reality."

### 30% improvement by 2012

Xerox has pledged to cut greenhouse gas emissions from its worldwide operations by 10 per cent from the baseline year 2002 to the end of 2012.

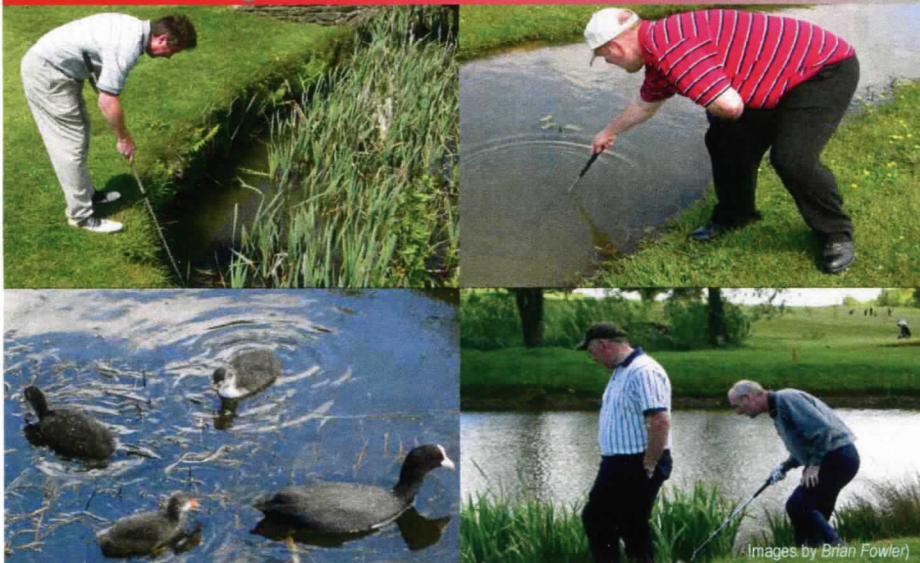
This aggressive voluntary reduction target is aligned with the U.S. Environmental Protection Agency's Climate Leaders programme and The Business Roundtable's Climate RESOLVE programme, which Xerox joined in 2003. And it complements the company's ongoing environmental programmes, which include products designed for energy efficiency and innovative remanufacturing and recycling practices.

"While the absolute reduction in greenhouse gas emissions will be a challenge - requiring a 30 per cent or more improvement in energy efficiency compared with 2002 levels - it is the right thing for Xerox to do," said Anne M. Mulcahy, Xerox chairman and chief executive officer. "As energy and fuel costs rise, consciously working to further control Xerox's energy-related costs is environmentally responsible and financially smart."

### DIARY

1st—12th August Summer Holiday Period  
29th August Bank Holiday

### Environmental golf for ARC



(Images by Brian Fowler)

You may recall that in the last issue of Mitch we reported on the happy winners of ARC's Golf Day on 20th May, BUT, just in case you had this vision of a group of expert golfers strolling along the sunlit fairways and relaxing on velvety greens, we thought you should see the realities of 'Hunt the ball'!

Obviously, ARC golfers have a real affinity with nature. Here you see, clockwise from the top left, Richard Pudge talking to the water rats, Gene Lewis adopting the latest technology for water depth evaluation, Alan Jones and Terry Hook assessing the latest method of prospecting for waterborne treasures, and Mark the moorhen, with Mitzie, Mindy and Mortimer, assisting in the

search for the 'little white things' from the sky. The latter quartet also formed the band of enthusiastic golf spectators who supported ARC's fine players.

Anyone interested in joining the next nature walk should contact Richard Pudge for details. The theme of the next match will be 'spot the birdie'.



## 70 years of service between them!

Our picture shows Steve and Roger Foxwell who as twins, have done many things together during their lives, including each completing 35 years of service on 29th June.

Although they have certain dates in common, their careers have taken different paths. Roger's time with Xerox has always been linked to some form of transport, from a fork lift truck to a heavy goods vehicle, whereas Steve has always been connected in some way to assembly or refurbishing, progressing from an operator in the early days, to an end of line Intermediate Technician today.

Congratulations to you both!



### Successful First Aiders

Twelve qualified First Aiders successfully completed their defibrillation training at Mitcheldean last week.

All First Aiders have to complete regular training, with mandatory six-month updates to ensure that they are all fully prepared for a cardiac emergency.

"Speed and effectiveness are vital," says Jenny Weaver of Xerox Mitcheldean OHD. "In any cardiac case the first few seconds and minutes are crucial. Quick application of the defibrillator can restore normal heart rhythm to maintain blood flow to the brain, so we all have to be absolutely spot on!"

The First Aid team members trained on defibrillation on 24th June include Graham Hudson, Ashley Meek, Rob Parkinson, Andy Marsh, Chris Hale, Paul Hannaby (EDS), Keith Burford and Jenny Weaver.

