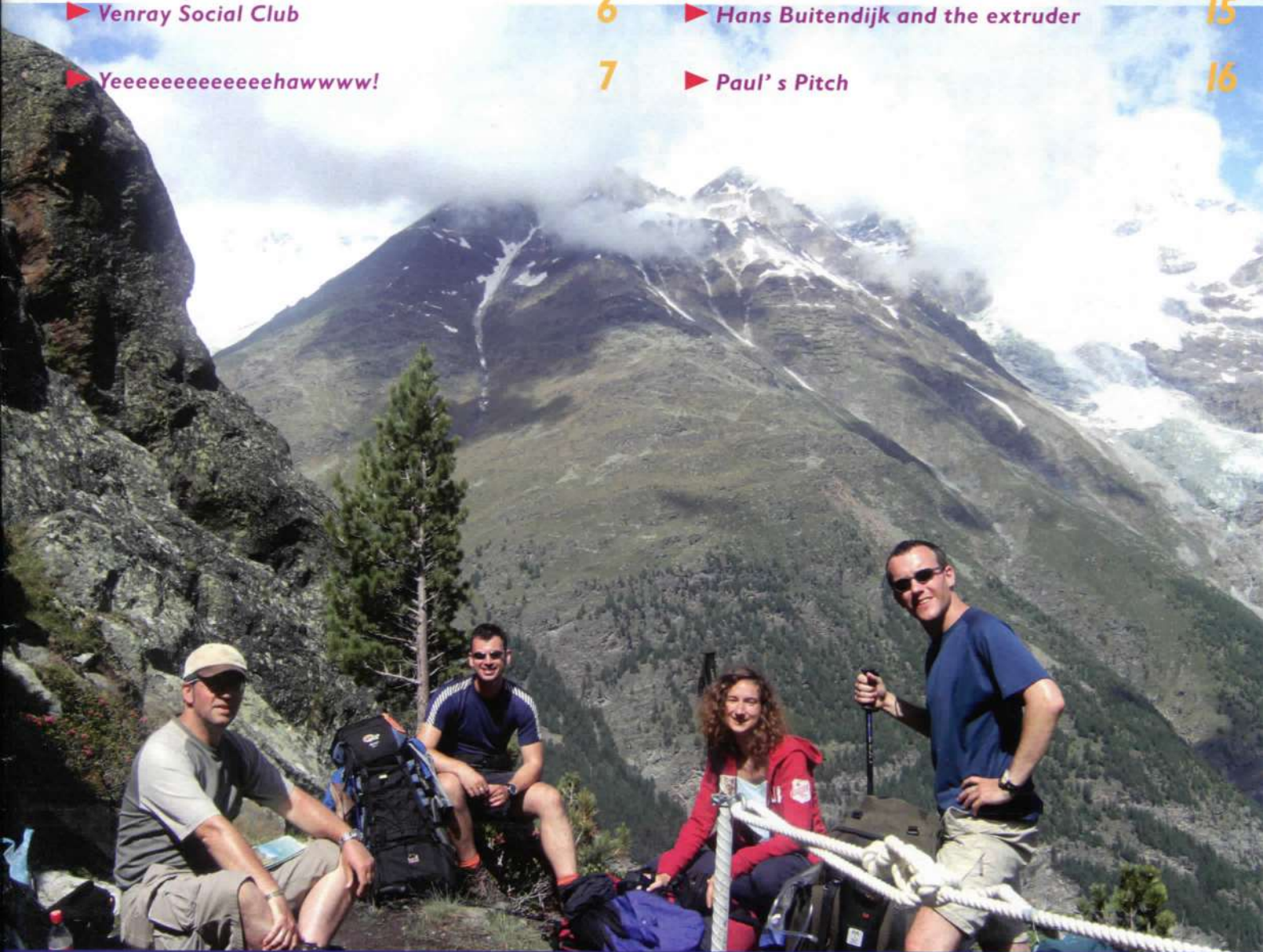


EHSC Magazine

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From the editors

When you read this, memories of the Summer holiday are long gone, the kids will be back at school and the big jubilee party in Venray has also been and gone. So it's back to Business As Usual, or as refer to it at Xerox BAU.

It has been a long hot Summer, with extreme temperatures. Even so, everyone has worked hard during the holiday period. And that is what is good about Xerox; everyone has time for everyone else. This is called working outside the box. It's also noticeable how many English terms we use when talking with each other. Funny as well. We believe this indirectly creates a bond within Xerox.

We are pleased to welcome Mark Barnard back into our midst. After an absence due to sickness we hope that he will be available 100% for the next edition of this magazine.

We would also like to say a big thank-you to Hanneke Smits-Hermans for all the years that she has been the 'face' for the EHSC magazine in Venray. Ingrid Renjaän is now going to take over this role. Some more good news is that Hanneke will still be a member of the EHSC team.

