

NEWS

HAIL AND FAREWELL!

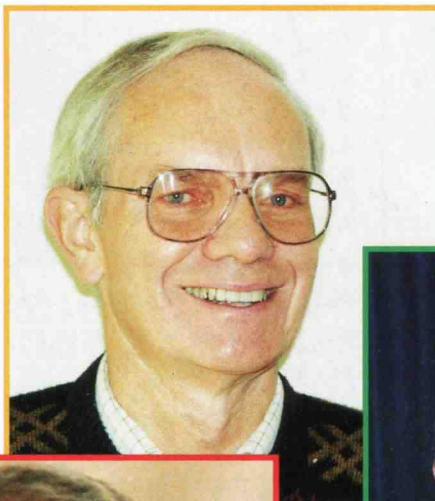
It's a time of change in the Pensioners' Association as we say goodbye to some of the stalwarts who guided us through the early years and welcome the volunteers who are now taking over the reins. We have a new team of Regional Co-ordinators (see below) as well as several new Visitors (see page 2).

In last December's issue of the Newsletter, we introduced **Paul Johnson**, taking over as Eastern Region Co-ordinator from **Ron King**. Ron was retiring after 14 years with RXPA and more than 50 years with the Company.

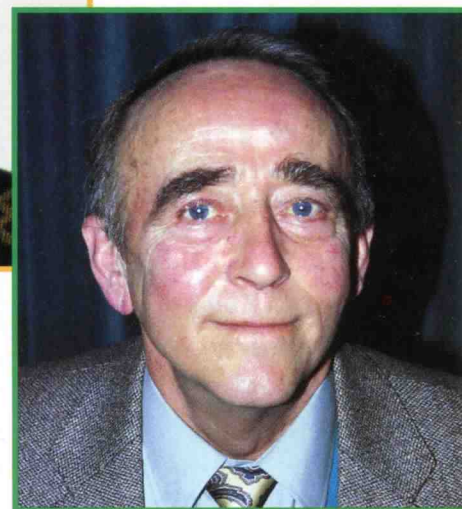
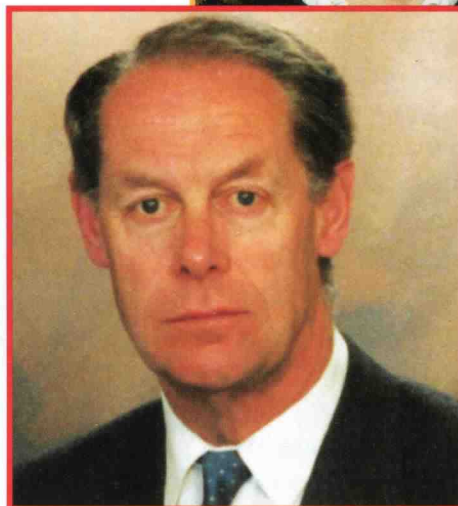
Now we are pleased to welcome **Jeff McCoy** and **John Smith** as, respectively, our new Western and Central Regional Co-ordinators:

Jeff joined Rank Xerox at Mitcheldean in 1962, after regular service in the RAF and five years with the Gloster Aircraft Company. He held various technical administration jobs in the Design Office before moving to the Production Engineering Department in 1969 as a Standards Engineer, a job he held until taking early retirement in 1983. Jeff was well known at all levels as a trade union representative and member of the Health & Safety and Pensions Consultative Committees.

John spent 21 years with Rank Xerox and was involved in a number of different areas of the Company's business. Having joined as Senior Purchasing Officer at Denham in 1964, he



*Above left: Paul Johnson
Centre right: Jeff McCoy
Below left: John Smith*



transferred to Welwyn as Materials Control Manager, then moved on to Euston Road as Manager, Procurement Operations and ended his career as Managing Director of Xerox Trading Enterprises, a Xerox Corporation subsidiary involved in trade

with Brazil.

Jeff takes over from Stan Wheeler and John from John Wellemin; we say goodbye to them over the page...

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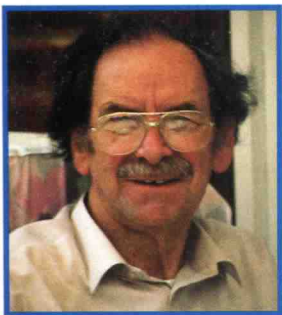


COMINGS & GOINGS

GOODBYE & THANKS

... to **Stan Wheeler** and **John Wellemin**. We are very sorry to have to say goodbye to Stan and John who have given such excellent service to the Association over the years; we are most grateful for all their hard work.

Stan Wheeler



Having been a Visitor since he retired in 1979, Stan took over as Western Region Co-ordinator from **Jim Evans** in 1986.

Stan joined British Acoustic Films in 1947, directly after leaving the Royal Signals, and became involved in the production of audio equipment and the provision of technical assistance to the then thriving British film industry. The work also involved fitting out the vast cinema chains owned by J. Arthur Rank.

Moving from Shepherd's Bush to Mitcheldean in 1957, Stan was responsible for a number of different areas over the years, including Electronic and Optics Laboratories, Office Services, Model Shop, Drawing Office and Product Safety. Management of the Electronics Laboratory gave him responsibility for designing and anglicising Xerox electrics for the Rank Xerox product versions.

Stan has enjoyed his time as Regional Co-ordinator very much but feels that now is a good time to hand over to **Jeff McCoy**, who will have support from **Alan Cryer** as Deputy Co-ordinator.

John Wellemin

John joined Rank Xerox back in 1959 when it was just a small loss-making subsidiary of the Rank Organisation.



Working in the Export Department, he had the opportunity to meet most of the Company's distributors abroad – there were no subsidiaries in those days. In fact it was all very different then. As John says, *"No-one knew Rank Xerox, it was difficult to get to see potential customers and resources were very limited. My training consisted of learning about Xerography from books and going out with a salesman and an engineer for the day."*

Things changed with the arrival of the 914! John was one-half of a team entrusted to take the first two US-manufactured machines to various exhibitions in Europe, where they caused a sensation. Technical, commercial and financial success followed for the Company and John was promoted to Deputy Export Manager, helping to set up the first European subsidiaries. He spent a year as General Manager of the German company before returning to headquarters in the United Kingdom to co-ordinate the field service organisation and, later, technical service. After three years at Corporate HQ in Stamford, he took early retirement and set up his own consultancy specialising in customer service, customer care and total quality.