REMEMBER - IF THERE IS AN EMERGENCY:

1. Call your local First Aider.
2. If for any reason you can't contact your local First Aider call 444 so that the nearest one can respond.
3. Place the patient in the recovery position.
4. Loosen patient's clothing, especially collar and tie.
5. Provide clear access for the First Aid team.

### Drybrook get their revenge!



The ARC team with (inset) Nigel Tippins literally flying down the pitch.

The hot, humid conditions of the Forest Wood Bowl at Drybrook saw some fine performances from ARC's Medley Eleven team in their annual cricket match with Drybrook RFC on 17th June at Ruardean CC. The ball was swinging all over the place, and the Drybrook players were determined to avenge their 2004 defeat at the hands of ARC.

ARC won the toss and elected to bat first. Terry Hook was ARC's top scorer, with 25 runs. Glyn Grindle & Roger Beckett both made a steady contribution to be not out after the full 20 overs.

Some spirited batting and a virtually airborne performance from Nigel Tippins pushed the total to 122, despite some determined and resourceful bowling from Drybrook.

ARC's hopes were high as Drybrook reached 57 for 6, when, despite everyone shouting at him to 'catch it!', a missed catch by Nigel Tippins gave Tom Ahearn the chance to avoid a duck, make a determined 28 and, with the help of Roger Hale, take Drybrook to a comfortable victory and sweet revenge for last year's defeat.

### LSA AGM

The Annual General Meeting of the Mitcheldean Long Service Association will take place on Tuesday 19th July 2005 at 12.30 p.m. in Bldg. 8/2 Conference Room. The meeting is open to all Xerox employed LSA members, and any members willing to serve on the Committee should contact Sally Meek on Ext. 1301.

Second Quarter Prize Draw winners are Phil Probert, Andy Gibbs, Alan Haggard, Tony Pickthall and Martin Haines.

At a recent Committee Meeting it was agreed that an event planned in the Sports & Social Club for October should be cancelled, given the changes taking place in ARC near that time. It will be replaced by a Third Quarter Super Draw for all Xerox employed LSA members. This will consist of the usual money prizes, together with a selection of other additional prizes.

### DIARY

1st—12th August Summer Holiday Period

29th August Bank Holiday



## Well done, OMAF team!

The work of Mitcheldean's OMAF team was complimented by Phil Turner following the successful implementation of OMAF Release 11i.

Since last November teams throughout Xerox have been trialling, training and implementing the latest version of the Oracle Manufacturing & Finance (OMAF) software.

Manufacturing throughout Xerox is dependent upon robust computer systems, and this latest version of OMAF, Release 11i, is part of the Xerox drive to reduce costs, improve efficiency and win new benefits from other processes

such as Lean Six Sigma. OMAF was first introduced over five years ago, and Tony McNally, who led the upgrade project at Mitcheldean, commented, "This included huge amounts of detail work for all in the team, both here and in Venray and Dundalk.

We are, of course, very pleased to achieve the successful implementation of the project."

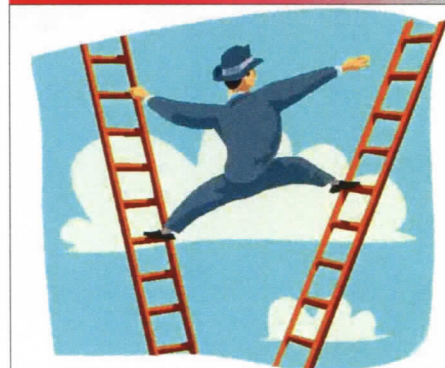


The picture shows, left to right, at the back: Phil Turner, Gene Lewis, Steve Roberts, Mark Smith, Jonathan Rees and Alan Essex.

Front row: Trish Croudace, Tony McNally and Sandra Day.

Team members not able to get there for the photo were Graham Beach (Finance) and Roger Williams (EDS).

## Don't take silly risks



We've all been there ..... A quick dash across the road, standing on a handy upturned bucket, or not asking someone to secure a ladder while we paint that gutter.

Often the chances of injury compared with embarrassment or a near miss are small, but the fact remains that many serious accidents are primarily the result of risky behaviour. You know the safety rules, you know what to do, you know where the safety equipment is located, but you allow short term thinking, or even 'no thinking', to override common sense.

So next time you have a job or task that does entail a risk of injury, make sure you think first, and not when the accident is starting to happen. Just remember always ask the key question: Is it safe? It's been said before, observe the rules, use the correct equipment and, of course, make sure that your operating rule at home and at work is: If it's not safe, it's not an option!

## Visit the new web board

The new 'You & Xerox' Web Board was launched at the end of June. The site has been developed by Human Resources to meet the needs of employees, managers and HR alike.

The old site was constantly referred to as a source of reference. However, information was difficult to find, and there was no search facility. The new site structures information in a manner that is easy to use, with themed subject headings in the red 'my bar' at the top of the page, and includes popular items in the shortcuts section. A new feature of the site is an FAQ section, where employees may submit questions. Access is available via the UK Intranet or the XE President's Web Board.

## Improved security at Mitcheldean

We are all saddened by the recent events in London, and all our sympathies go to everyone caught up in this tragic event.

This underlines the fact that improved security is vital for everyone in business, and Xerox Corporation has always taken security seriously.

Over the past year our security has been substantially improved as part of our commitment to the Customs-Trade Partnership Against Terrorism (C-TPAT). At Mitcheldean, for example, the MFBC loading docks in Building 5 have had steel security roller doors installed, together with digital cameras and video archiving equipment, being monitored

24/7, the objective being to ensure that no unauthorised persons can gain access to the loading docks or the trailers and loads themselves.

### You can help improve security:

- Report suspicious persons, actions, packages etc.
- Do not allow 'tailgating' through access control doors.
- Ensure that doors and windows remain locked, including loading bays.

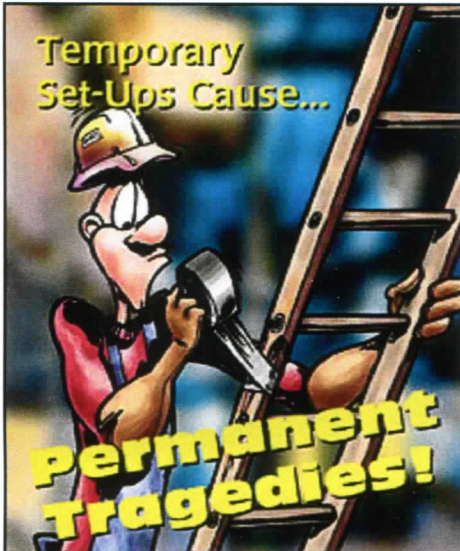
## DIARY

19 July at 12.30	LSA AGM in Building 8 Conference Room
1st—12th August	Summer Holiday Period
29th August	Bank Holiday



## Temporary solutions, permanent tragedies

Sticking plaster, string and sealing wax, not to mention masking tape, all provide quick solutions ..... but unless used for their correct purpose they can be one of the factors that contribute to an accident. There is only one safe rule with defective equipment: don't use it until you are sure it is safe to do so, or it has been replaced by a new or fully refurbished item.



The temptation to adopt temporary solutions is always one step closer to an unacceptable risk. Don't even think about temporary solutions when safety is the issue.

ALWAYS, if you are using safety equipment, and this includes ladders, eye and feet protection, machine guards and fire doors, ensure that any certificates are valid, and that the item is checked regularly. If it's something you wear, such as safety glasses or head, foot or hand protection, then a daily check should be the minimum. If it is damaged or inoperable don't attempt any repairs yourself. Get your kit checked by a safety professional, and if in doubt discard the kit and get a replacement.

If you are ever in a situation where an essential repair is carried out on the spot, always ensure that it is checked by a competent third party who has safety responsibilities.

In the end, everyone is responsible for their own safety, and ultimately the safety of their colleagues. So if you are ever tempted to adopt a makeshift repair for a safety critical item, remember, temporary set-ups can cause permanent tragedies.

### Xerox second quarter earnings

Xerox reports second-quarter earnings of 40 cents per share.

- 20 cents adjusted EPS - excludes tax settlement and restructuring
- Total revenue up 2 per cent
- Equipment sales up 4 per cent
- Revenue from colour up 17 per cent
- \$290 million operating cash flow

At the end of July Xerox announced second-quarter earnings per share of 40 cents, including a 33 cents per share gain from a recent IRS tax settlement, which was partially offset by restructuring charges of 13 cents per share. Equipment sales in the second quarter increased 4 per cent year over year, and total revenue of \$3.9 billion increased 2 per cent. Both equipment sales and total revenue included a currency benefit of 2 percentage points. The overall post-sale trend improved as the revenue stream from new digital systems and services offset declines from the company's older light-lens technology.

"Xerox's investment in innovation strengthened top-line results in the second quarter with our industry-leading colour technology driving equipment sale growth," said Anne M. Mulcahy, Xerox chairman and chief executive officer.

Gross margin of 39 per cent was lower than expected. This was due to a change in product mix primarily due to increased sales activity for desktop office products as well as light production and colour systems.

"These equipment sales will drive future post-sale gains, and, at the same time, we're adjusting our business model to respond to the resulting pressure on margins," added Mulcahy. "We remain confident that these actions and increased sales of new technology - 25 new products launched in the second quarter - coupled with growth from Xerox Global Services provide the marketplace momentum for strong second-half performance."