John also found time to take on the job of RXPA Central Region Co-ordinator because, as he says, *"It was great working for Rank Xerox and it was a pleasure to be permitted to put something back by contributing my little bit to RXPA."*

RXPA Secretary, **Barbara Keech**, writes *"I personally will miss Stan's and John's input to the Association but I am sure that their keen interest in our affairs and close affinity with the pensioners will keep them involved; I know that their successors will receive every support from them."*

NEW FACES

Although it is always sad to say goodbye to old friends, we are lucky at RXPA in seeming always to have willing new volunteers to come on board. We are very pleased to welcome the following new Visitors:

Sheila Webb



Sheila joins the Northern Region team in Leeds, the area where she spent her 25-year career with Rank Xerox. She started with the Company in 1964 as a Customer Relations Officer travelling the

North of England and pursued a career in customer care and customer training in Leeds and at Bridge House. In 1989, she took early retirement from her position as National Manager, Customer Training.

Sheila is active in her local community as Chairman of the local Neighbourhood Watch Association and as a member of a number of other committees. She is a keen Leeds rugby league team supporter

COMINGS & GOINGS



and enjoys fashion, cooking, walking, travelling and meeting her many good friends.

Paul Pilbrow

Paul has sent the following resumé of his career with Rank Xerox:

*"I started in the North in August 1971 when I was invited by **Ravi Pal**, Liverpool Branch Manager, to leave BAC and join the Branch – initially a team of Systems Consultants ensuring that all photocopier sales were 'cemented in' against attack from competition. In 1974, I was invited to join **Paul Donegan** working within MSSD under the leadership of **Martin Trayler**. This was an exciting period as I was involved in monitoring the performance of the UK Company in order to provide **Nick Nicholson** with his daily POW sheet data.*

*"When MSSD ceased to exist in 1976, I was fortunate to be able to join forces with Facilities Department as Establishments Manager working under **Brian Bickle**. I assisted **Ian Yule** with the run-down of the Denham site; sadly all of Korda's famous sound stages have now disappeared in the name of progress. From 1980 to 1988, I was involved in acquiring and installing a stand-alone computer for the Pensions Department. During this period, I*



also had the privilege of being a prime mover in establishing the Texas Instrument UK User Group and chairing it from its inception until I left Rank Xerox in 1988."

Paul lives in Bristol and joins the Western Region team.

Graham Brown

Graham spent 29 years in the Rank Xerox service force, joining the Company in 1965 as a walking engineer in the city of Cardiff. In due course, he became

Section Leader and then Technical Specialist and was involved in the development and field trials of the 10 series mid-volume copiers. He was Team Leader for the five years before he left the service force and eventually retired from the Company at the end of last year.

Graham still lives in Cardiff and also joins the Western Region team.



Les Day

Another new member of the Western Region team, Les spent 22 years with the Company at Mitcheldean. Joining as a machinist in 1961, he subsequently moved into Supply Planning, Despatch and

Goods Inward. He became Stores Administration & Consumables Manager before retiring in 1983.

Les lives in Nine Wells, near Cinderford in Gloucestershire.

John Breen



A new addition to the Eastern Region team, John joined Rank Xerox at Welwyn in 1974 as an engineer in RXDL, where he was involved in the major project

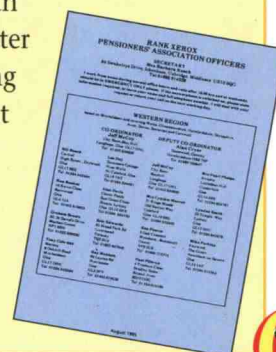
of that time, the SAM liquid ink copier. He then moved on to the Mitcheldean Engineering Division to manage the Program Planning Group and later the Planning and Control Department.

As a result of the 1983 re-structuring, John returned to Welwyn and was associated with the Hannibal Program from concept through to second manufacturing site start-up in Webster. The Thames Project followed and occupied him until he took early retirement in 1989.

After a spell at British Aerospace, John is now self-employed running a vintage car hire wedding service using the 1933 Lagonda car which some readers may remember him restoring over the years.

NEW VISITORS SHEET

A revised list of Visitors is enclosed with this Newsletter incorporating all the recent changes.



WHAT'S BEEN

THE LONDON OF DICKENS & SHAKESPEARE

On 24th April, 55 RXPA members and guests set off from Blackfriars Bridge to follow in the footsteps of Dickens and Shakespeare. Our walk led us into a forgotten part of London and took us through alleys and riverside lanes and past medieval ruins.

We saw the site of the original Globe theatre and watched thatchers at work on the roof of the newly constructed replica. We visited Southwark's fine Gothic cathedral, with its lovely secluded garden; inside we saw a marble statue of Shakespeare which was bedecked with red roses in commemoration of the playwright's birth and death, both occurring, coincidentally, on the same date.

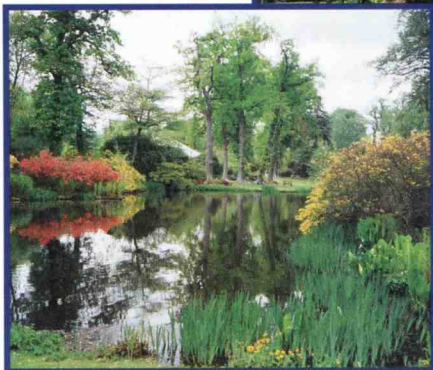
We went on to the Guildhall and to the site of the old Clink Street prison, before ending up at the ancient George Inn in Borough High Street, where guests were once entertained in the courtyard by performances of Shakespeare's plays and where we enjoyed a good ploughman's lunch!

DENBIES WINE ESTATE AND SAVILL GARDENS

The 78 members and guests who arrived at Denbies Wine Estate in Dorking on the morning of 9th May were greeted by guides who began our introduction to wine with a visit to two educational theatres.



Top: The George Inn, Borough High Street



Left: Colourful display at Savill Gardens

Below: Traditional crafts at St. Fagan's

There we learned the art of wine-making through the seasons and saw a 3-D time-lapse film showing the growth of the vine from bud-burst to picking.

As the "people mover" train was, unfortunately, out of action on the day of our visit, we opted instead for a leisurely stroll through the estate. We had the opportunity to taste the product at its best and, of course, to purchase bottles to take home. We were then in good spirits for the excellent hot lunch which was served to us in an enormous glass conservatory.

In the afternoon, we went on to visit Savill Gardens in Windsor Great Park, where we enjoyed a very pleasant walk amongst the delightful azaleas and rhododendrons. We had afternoon tea in the attractive tea-room before sampling the garden shop, an opportunity which some of us just can't resist!