In the second quarter, Xerox generated operating cash flow of \$290 million after contributing \$230 million to its primary U.S. pension plan. The company closed the quarter with a cash and short-term investments balance of \$2.1 billion. Debt was down \$2.1 billion year over year and down \$1.5 billion from the first quarter of this year.

### Well done, Richard!

Richard Pudge has been awarded his Lean Six Sigma green belt, following the successful completion of his training and project in the Asset Recycling Centre.

Working with a team that included John Gwilt, Neil Howell, Nick Farr, Gene Lewis, Mandy Tuffley, Danny Beard and Richard Andrews, Richard worked throughout the part reclamation and assembly process following the five phase improvement process - Define, Measure, Analyse, Improve and Control.

This enabled process times to be shortened, internal movement with the process to be minimised, and waste materials and avoidable time delays to be reduced. Richard also worked closely during the project with Tim Tarby-Donald in Global Purchasing, who is a current black belt candidate.

John Gwilt commented, "Above all this was a team achievement. As always, the key to improved results is team motivation. Richard not only planned the project well, but he also



Left to right: Brian Fowler, John Gwilt, Nick Farr, Jamie Elsmore, Mandy Tuffley, Gene Lewis, Richard Pudge, Danny Beard and Neil Howell.

motivated the team so that we all worked well to achieve key benefits, in turn helping Richard gain his green belt qualification. Well done, Richard."

### DIARY

29th August Bank Holiday



## Long Service Association Super Draw



With so many active members leaving in the next month or so, the LSA Committee agreed to hold a "Super Draw" for employed members with a wide variety of prizes.

The draw took place on Tuesday 23rd August and the picture above shows Paul Weaver and Joanne Maizonnier picking the lucky numbers from the bag, with Sally Meek keeping a note of the prizewinners. (Mark Barnard was behind the camera).

First prize of £50 was won by Bernie Fraser and the full list of 25 prize-winners should be on your notice board, so take a look to see if you've been lucky! In addition, the 2006 LSA diaries have been received and are being distributed in the next few days.

The LSA Committee would like to take this opportunity to send best wishes to all of its members who are leaving the Company and look to forward to seeing you at any future LSA events.

## Xerox inventors recognised

Two Xerox research scientists have been honoured recently. Their inventions were right at the heart of the copier technology used at Mitcheldean since production started in the 1950s.

### Robert Gundlach

Robert Gundlach, who retired from Xerox in 1995, was inducted into the National Inventors Hall of Fame in the US in May for his inventions that resulted in the modern photocopier. His inventions not only helped revolutionise the workplace, but also ultimately unlocked the basic workings of the process used in products that turn out millions of colour and black & white copies and prints in homes, offices and print shops around the world.

Gundlach, 78, with 164 patents to his name, is among six living inventors cited by the Hall of Fame for accomplishments 'that have bettered our quality of life and allowed us greater convenience and safety'. As one of the first research scientists hired by the Haloid Company, now known as Xerox Corporation, Gundlach was 'responsible for finding ways to refine and improve xerography', according to the Hall of Fame. 'Through Gundlach's work, photocopying became a practical reality'.

### Dr. George Liebermann

Recognising his outstanding contributions in the fields of chemistry and chemical engineering, the Canadian Academy of Engineering inducted Xerox researcher Dr. George Liebermann into its prestigious organisation. A senior fellow at the Xerox Research Centre of Canada (XRCC), Liebermann is now one of only 260 engineers across Canada that carries the honour of Academy membership.

"George holds an extraordinary international reputation as an expert in his field, and his inventive work, resulting in more than 40 patents, has significantly contributed to XRCC's overall success in delivering key innovations to Xerox worldwide," says Dr. Hadi Mahabadi, vice president and centre manager Xerox Research Centre Canada. "During his career at XRCC, George has helped to create a new breed of chemical engineers working in R&D here and around the world. He has the respect of his peers at XRCC, in Xerox, and throughout the global R&D community."

## Take heart ..... seriously

Six FBC employees recently completed the latest training update in the use of defibrillation and other techniques designed to provide urgent help within minutes for anyone with a cardiac related medical emergency at Xerox Mitcheldean.

Xerox provide three defibrillators on site, in FBC, OHD and Building 8. "This is a high priority," says OHD's Jenny Weaver. "The first few minutes of care make a tremendous difference to outcomes, often preventing a fatality. Xerox has a very high standard in this area, both in terms of trained people and equipment. Our thanks go to Pete Sladen, Roger Foxwell, Dave Jones, Neale Wozencroft, Terry Moore and Simon Brookes, who, like all other First Aid members, put much effort and hours of their own time into being ready when they are needed."

Don't forget! ... You can reduce your own risks!