ST. FAGAN'S FOLK MUSEUM

Freda Winter writes:

"Monday 5th June saw 98 members and their guests arrive at St. Fagan's Folk Museum near Cardiff. After an excellent lunch, we were able to explore some of the beautiful 100 acres of wooded parkland in the Vale of Glamorgan and the indoor and outdoor exhibits. Over 30 original buildings from all over Wales have been moved and carefully re-erected. The largest and most beautiful of these

is St. Fagan's Castle, which contains a traditional kitchen with spit-roasting and smoking racks and beautifully preserved and furnished family rooms. The surrounding gardens were magnificent and

the gardeners had stocked the flower-beds from greenhouses bulging at the seams!

"In the main building, historical costumes and tools were on show and other buildings gave a splendid account of the past living history of Wales, its people and their occupations. We saw weaving looms, craftsmen spinning and fishermen with old-fashioned coracles. We had a lovely day and could happily have spent even longer looking at everything there was to see."



TURN TO PAGE 11 FOR NEWS OF
EVENTS PLANNED FOR
THE AUTUMN

..... HAPPENING?



SPLENDID STRESA ON MAGNIFICENT MAGGIORE

Our thanks to **Ken Kingham** for providing this report on our recent RXPA holiday in Italy.



"Judging by the general bonhomie of everyone during the homeward coach journey, the recent RXPA holiday at the Italian Lakes was a huge success. Ideal weather at the lovely resort of Stresa added the perfect touch to a relaxing and well-structured holiday programme enjoyed by 44 members and their partners and friends.

"On the way to Lake Maggiore in northern Italy, we had two comfortable overnight stops in Germany at very good hotels in Aachen and Freiburg. Then on through classic scenery in Switzerland to Locarno from where we traced the meandering western edge of the lake until we reached our base for the next six days, the Hotel La Palma in the holiday resort of Stresa."

Out and about

"We enjoyed a number of excursions during the week. One was a boat ride to the three Borromean islands which lie close to Stresa. Here we strolled in glorious sunshine through wonderful gardens, lunched by the lakeside and toured enchanting villas and palaces. The adjacent lake of Orta had been the venue for

an earlier tour. Visits to the botanical gardens of the Villa Tarranto in Verbania and the sleepy lakeside village of Feriolo occupied most of another day. These gardens contain more than 20,000 plant specimens and stretch across a 40-acre site near the lake. Their creation by a Scotsman, Captain Neil McEacharn, began in 1931; they reverted to the public domain after his death in 1964. One evening saw us at a wine-tasting in Stresa – causing some people to return home with extra baggage!"

Breathtaking views

"Just over half the party joined a trip into Switzerland, which included taking a local train to enjoy breathtaking views of the Matterhorn. On our last day in Stresa, nothing was planned but there were plenty of activities to choose from: a cable-car run to the summit of Mottarone, the local

mountain, re-visiting local islands, a pleasure cruise on the lake, popping into town for a coffee or ice, or just lazing in the sun or strolling along the lakeside promenade. By now, everyone knew everyone else so it was natural and easy to intermingle and re-confirm that Rank Xerox employs such nice friendly folk."

Take the plunge!

"For Mollie and myself, this was our first package holiday by coach; that could be why Barbara Keech asked me, a new boy, to draft this write-up. If this trip was typical, then I can certainly recommend that others should take the plunge!

All the hotels were of a high standard and meals were excellent. There was minimum handling of luggage, watering-holes were conveniently spaced, the coach was comfortable



Making waves in Lake Orta!

and quiet and the passengers were friendly. Our owner-driver, Stuart Buchanan, was considerate and understanding and a very competent handler of his vehicle to boot – thank you, Stuart, for a job so well done. Also thanks to Henk Schrijver, our amiable tour guide – himself an RXPA member – for the light-hearted humour which enlivened the journeys. Lastly, a very big thank-you to Barbara, our live-wire Secretary."

Welwyn Buffet Dance

Unfortunately this event had to be cancelled due to lack of support. This is the first time we have had to cancel an event of this kind and we would welcome any input on events which members most enjoy. Any comments, please, to RXPA Secretary, **Barbara Keech**.



AROUND THE COMPANY



Michael Heseltine opens Technical Centre

On 21st April, **Michael Heseltine**, in his capacity then as President of the Board of Trade, opened the new Technical Centre at Welwyn. A hot-air balloon bearing the Company's new "Digital X" logo marked the site and Scottish pipers welcomed the 500 or more guests, who included Xerox Chairman **Paul Allaire**. All Welwyn employees were able to view the ceremony on the Centre's TV distribution system.

After seeing some of the latest developments being pioneered at Welwyn, Mr. Heseltine gave an enthusiastic welcome to the new Centre, saying: *"It gives me great pleasure to see the high value-added, hi-tech nature of this headquarters that is established here for global operations."*

Managing Director **Bernard Fournier** told the guests that the £37 million investment in the Centre reflected the Company's belief in the potential of the European document market and the level of commitment it was prepared to make to maintain its leadership.

The official opening was the focus of a two-day customer event which highlighted Rank Xerox's shift in emphasis from manufacturing products to providing innovative professional services for customers needing more responsive document solutions.

GOODBYE TO AN OLD FRIEND

A technological revolution is sweeping through Xerox Corporation, from the very top down, with the introduction of industry-standard personal computers across the Company.

And that means employees saying goodbye to a tried and trusted friend: their 6085 GlobalView.

"Although it has proved a very good enterprise-wide office automation system, that technology is coming to the end of its useful life", says **Tony Scott**, who is co-ordinating the changeover at Mitcheldean. Great emphasis is being

placed on ensuring that people are properly trained before getting a PC.

During the transition phase, people will be working with a mixed environment and various products will be available to facilitate the switch from the old to the new system.



Getting acquainted with the new PCs

DAUGHTERS AT WORK

There were some new faces at the Welwyn Technical Centre recently when 62 daughters of employees there joined their parents at work on national "Take Our Daughters to Work Day", designed to give teenage girls the opportunity to explore career opportunities.

The girls spent their day watching demonstrations, which included LiveBoard, the Open Learning Centre, the Noise Lab and the Video Studio as well as "work-shadowing" their parents, seeing exactly what they do and why.

Presenting certificates to the girls who took part, **Guy Rabbat**, Technical Centre Director, said: *"Today you have seen the future of business and technology and we have seen the future in you."*

BUOYANT 1ST QUARTER

Xerox Corporation turned in good results for the first quarter of the year, with income from its core document-processing up 43% on a year earlier. Production publishing and office colour products continued to show excellent growth while black-and-white copiers also did well in the improving economic climate in Europe and Brazil.