1. Keep alcohol intake to the recommended level.
2. Maintain a healthy weight.
3. Take regular exercise.
4. Avoid undue stress.
5. Don't smoke!

A combination of all five will help reduce the risk. Help yourself by doing all of them if you can. Help and advice is always available from OHD.

"Everyone can help reduce their own risk of heart attack," says Jenny, "by doing all the simple actions in this list, which we almost know by heart!"



Three of the FBC employees who have recently completed the latest training update in the use of defibrillators, left to right: Simon Brookes, Terry Moore and Neale Wozencroft.

## DIARY

29th August Bank Holiday

30th October BST ends - Clocks go back 1 hour

21st December Winter Solstice (shortest day)



## We can all help the environment

Xerox has always taken the lead in environmental responsibility, and we have our own proud history here at Mitcheldean in terms of conserving energy, re-using products and parts, and recycling paper and packing materials. All these actions help us to sustain our environment and do good business while minimising any environmental impacts.

In moving toward a sustainable future, Xerox continues to extend the reach of our environmental, health and safety policies across the product life cycle. In 2004 and 2005, Xerox launched and expanded initiatives that strengthened supply chain management and made long-term commitments to further reduce the environmental impact of its operations. For our own operations, we have strengthened our commitment to reduce energy consumption and associated greenhouse gas emissions by adopting a 10 percent absolute reduction in company-wide greenhouse gas emissions by 2012 from a 2002 baseline. However, as we all know from the increasingly persistent cries from environmentalists, not enough is being done. We all need to take much more responsibility in both our work and personal lives. So try and think often about the environment and how you can help.

### Dress for the weather

In this era of rising energy costs you can save money *and* help cut carbon emissions by reducing central heating temperatures by one degree Centigrade.

### Use public transport

If you avoid driving 30 km per day you will cut emissions by 1 tonne or more each year.

### Your driving speed

If you can't avoid using your car, try cutting your speed. Over a 10-km commuting journey a reduction in average speed of 8 km/hr will reduce emissions, AND FUEL COSTS by up to 30 per cent.

### Switch light bulbs

Low energy lighting reduces emissions by up to 30 per cent.

### Use virtual conferencing

Jet travel accounts for six per cent of personal CO<sup>2</sup>



emissions. Less travel means lower emissions and smaller costs.

### Avoid well travelled food

Some food travels thousands of kilometres by jet, so stick to local fresh food, and support local agriculture.

### Use resources carefully

Printing on both sides of a paper sheet can save up to 2.5 kg of greenhouse gas for each kg of paper re-used and recycled.

### Remember the 3 Rs

We all talk about re-use, reduce and recycle. Just do it!

### Think, think, think!

We only have one earth. Think how you can help preserve it ..... every day! Your contribution will really help.

## Long service awards



It was a bumper period for long service awards over recent weeks. Some significant awards have been recognised and top of the shop was Allan Edwards who celebrated 40 years service on September 6th, and is pictured above on the left, receiving his award from Fuser Business Centre Manager Chris Clarke.

Also within Fusers, Alan Essex, Roger Niblett and Gary Peglar achieved 35 years with Garry Dade and Kim Toombs reaching 30 years. In the ARC business centre Nick Farr and Paul Mason achieved 30 years each and in Customer Supply Assurance, Chris Rawlings reached 35 years.

Congratulations to you all.

## DIARY

**Saturday 30th October:**  
British Summer Time ends

**Sunday 31st October:**  
Halloween

**Saturday 5th November:**  
Guy Fawkes Night

## Xerox international survey reveals Italy values documents most!

**Xerox has shown that there are as many international differences in the way businesses run their offices as there are in the way people dress, the food they eat, or the local customs they observe.**

A study of 1,236 companies from across Europe has found that the equipment companies use, the way they buy it, and their attitudes to how they operate it, differ widely from one country to the next. Differences are especially marked between northern and southern Europe.

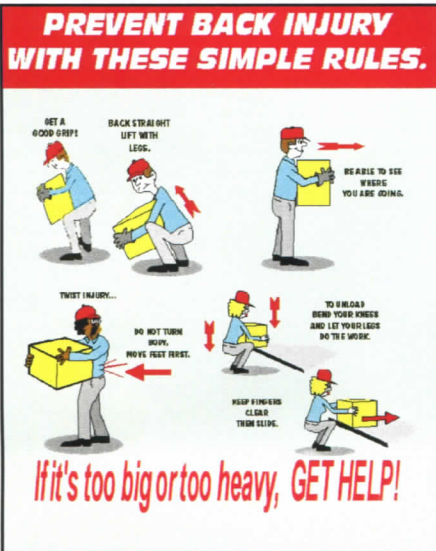
For instance, the study found that the Italians appear to value the importance of documents the most of any country in Europe. A total of 95 per cent of all Italian companies carefully measure the cost of the initial purchase price of a Document Output Device (DOD), while, on the other end of the scale, only three-quarters of German companies (74 per cent) take time to do the same.