Encouragingly, there was also an improvement in the ratio of expenses to revenue, reflecting the continuing emphasis on productivity and expense controls.

As far as Rank Xerox's impact on the overall results is concerned, **Bill Goode**, the Company's Director, Finance said: *"Rank Xerox contributed to these excellent results with double-digit revenue and profit growth."*

AROUND THE COMPANY



DIGITAL LIBRARY OF TOMORROW?

In a unique joint venture, the Rank Xerox Research Centre (RXRC), located in Grenoble, has joined forces with four of that city's academic institutions to provide public access, via the Internet, to more than 3,000 documents in some of the world's most important libraries of applied mathematics and computing.

At the heart of the so-called Callimaque project is Xerox Documents on Demand (XDOD), a client-based server application. XDOD comprises PC-based workstations linked by a network to servers and peripheral devices, which permit document scanning, storing, indexing, retrieving and high-quality print on demand. For the project, RXRC had developed a World Wide Web interface to XDOD, making the digital documents available to the 30 million or more users of the Internet.

Commenting on the new venture, **Monica Beltramenti**, RXRC's Director of Business Relations, says: *"By bringing together the document management services of XDOD, an Internet gateway and, most importantly, automatic translation services, we have built a system which could form the model for digital libraries of the future."*

Irina Masslenikova, Rank Xerox's Environment Specialist, wants to increase every employee's environmental awareness through initiatives such as the recent annual Earth Day

NO MORE BROKEN SPINES!

Xerox Corporation has launched a new coin- or card-operated copier, for use in libraries and other public settings, which won't break book spines or bindings. The Xerox Bookmark35 Copy Station is designed so that the edge of its copying surface slopes at a 35-degree angle to match the natural contour of an open book – so it's no longer necessary to press the book flat in

order to get a good copy.

"In an era of tightening budgets, library managers need to put their resources into buying books, not repairing them", says **Ursula Burns**, Vice-President and General Manager, Work Group Copier Business. *"Bookmark35 is designed to preserve books by eliminating stress to their bindings."*

GREEN UPDATE

Rank Xerox continues to push ahead on the environmental front, as the following round-up of recent events and initiatives shows:

- Preparation of the first Rank Xerox Environmental Survey is under way and will provide a basis for environmental awareness campaigns throughout the Company.
- The Company's latest annual Earth Day Campaign heralded a number of new environmental schemes.
- The environmental achievements of teams from Mitcheldean, Modi Xerox, Venray and Rank Xerox Sweden were recognised in this year's Earth Awards.



- Rank Xerox made a number of presentations at the recent ECOTOP 95 Exhibition in Brussels and had a stand featuring the Rank Xerox product life-cycle.
- The Company's Environmental Affairs Unit is planning to issue an Environment Directory which will provide all employees with contact names for referring enquiries from customers about the environmental features of products and processes.



FOCUS ON PEOPLE

HOTEL BY THE SEA

When **Jeff Millen** was offered redundancy back in the summer of 1989, he responded positively, seeing it as an opportunity to take on a new challenge. Now Jeff, his

wife, **Suzanne**, and his two sons are enjoying life as the proud owners of the Tor Dean Hotel in Torquay.

The Millen family were frequent visitors to Devon during the years from 1975 to 1989 when Jeff was working at Welwyn as a Senior Development Engineer on paper path mechanisms in copiers and ancillary equipment. So this is where they turned their attention when rationalisation led

to staff cutbacks in the Engineering Group.

Selling their home in Letchworth and finding the right accommodation and grounds (both Jeff and Suzanne love gardening!) in Devon took two years and they arrived in time for the 1991 summer season. The 12-bedroom hotel is run, maintained and decorated entirely by the Millens and they have spent a lot of time, effort and expense improving the building and grounds.

Any member interested in staying at Tor Dean can contact Jeff and Suzanne at 27 Bampfylde Road, Torquay, Devon; telephone: 01803 294669.



SURPRISE, SURPRISE!



Bob downs a pint with old friends at his surprise party.

There was a salty tang in the air as some 30 Rank Xerox Engineers past and present, with their wives, met at "The Mermaid" in Port Solent on 17th May for a surprise 60th birthday party in honour of **Bob Hallett**. Bob left Rank Xerox in 1982 and opened a business in Gibraltar selling Rank Xerox

products. For his birthday, his wife, **Elizabeth**, had paid his fare home for a week's sailing holiday on a boat which Bob owns jointly with a number of other Rank Xerox personnel.

The group had been sailing round the Isle of Wight and there were a few palpitations among those "in the know" when the weather forced them into Hamble, some 15 nautical miles away from the party venue! Luckily, the weather brightened and celebratory pints were finally quaffed at around 7.30 p.m.

There were many old faces in the gathering: ex-Branch Manager, **Peter Coxhead**; Managers, **David Griffin**, **Dave Bignall** and **Dennis Jefferson**; among the Engineers, **David Hiscock**, **Brian Pirrie**, **Andy Dean** and **Geoff Paler**; **Jack West** from Works Control; and representing Stores,

John Marshall. As usual in this sort of company, there was much swapping of anecdotes and reminiscences and the party was finally thrown out at about 11.30 p.m.!

Congratulations

... to **Jim Taylor**, who worked as a Stock Checker at Mitcheldean, and his wife **Rosina**, who celebrated their Golden Wedding anniversary on June 9th.





COMPANY HELPS LOCAL COMMUNITY



In the April 1993 issue of the Newsletter, we wrote about **Ron Greenland's** voluntary work with the elderly and disabled for Hillingdon Community Transport (HCT). So it is especially pleasing to be able to report that in March Rank Xerox (UK)'s Managing Director, **Vern Zelmer**, presented HCT with a cheque for £5,000 to go towards the purchase of another mini-bus which will provide affordable transport for Hillingdon-based voluntary groups. All the mini-buses are accessible by wheelchair passengers and are driven by volunteer drivers like Ron.

The new mini-bus, a Renault Master capable of carrying 10 able-bodied or a mix of up to four wheelchair and four able-bodied passengers, brings HCT's fleet to six. They cover a yearly distance in excess of 61,000 miles and carry more than 18,000 passengers, of which over 1,200 are wheelchair-bound.

HCT is always looking for more volunteer drivers and anyone who has a little or a lot of time to give would be most welcome. If you are interested, please contact RXPA Secretary, **Barbara Keech**, who will put you in touch.

Remember when?

In response to our request for more photos of past Company events, we have received this one from **John Sargood** which shows the darts team from Denham in the early 1970's. The



team took most of the major honours in the Uxbridge & District Business House Darts League during the season in question and their skipper, **Eric Louth**, is shown holding the coveted championship shield. **John** is on the far right and **Tom Cody** is second from the left. Does anyone recognise the other three team members?



Jim Gribble, ex-UK Company and IHQ, has unearthed another photo, this one showing the delegates at a Branch Manager Training Development Course held sometime in the mid-1970's at the Holiday Inn, Heathrow. Jim is in the middle of the group, next to a youthful **Hamish Orr-Ewing**, who opened the course.

Thanks, John and Jim, for your contributions. Any others gratefully received!

GUESS WHO?

Freda Winter, dressed for a dull and rainy day, looked in the mirror and realised that she bore more than a passing resemblance to a famous bear in wellingtons! When her escort to the local Day Centre arrived, she opened the door and declared "I am Paddington Bear and have just come from Peru"! By chance, her companion had a camera with him and was able to record the moment.



YOU WRITE...



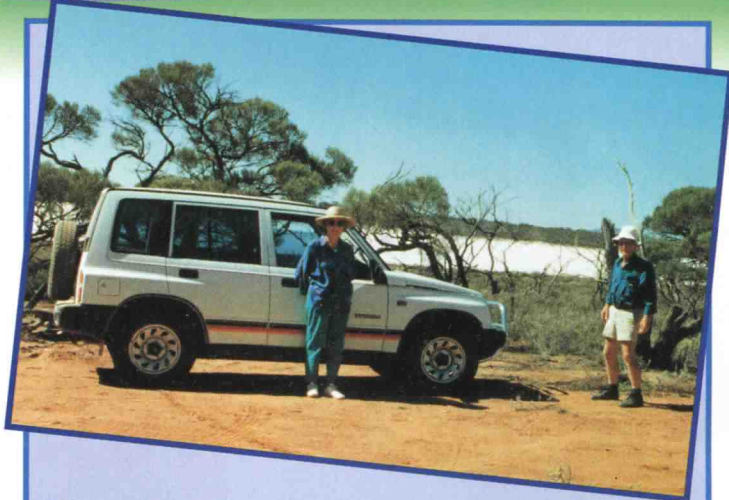
Bill Heath, who worked as a Service Engineer in the North West Region before retiring last year, has sent us the following account of a birthday treat which he and his wife, **Doreen**, organised for their grandchildren, **Amy** (9) and **Joshua** (7) at Euro Disney near Paris:

"We bought our entry passports, taking advantage of the RXPA discount, and were in through the barrier. The atmosphere was electric and the children's eyes were out on stalks, a condition that would last for most of the visit. We started in Adventureland where we headed for the Pirates of the Caribbean. Terrific, no queue, pity it won't last. Into the cave and through the tunnels, past the cells with the skeletons and into the boat loading area. Off we go into the flooded caves, past a ship battle and through a sacked village, then we are winched up to another level and whoosh down a water splash. The children are clinging, both frightened and delighted. The day continued in a blur with Joshua, normally impossible to fill, complaining about having to stop to eat lunch!"

"The following day was a repeat of the first with time to explore the Lands missed on day one and, of course, to re-visit favourite rides. The children seemed untiring, Doreen and I felt exhausted. Thank goodness we had only planned two days!"

"The next morning we were off again on the journey home, making a detour to stock up at the Boulogne hypermarché (still the best!), a roaring success with the children as they could have their own kiddie trolley to push round and collect presents for their parents."

"When we finally relinquished our charges, they were still excitedly recounting their tales. Verdict? A great success, with not only Disney but also the hotel, restaurant and hypermarché all figuring prominently on their hit list. Would we do it again? Hey! we're not as young as we used to be, couldn't stand the pace. Seriously though, the most enjoyable few days in a while!"



We were very pleased to receive a long letter from **Ron Watkins**, who worked at Mitcheldean for 10 years as a Systems Co-ordinator, and who now lives in Munster in Western Australia, describing a recent half-way-round-the-country tour of nearly 7,000 miles in a 4-wheel drive Suzuki estate. Here is an extract from his letter:

"We headed east from Perth towards South Australia, crossing the Nullarbor plain, which only a week earlier had experienced unexpected rain and flooding in some areas. The result was a green and grassy vista in place of the usual more arid scenery."

"We turned north through Coober Pedy, the opal centre, and visited and climbed Ayres Rock (albeit slowly!). From there, we spent a few days in Alice Springs, where again rain had spruced things up."

"We visited the scenic gorges of the Macdonnell ranges before pushing north into the tropics of the Northern Territories and eventually reaching Darwin."

"From there we went on to visit the spectacular waterfalls in Litchfield Park, then headed west towards the Western Australian border. There we were stopped by the Victoria river, which was a raging flood, and so we were forced to pull up and camp with fellow tourists and lorry drivers."

"From the border we had a look at Lake Argyle before pushing for home, breaking our 1,800 mile-or-so journey a couple of times on the way."

"I do like your News magazine, it helps me to keep in touch and makes for super reading."
Denis Morley

"I should like to say how much I like the Newsletter. I find it most interesting and look forward to its arrival."
Daphne Beattie

"I have been very impressed with RXPA News – after 28 years with Rank Xerox, I like to know what's happening."
Mike Gerrish

AUTUMN EVENTS



Application Forms for all the events listed are enclosed with your Newsletter but you do not need to complete a new form if you have already applied.

Golf Day

Wednesday 27th September

A reminder that this year's Golf Day will be held at Chipping Norton Golf Club. Tee-off will be at 1 p.m., play will finish at around 5.30 and we shall sit down to dinner at about 6.30.

Players with an established handicap will be welcome and should contact RXPA Secretary, **Barbara Keech**, if interested.

Visit to York

Sunday 8th/Monday 9th October

Our visit to the beautiful city of York will include bed & breakfast on the Sunday night for those who require it, at a cost of £29 per head in a double/twin room or £37 in a single.

The itinerary will include Sunday lunch, a free afternoon in York, a floodlit evening supper cruise, and either a guided tour or free time on Monday morning. York has many places of interest, including the Minster, the Railway Museum, the Castle Museum and the Shambles. Walking tours of the city and walls

are available. We shall depart immediately after lunch on Monday and be home by around 7 p.m. This is our first venture with an overnight stay and we hope that many members will want to join us.