See the full report by linking to the Xerox Newsroom



## Think before you lift!

Back injuries are still the most common injury at home AND at work. Most are caused by carelessness or inappropriate lifting actions. A moment's carelessness can cost you dear, in months and maybe even years of discomfort. Six easy rules will help you keep your back safe and injury-free when lifting things.



Trips are bad enough; if you are still holding the load they can be really serious.

### 4. Don't twist.

Don't turn your body when lifting or holding the load, move your feet first.

### 5. Strength is in the legs.

Your legs, and especially your thigh muscles, are the movers when it comes to lifting. Load and unload actions should be driven by the legs. Bend your knees and let your legs do the work.

### 6. Slide loads if you can.

Don't try to be too accurate when unloading. Slide loads into the final position if you can. This also helps protect fingers in confined spaces.

### 1. Get a good grip.

Dropping items can injure feet and legs, but also puts your back under strain as you try and recover.

### 2. Keep a straight back.

A straight back helps transmit the lifting force to your strong thigh muscles and avoids excessive spinal flexing under load, so always try to ensure you keep your back straight.

### 3. Look!

If you move with the load, ensure you can see above it. Always ensure that the carrying route is free from any constrictions or obstacles.

### Don't forget!

It's easy to underestimate weights and shapes. Always get help if you think a load may be too heavy or bulky. Remember, backs need care at home too. Lifting children or pets can be just as risky as lifting big boxes. So always think before you lift.

### One final thought!

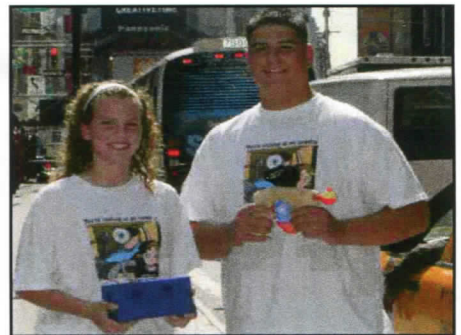
Fit backs need fit muscles, especially stomach and thigh muscles. If you keep fit to maintain the fitness of those muscles you will also be helping your back to meet all the loads imposed upon it.

## Employee engagement survey

Thank you for your views!  
A big 'thank you' to those who recently completed the Employee Engagement Survey, either online or via hard copy. Your views are important to us, and your line manager will share the results with you, and develop some action plans, when they become available in November.  
Mark Barnard

## Toys R Xerox

American kids who are dreaming up new games, taking apart and rebuilding toys, or inventing neat things for sports, can now turn their basement ideas into real products through a unique competition for kids only.



The 'Invent a Toy World Games' national competition encourages kids to submit their big ideas for a chance to see those inventions come to life on store shelves across America. It is the second year of the competition. The 'Chester Award', named after Chester Carlson, the creator of xerography, who himself was a young inventor and entrepreneur, will be given to the kids whose inventions offer the greatest marketing potential and consumer appeal.

A panel of industry and academic experts in patenting, marketing, licensing and merchandising will evaluate the submissions, and winners will be announced at the International Licensing Show in New York City in June 2006.

## DIARY

**Saturday 29th October:**  
British Summer Time ends

**Monday 31st October:**  
Halloween

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Guy Fawkes Night

## Welcome to FBC!

Eleven staff members are joining Fuser Business Centre following the closure of Asset Recycling Centre.

Richard Pudge and Trish Croudace have joined the engineering team, while Paul Weaver and Steve Powell have moved to the Development Centre. Jamie Elsmore and Les Lewis will bring their export and import skills to the FBC team later in the month, while Steve Bromage has joined

Quality Assurance, and Paul Dummett, Annie Kear and Paul Morse have already joined Production.

"I'm pleased to welcome all of them to FBC," said FBC manager Chris Clarke. "We have a number of challenges to face as we come to the end of the year, and I am sure they will all make a valuable contribution to the Fuser Business Centre."



## Stop that noise! it's a real safety issue

The FBC EHS team is running an awareness and noise-sampling project to work towards reducing noise in the work place, as part of the Xerox contribution to European Stop that Noise Week.

Every day, millions of employees in Europe are exposed to noise at work and all the risks this can entail. While noise is obviously a problem in manufacturing environments, it can also be an issue in a wide range of other environments, including offices, restaurants and other supposedly 'quiet' environments.

One in five European workers has to raise their voices to be heard for at least half of the time that they are at work and 7 per cent suffer from work-related hearing difficulties. Noise-induced hearing loss is the most common reported occupational disease in the EU.

Exposure to noise may pose a variety of health and safety risks to workers including hearing loss, physiological effects such as an increase in blood pressure, work-related stress, and increased risk of accidents.