Bruges break

Thursday 12th October – Sunday 15th October

The main pick-up points for this trip will be Uxbridge, Welwyn and Mitcheldean. We shall be crossing by Dover-Calais ferry and shall arrive at the Hotel Ibis in Ghent in the late afternoon on Thursday 12th October. We shall spend a full day on Friday in Brussels and another full day on Saturday in Bruges. On our last day, Sunday 15th October, we shall have the morning in Ostend before catching the ferry back to Dover.

October break in Windermere

From Monday 23rd October

Following this year's successful New Year dinner at the Windermere Hydro Hotel, we are pleased to offer a break at the same venue in October; you can choose either a three- or four-night stay. The hotel overlooks the lake in Bowness-on-Windermere and is within easy distance of many Lake District attractions. All rooms have private facilities, colour TV, radio and tea and coffee-making facilities. Family rooms are available on request. The cost of the break will be £28.50 per head per night, inclusive of VAT, for dinner, room and breakfast. Children will be charged at £9 per day.

Christmas already?

We are planning our usual full programme of festivities for Christmas and the New Year. Special events will be taking place at Uxbridge, Wokefield Park, Mitcheldean, Welwyn, Ferndown and at a north-eastern venue yet to be decided. If you attended one of these events last year or have been to one of our recent At Homes, you will automatically receive an invitation. Other interested members should get in touch with RXPA Secretary, **Barbara Keech**.

Westminster and Churchill's Cabinet War Rooms

Wednesday 1st November

This walking tour, particularly appropriate for 1995, remembers the Blitz and the flying bomb offensives of the second World War.

Wimbledon Tennis Museum

Thursday 9th November

We are planning an Autumn day out at the Wimbledon Tennis Museum, which deals with the full history of lawn tennis from its origins in real tennis to the most recent championships. From Wimbledon, we shall proceed to Syon Park where we shall have lunch and spend the rest of the afternoon.

AT HOMES

... will be held at **Mitcheldean** on Wednesdays 6th, 13th and 27th September, at **Welwyn Garden City** on Thursday 5th October and at **Cooper House in Manchester** on Thursday 19th October.

Don't forget that the invitation is still open to our At Home at **Wokefield Park** on Thursday 24th August.

FOR DETAILS OF OUR 1996 HOLIDAY IN HOLLAND, PLEASE TURN TO THE BACK PAGE

HOW THINGS ARE CHANGING...

... IN CUSTOMER SERVICE

*We thought members, especially those who used to work in the service area, might be interested to know about the changes taking place in that neck of the woods. Our thanks to **Ken Ford**, one of our Member Trustee Directors and also Programmes Manager in the West London CBU, for this report on how new technology is helping the Company to service its customers more efficiently.*

An examination of every step in the service call-handling process was recently carried out and areas of delay, re-work or non-value-added activity were identified. From this, it was evident that the process – which had remained virtually unchanged for over 20 years – and the technology used to support it both required a radical update.

Recognising that, in the old system, problems were caused by the various process steps being “owned” by different departments, it was decided that the best means of improvement would be to allow the same people who operated the process to also “own” it from beginning to end. This would be the teams of Service Engineers who provide national support for all Rank Xerox products, since these were the people who played the biggest part in resolving the customer’s problem once the service request had been logged.

Using a technique known as “process engineering”, key customer requirements were translated into process steps and given the acronym ECCHO – Engineer Customer Call Handling Operation.

How ECCHO works

When a customer phones in a service request to the central Customer Response Centre, the call details are logged on to the Field Work Support System, a national computer database which holds comprehensive details of every Rank Xerox customer’s machine.

Each team of 10-12 Service Engineers has a “Diagnostician”, who is office-based and who operates a Graphic User Interface. This is a PC which has diagnostic software, access to spare parts information and details of all the current service calls for the team.

The Diagnostician’s job is to ring every customer within one hour of the service request being placed to offer telephone assistance using the diagnostic software. If the problem requires a visit from an Engineer, he agrees the priority of the call with the customer and provides an expected time of arrival for the Engineer. Having access to the spare parts database, he then determines the best person to send to a particular call; using available parts reduces the need to order more. The

calls are then assigned to the appropriate Engineer within the team.

Keeping in touch

In the old days, much time was wasted by the Engineer trying to phone through details when he had finished a call and asking for information about his next call. This problem has now been resolved by providing each Engineer with a portable data communication device which allows him to see details of all his calls and also to input information at any time, day or night, about the calls he has completed.

ECCHO was piloted in Birmingham in 1994 and is currently rolling out across the whole of the United Kingdom. Benefits are already being felt by customers whose service requirements are being met more efficiently. There are advantages too for the Company in improved productivity through increased telephone assistance, better Engineer call planning, and less time lost on the telephone.

MEMBERSHIP FILE ~ IN MEMORIAM

We record the deaths of the following members whose last place of work is shown and offer our sincere sympathies to their families:

MITCHELDEAN

Grace Beard
Norman Collins
Jim Constance
Leslie Freeman
Bob Gladwin
John Goulding-
Roberts
William Hodges

Jean Holder

Frank James

Aubrey Kear

Brenda Lewis

Ronald Lewis

Fred Miller

William Pearce

Ted Pelham

Christopher Phelps

George Poole

Wilfred Skinner

Jeff Sleeman

Leonard Webb

UXBRIDGE

Lanasa Bennett

Mike Leahy

Peter Rebbetts

Walter Sharp

Donald Watts

WGC

Richard Marlow

Peter Page

Jeff Sleeman

We are sad to report that, following his admission to hospital in Belgium on the last evening of our Stresa holiday, **Jeff Sleeman** died peacefully on 30th May. We extend our heartfelt condolences to his widow, **Marjorie**.



THERE'S A THIEF ABOUT!

In the second of this occasional series, Tony Batters provides some further valuable tips on home security. Tony retired as a Police Crime Prevention Officer in 1992 when he joined Rank Xerox (UK) as Security Co-ordinator; he is also Chairman of Hillingdon Crime Prevention Panel's Personal Safety Group and a Manager of Uxbridge & District Victim Support.

In my previous article, I concentrated on how burglars choose their targets. You may remember the two most decisive factors: *"Is there anybody around?"* and *"Can I break in unseen?"*. I discussed the tell-tale signs of your home being unoccupied and the vulnerable areas, such as side entrances, which cry out welcome to the thief. We can all reduce the risk considerably by taking some elementary precautions.

As a Police Crime Prevention Officer, I once received a phone call from an irate man who complained that my advice about putting up trellis work to stop intruders climbing in to his back garden had failed. On inspection, I found that the DIY enthusiast had erected a trellis frame strong enough to bear the weight of a high-volume copier. Keep it flimsy, eh?

Lock up!