"This is an important project" commented Dave Bufton, "while we take great care to minimize exposure to noise it is important that we check our compliance and obtain feedback from all staff to help us achieve our objectives in this area. Please help us to ensure that noise hazards are correctly spotted and workable solutions implemented."

EUROPEAN WEEK 24-28 OCTOBER 2005

## STOP THAT NOISE!

A European campaign against excessive noise at work



EUROPEAN WEEK FOR SAFETY AND HEALTH AT WORK  
<http://ew2005.osha.eu.int>

### Xerox reports third quarter earnings of 5 cents per share

"We met expectations by delivering another quarter of positive performance with revenue growth and earnings expansion."

- 18 cents adjusted EPS, excluding restructuring and previously disclosed charges
- Revenue from colour up 22 per cent,
- Share repurchase programme launched

Xerox Corporation announced on 21st October third quarter earnings per share of 5 cents. This includes previously announced charges of 12 cents per share related to litigation matters and other items as well as a restructuring charge of 1 cent per share. Excluding these items, Xerox delivered adjusted earnings per share of 18 cents. Xerox also announced plans to repurchase up to \$500 million of the company's common stock.

"We met expectations by delivering another quarter of positive performance with revenue growth and earnings expansion," said Anne M Mulcahy, Xerox chairman & chief executive officer. "Xerox's third quarter results reflect the strength of our digital portfolio, especially in colour, where our industry-leading technology delivered 22 per cent revenue growth," she added, citing strong sales of the company's DocuColor™ multifunction devices and iGen3™ Production Press.

"These digital systems, combined with document management services, flow through to boost our annuity revenue, continuing a positive trend that fuels total revenue growth—and the strategy is working.

"As important, the strength of our financial position gives us flexibility to compete effectively, invest in innovation and deliver a return to shareholders through initiatives like the share repurchase programme."

In the third quarter, total revenue of \$3.8 billion grew 1 per cent year over year. Equipment sales increased 2 per cent. Post-sale and financing revenue, which represents more than 70 per cent of the company's total revenue, grew 1 per cent as the revenue stream from digital products offset declines from the company's older light lens technology.

### Richard Pudge elected



Richard Pudge has been elected unopposed, to become the Mitcheldean Representative for the Xerox Europe Forum. Richard, an ex-Apprentice, has been employed at Mitcheldean since 1977, and has recently moved to become a Manufacturing Engineer within the Fuser Business Centre. Congratulations go to Richard on his appointment, and at the same time we would all like to thank Allan Edwards for his contribution to the Forum over the past three years.

### DIARY

**Saturday 29th October:**  
British Summer Time ends

**Monday 31st October:**  
Halloween

**Saturday 5th November:**  
Guy Fawkes Night





## Safety starts at home

It's easy to relax in your own secure environment, free from the stresses and strains of everyday life, but often this very relaxation can lead us to act in ways we wouldn't dream of at work, especially when it comes to personal safety.

### Safety at home



Fit smoke alarms before it's too late.

Take care if you "Do It Yourself"



Be safe when using gardening tools.

Ensure electrical appliances are in good condition



DIY can also be a risky activity. We should always take all the basic precautions, use the proper tools, wear eye and foot protection, and make sure there is free, uncluttered access to the work site.

This applies especially to jobs in the garden. How many times have you tripped over a fork or trowel, or even worse, a rake. Nowadays many garden appliances are electrical, adding an extra potential hazard to outside jobs.

Make sure you use a circuit breaker for any connections to the household electrics, and remember above all that any electrical tool or appliance, used indoors or out, can be a fire or an electrocution waiting to happen! Don't overlook the safety or condition of any tool or appliance in your home.

Yes, 5th November is safely past, but a fire risk is always present, and our first defence should be a smoke alarm. A smoke alarm can give us the time to escape, and allow us to take action to prevent the spread of the fire, by shutting all doors and windows, for example.

Safety at home requires constant vigilance for you and your loved ones. So make it your first priority, then you can work well and safely without worrying about safety at home.

## Congratulations, Gene!



Gene Lewis was awarded his Lean Six Sigma Green Belt in November. Gene is seen here with his project team, left to right: Mark Smith, Richard Andrews, Trish Croudace, (Gene Lewis), Richard Pudge and John Gwilt. Congratulations, Gene.

### Can you make a little pledge?

Over 1,000 householders in the South West have already pledged to save a little energy at home in order to make a big difference in reducing carbon dioxide emissions, the major cause of climate change.

They agreed to do things like turn the TV off stand-by, not overfill the kettle, and turn the thermostat down by 1°C. The resulting actions will save 300 tonnes of carbon dioxide, that's the total emissions for 50 houses. The average financial saving per household will be £33 each year. Nearly half of those who took part promised to ask a friend to pledge.

If you would like to help stop climate change contact your local Energy Efficiency Advice Centre on 0800 512012 or pledge online at [www.thelittlepledge.co.uk](http://www.thelittlepledge.co.uk).

### OHD closes 25th November

OHD will cease operation on 25th November. Full First Aid cover will be available through the First Aid team.

This will mean that everyone will have to make their own arrangements for common medicines such as paracetamol, and you may wish to consider holding a small stock at work.

Our best wishes go to Jenny and Sue for the future.

### Telephone number change

The Sports & Social Club can no longer be reached using the previous Xerox internal telephone extensions.

There is a new line and number for the Club on 01594 546110.

## DIARY

Wednesday 21st December  
Winter Solstice  
Sunday 25th December  
Christmas Day  
Monday 26th December  
Boxing Day



## Beware!! The iceman cometh!

Our December snow and ice warning was a little late this year. Since the last Mitch in November we have seen blizzards in Cornwall, and ice storms in the Cotswolds, not to mention some very treacherous Forest roads. Make sure you follow the 'snow procedure', issued last week, and take sensible precautions driving or walking to ensure that you enjoy the coming break!

The three priorities for safe driving in these conditions remain the same, but the most important is 'Take your time', always a good mantra for drivers, but critical in icy conditions.

Stopping distances increase greatly as soon as icy surfaces are present. The slower you go, the easier it is to stop. Go slower, and increase your normal safety distance between you and the driver in front.

Visibility is also important. See and be seen. Remove ice and snow from windows and lights before you drive, and don't forget internal mist and condensation are still hazards. Use an anti-mist wipe to keep your windows clear inside and outside.

Once you are moving the best safety aid is to drive smoothly and slowly. Harsh braking, sharp movements of the steering wheel, or heavy acceleration, all cause tyres to lose grip. Once you've lost the traction you've lost the plot, so take it gently.



Remove all snow and ice from windows and lights, before you drive.



Drive carefully ... Smooth & slow on ice and snow.



Watch where you are walking ... Wear proper footwear & take smaller steps.



Traction is equally important on foot. Look for icy patches or other obstacles to progress. One slip can do real damage, so wear shoes or boots with ridged soles to maximise grip, and take smaller steps to maintain balance. Wrap up warm, and enjoy the break!

## Award for personal protection

Fuser Business Centre (FBC) has received a Xerox Safety Award for improving the personal protection for its staff. As part of the Mitcheldean 'Zero Injury' programme, the FBC facility care team identified Personal Protective Equipment as an action to meet its 2005 objectives. The review covered the PPE requirement, effectiveness, actual provision and use.

A team was formed by FBC, including Andy Gibbs, Andy Billingham, John Davies, Greg Stafford, Steve Hodder, Keith Buffrey, Neil Buffrey and Dave Bufton.

This involvement by the safety representatives was a key contribution to the success of the project. The team checked equipment, tools and processes to meet identified personal protective equipment requirements. The current provisions were then analysed by the Laboratory Service Contractors (Neil and Keith Buffrey), and a set of corrective actions was identified, then implemented.

"This work provided our workforce with improved protection, for example, by checking that where used, face masks fitted properly," said FBC manager Chris Clarke, and heightened awareness across the entire FBC team.

"All in all, it was an excellent learning experience. It enabled our safety training to be improved, so that we could overcome previously unidentified weaknesses in the safety system and subsequently achieve higher levels of safety."

## Last edition of Mitch

From January 2006 Mitch will cease regular publication, although when we have suitable news it may appear from time to time.

Our thanks go to all who helped us meet our often very tight schedules, including especially Mark Barnard and Sally Meek. Thanks also go to those who have frequently helped with providing and checking information, including Dave Bufton, Brian Fowler, Chris Clarke and John Evans.

Our good wishes go to all at Xerox Mitcheldean for a Merry Christmas and a very Happy New Year.

Mitch editorial team

## LSA draw prize winners

Prize winners in the Quarter 4 Long Service Association Draw were:

Colin Morgan	£50	(No. 32)
Gerald Morgan	£25	(No. 86)
Cindy Gazzard	£25	(No. 88)
Mark Barnard	£25	(No. 43)
Richard Pudge	£25	(No. 34)

Winners in the Christmas draw were:

Rob Duggan	Mike Jackson
Heather Hudson	Richard Pudge
Chris Barnard	Gordon Grey
Jill Bennett	Paul Weaver
Tony Brown	Ashley Meek
Lionel Smith	Chris Rawlings
Richard Beaton	Ruth Holder
Tony Pickthall	Harry Skillin

## DIARY

Wednesday 21st December	Winter Solstice
Sunday 25th December	Christmas Day
Monday 26th December	Boxing Day
Sunday 1st January 2006	New Year's Day

We wish you a Merry Christmas and a Happy New Year