If you have a wooden front door, make sure that a good mortice deadlock is fitted. The old-fashioned latch gives you very little security and, what's more, the lack of a mortice keyhole will tell the passing burglar that your home is probably insecure all round.

A friend from my Victim Support Scheme visited an elderly gent who had been burgled whilst out shopping. As is often the case, the burglar had broken a window in the door and just released the latch. *"Why didn't you lock the mortice?"*, my friend asked. *"Oh, it's broken"*, said the victim, *"I've been meaning to repair it, it got broken in an air raid"*. I intend to quote

this story whenever my wife rebukes me for neglecting some household chore! Don't you leave it that long though.

Another advantage of mortice locks, which need a key to open them, is that they may make it difficult for a thief to carry out your belongings. If a burglar has to climb in through your window, make him leave by the same route, with pockets full maybe *but arms empty*. Don't leave your keys for him though! By the way, the practice of locking internal doors is not recommended as I have seen many cases of them being irreparably damaged.

Fear of fire?

I wonder if you share my fear of fire? Many people use that as a reason for not having security. But bear in mind that nine out of 10 burglaries are committed when no-one is at home. Doors should be deadlocked *only when you go out*. The risk of injury from fire occurs while you are there and, provided that your front and back doors are bolted at night, you will still keep out intruders while allowing yourself to escape quickly in the event of a fire.

Additional locks for windows, especially on the ground floor, are an absolute must and please remember that the size of a burglar is 10 inches square. Upstairs windows are a risk only if accessible by your own or a neighbour's ladder or from a flat roof, metal drainpipe or fence. The types of double-glazing regarded as secure are quite expensive and you should consider supplementing the standard quality with a proper alarm system.

Look after the elderly

Now a word to the wise. Each of us knows an elderly person who is all too trusting and glad to welcome strangers into his or her home. Do encourage them to put on the chain whenever answering the door. Fraudsters abound – of all ages and both sexes – often posing as officials or trying to sell dubious or exorbitant services. We should never admit strangers without an appointment and the elderly should insist on identification and on a friend being present.

I like the idea of keeping a note of your gas and electricity account numbers behind the door, to be quoted by meter readers when they call. Alternatively, one can agree a code word in advance. One magnificent old lady I met enforced her own code system. *"Young man"*, she bellowed at me, *"before anyone gets in here, they know they've got to sing Oklahoma!"*



PENSION PAYDATES

Your pension will be paid into your bank account on the following dates:

PENSION	PAYDATE
August	1st August
September	1st September
October	29th September
November	1st November
December	1st December



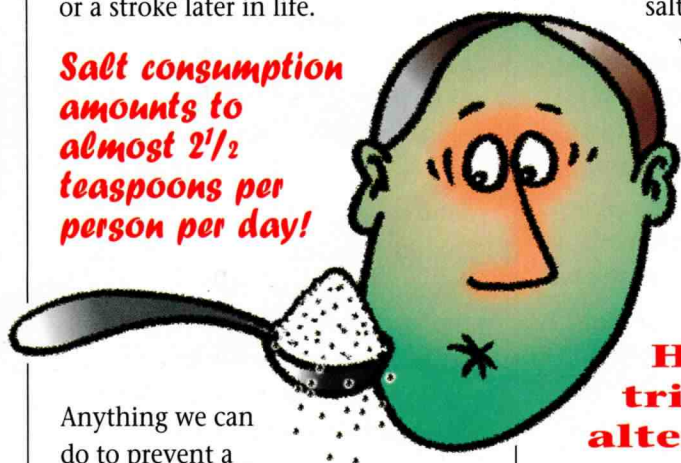
PASS THE SALT!

Another goodbye – this time to **Dr. John Goodger** who, unfortunately, is unable to continue his witty and informative contributions to the Newsletter. We thank him for all the expert advice he has given us.

We are pleased that **Dr. Terry Burgess**, who is a regular speaker at Rank Xerox pre-retirement seminars, is able to take over as our resident medical expert; in this article he looks at the problems caused by having too much – or too little – salt.

Within Europe, we are one of the top countries in salt consumption. Unbelievably, it amounts to almost 2½ teaspoons per person per day! This is worrying as there is solid evidence that people who consume a lot of salt are prone to raised blood pressure and to hypertension, which increases the chance of heart disease or a stroke later in life.

Salt consumption amounts to almost 2½ teaspoons per person per day!



Anything we can do to prevent a stroke must surely be worth considering.

Almost all foods other than fresh fruit and vegetables are likely to contain salt. Much of our salt consumption comes from crisps, which are covered in salt. Many people also take an excessive

amount of added salt on their food. Looking down from the top of a bus into a café, I am often fascinated: the shaking goes on and on!

I know that food cooked without salt sometimes seems tasteless and certainly there is no need to eat vegetables cooked without it. But surely, if we are honest, by adding salt to the food on the plate,

we are tasting only salt. Why spoil the taste of fresh salmon by adding salt? We end up tasting only the salt, which is astringent and persists in the mouth.

Have you tried the alternatives?

If you like a salty taste to the food on your plate, then why not try these: “salt-free” salt, “no-salt” salt or “LO-salt”? Common salt is sodium chloride but these others are a mixture of sodium and potassium chloride. It is the sodium which does the harm. The taste and appearance

of these alternatives are almost identical to the real thing. All can be used in cooking too.

You should note that sea salt and rock salt are both sodium chloride. The difference is only in appearance and texture.

Salt deficiency

It is almost impossible to have salt deficiency except in a few occupations, such as stoking and heavy manual work. In the very hot summer of 1976, which some of us still remember, patients were admitted to hospital with salt depletion. But it will probably be a long while before we “suffer” another such summer. Happily, the problem is easily treatable.

Lying in hot sunshine causes salt depletion and so does lying on deck on a cruise ship where the breeze quickly evaporates perspiration. If you're lucky enough to have this problem, then salt tablets or salt added to food at these times is a sensible precaution!

MEMBERSHIP FILE ~ NEW MEMBERS

We are pleased to welcome the following new members:

ASSIGNEE
Martin Benfield

ISLE OF MAN
John Ball

MARLOW
John Payne
Judy Weldon

MITCHELDEAN
Andrew Boyce
David Bucke
Roy Edwards
Shirley Mason
Royston Merry
Kathleen Pudge
Janet Stock

Alan Whiles
Gerald Yeates
UK COMPANY
Chris Barnes
Anne De Largy
Patrick Flynn
Anna Garnham

Michael Higney
David Jenkins
Heather Jones
Brian Mawdsley
William McNiven
David Mellor
Miguel Mostyn
Michael Snoxell

Doreen Stewart
Maurice Styles
Bryan Vanner

WGC
Kenneth Longhurst
Jeffrey Millen
Allan Ross



THE MORTGAGE DILEMMA

Bob Freeman, from consultants William M. Mercer, discusses some of the things you should consider if you are thinking of paying off an outstanding mortgage.

Increasingly often at retirement, one of the most important financial decisions people have to make is how to deal with an outstanding mortgage. Many mortgages were arranged years ago on the assumption that the loan would be paid off at normal retirement date. But, with the increasing incidence of early retirement, the mortgage can often still be a significant financial burden for those who are retiring. So what can be done about it?

Pay it off?

Of course, it can be very tempting to use any cash available to immediately reduce the mortgage or even pay it off completely. But is this the right thing to do? There is no simple answer to this question as it all depends on your own overall financial situation.

Most importantly, you should make sure that you keep some capital available to meet other financial needs which may arise in the future. It is usually best to reduce the mortgage to a level where you are comfortable with the repayments and to keep the rest of your capital where you can use it for other purposes.

Another consideration is that mortgage interest rates do fluctuate and that increased rates in the future will increase your repayments. If your mortgage is small and repaying it would not seriously deplete your capital, then it may be best to clear the loan completely in order to reduce your monthly outgoings and achieve that precious commodity in

retirement – financial peace of mind.

Tax relief is available on mortgage interest, albeit only on the first £30,000 borrowed and at a new lower tax rate of relief of 15%. If your mortgage is above the £30,000 limit, it makes sense to bring it down to this level if you have sufficient capital so as to wipe out the element which does not qualify for tax relief.

Endowment mortgages

In recent years, many mortgages have been arranged on an endowment basis which means that, during the term of the mortgage, you pay interest only; the capital is repaid out of the proceeds of what is usually a “with-profits” endowment policy, typically over 20 or 25 years.

There has been a lot of media comment recently about whether the value of such policies at maturity will be sufficient to completely repay the mortgage. It is true that returns on “with-profits” policies have been in steady decline over recent years as underlying investment returns have fallen and it is indeed possible that certain policies set up on a “low cost” basis may realise significantly less than originally anticipated. However, lenders generally have insisted on fairly conservative assumptions regarding future bonus rates when accepting this type of policy. In general, therefore, any shortfall between the value at maturity and the mortgage commitment – if there is a gap at all – is likely to be small.

If you have an endowment mortgage, it may be preferable to soldier on with the interest payments until the policy matures in the knowledge that the proceeds will then probably repay most or all of the loan.

Check out the penalties

If you do decide to pay off all or part of your mortgage, you should check with your mortgage lender that you are not incurring any early redemption penalties. These can be severe, particularly if you have arranged a fixed-interest loan for a specified period.

To summarise, it is not *always* the best thing to do to pay off your mortgage. Base your decision on your own circumstances and make sure that, whatever you do, there is always some capital available to meet other needs.

It is usually a good idea to seek advice before taking action, from your lender or from an independent financial adviser, who will be able to assess your financial position in depth and advise you accordingly.

INCAPACITY BENEFIT

The Benefits Agency has produced a leaflet (IB 201) on Incapacity Benefit for new benefit claimants, which explains the rates, qualification and claiming procedures. The leaflet is available free from your local Benefits Agency.



COMPETITION CORNER

LAST TIME'S RESULTS

Unfortunately, we had no completely correct entries to our two competitions in the last Newsletter. Here though, for anyone who tried them, are the answers:

Literary Wordsearch

The 12 authors whose surnames were hidden in the grid were: Edward ALBEE (*nobody spotted him!*), Christopher FRY, D.H. LAWRENCE, Edna O'BRIEN, Joe ORTON, George ORWELL, Bertrand RUSSELL, John OSBORNE, Dorothy L. SAYERS, William SHAKESPEARE, George Bernard SHAW, and H.G. WELLS. The only one who didn't live this century is, of course, William Shakespeare.

Where am I?

The location was Euston Railway Station.

ANY JOKERS OUT THERE?

For a change this time, we are asking you to come up with a new caption for the cartoon reproduced here. Answers please, on a postcard or the back of an envelope to **Sandra Williams by Friday 29th September**. There will be a £25 prize for the most amusing entry. *Don't forget - include your name and address with your entry!*



PHOTO COMPETITION

A reminder that the closing date for this year's Photo Competition is **Friday, 29th September**. The three categories are:

1. *One of the RXPA summer activities*
2. *A close-up (open interpretation)*
3. *Pets or domestic animals*

Entries may be either black and white or transparencies or prints (between size EN and 10" x 8") and should be submitted to RXPA Secretary, **Barbara Keech** with your name, address, telephone number, and the category you are entering. All entries will be returned after judging by The Camera Club at Mitcheldean. There will be a £25 prize in each category and the winning entries will be published in the next issue of the Newsletter.

HOLIDAY IN HOLLAND

Tuesday 9th April – Monday 15th April, 1996

We shall travel to Holland via Belgium (where we shall have one overnight stop), stopping en route at the Euromast and space tower. We shall be staying at the 4-star Hotel Alexander, located 100 metres from the magnificent beach at Noordwijk aan Zee. All rooms in the hotel are furnished en-suite and have colour TV and balcony. There is a lift to all floors and facilities include solarium, sauna and turkish bath.

We are planning a number of excursions, including a tour along the river Vecht; a full day's visit to Delft, The Hague, Scheveningen and Kijkduin; a trip to Aalsmeer to see the flower auction and to Amsterdam; a tour of the bulbfields; and a visit to the famous Keukenhof Gardens. The cost per person in a twin/double room is £454; the single room supplement is £60. A detailed information sheet is available from RXPA Secretary, **Barbara Keech**.

Here to Help!

RXPA Secretary, **Mrs Barbara Keech**, has a dedicated RXPA telephone number – **01895 814226** – which is also a fax line.

PLEASE USE THIS NUMBER AT ALL TIMES AND CALL ONLY BETWEEN 9 A.M. AND 5 P.M.

Barbara's address is 84, Swakeleys Drive, Ickenham, Uxbridge, Middlesex UB10 8QG.

Our main point of contact at Rank Xerox Pensions is **Mrs Sandra Williams** who can be reached at Compton Court, 20-24 Temple End, High Wycombe, Buckinghamshire HP13 5DR; telephone **01494 461700**.

If YOU have any contributions for future issues of the Newsletter, Barbara or Sandra will be very pleased to hear from you!