Thank-you Hanneke from all of us.

The editors

France wins the Balanced Achievement Award for fourth time!

Team France.



We are delighted to announce the 2006 Quarter 2 winners of the EHSC Balanced Achievement Award are Xerox France. This is in recognition of France's excellent performance throughout the quarter.

Equipment inventory performance was on plan and showed a 20% reduction from Q1.

France also were the only country to achieve on, or better than plan results, in all three categories of equipment inventory, costs and parts/supplies inventory. Logistics cost management was excellent, with better than plan and prior year performances and teamwork ratings submitted from all areas of EHSC, were at or close to benchmark.

All EHSC functions highlighted France's openness to change and strong collaboration.

A Great Trek

Roy Mulchrone from European Equipment Demand Planning in Uxbridge tells us the story of his fairly recently acquired hobby of trekking.

"Three and a half years ago I discovered that I had a free weekend in the middle of March and decided to join a few of my friends camping in Snowdonia, one of the most popular and scenic mountain ranges in the UK. I bought a pair of walking boots and a gore-tex jacket and walked to the top of Snowdon (1085m) across the Crib Goch ridge, which I can tell you, for the first time is quite a hair-raising experience! Ever since then I've been hooked and spend as many weekends as possible in either Snowdonia or the Lake District, walking and scrambling up and down mountains in sun, rain, gale force winds, sleet and snow!

This Summer, two friends and I decided to set ourselves the challenge of walking from Chamonix in France to Zermatt in Switzerland on the Walkers Haute Route, which passes through villages such as Trient, Le Tour, Le Chable, Arolla, Le Sage,

Villa, Grimontz, Zinal and St Nicklaus. This route also covered many mountain passes including, Col de Balme, Fenetre de Arpette, Col de Torrent, Pas Le Forcletta, Augstbordpass, and the famous Europaweg Path which was challenging, dangerous and at some points quite frightening!

We flew into Geneva airport and after several trains to Chamonix, started our 180km walk carrying 17kg packs. The first two days were really hard and I did wonder what I'd let myself in for. I soon got used to the weight and the full days walking and we started to feel like we were

making real progress, taking each day as it came and just getting from A to B both mentally and physically. We reached around 3000m each day and would drop down to villages or mountain huts to spend the nights.

The trip was relatively cheap as I already had most of the gear from trekking in the UK. We spent most nights in dortoirs (hostels) sharing with other walkers, which was great as many evenings were spent exchanging stories and experiences with people we didn't know. The nicest experience I had on the trip was that everyone in the mountain villages couldn't do enough to help... we spent one evening in a dortoir in Trient and the owner invited us upstairs with his whole family, sharing home made wine and bombarding us with questions about the UK and our travels.

It was a great trek and I'd certainly do it again in the future. My next challenge is a Half Marathon called the Great North Run in Newcastle on October 1st, which I'm in training for at the moment. I'm running it on behalf of a charity called Action Aid who are an international development agency whose aim is to fight poverty worldwide. They don't impose solutions, but work with communities over many years to strengthen their own efforts to throw off poverty.

If you would like to sponsor me for this then please email me roy.mulchrone@xerox.com, call me on +44(0)1895 843493. I can give you my sponsorship website where you can make a donation at if you so desire."



Roy and friends.



'You get a good idea about the in's and out's of the Xerox corporation'

Twice a year 25 people from Xerox Europe's union for services, sales and manufacturing organisations meet up at the European Forum, in order to learn how Xerox works. Adrie van Stokkem went on behalf of Venray. "You get a good idea about the in's and out's of Xerox."



There are international agreements on how multinationals should conform to European Union rules and therefore they nearly all have European unions. In Xerox's case it's called the European Forum and has existed since 1995. Adrie: "You can't compare this to the union we know in The Netherlands. The rules of participation are set out in the Work Councils Law and at the Forum it's all about exchanging information and listening to each other's point of view. Furthermore you don't have to act on any of the rules or obligations."

A good picture

Does nothing actually happen then? "No of course not," Venray's longest serving union member answers. "From presentations by managers directly responsible in Europe you receive a good picture of the whole organisation. You therefore know earlier and understand better what is actually happening in Europe than if you are

only concerned with Venray. You learn to understand Europe better and we can use this knowledge to improve our own union."

Recently there was a meeting in London and because the number of people taking part from the service and sales organisation was by far the largest, the main topic was providing information for these sectors. Adrie: "Greg Taylor gave a very useful presentation and furthermore, during the financial presentation we were given a lot of information about the company as a whole. For someone from the manufacturing side of the business it was good to be kept up to date about what was happening in the service and sales sector. The questions and answers session with our Xerox European President, Armando Zagalo de Lima, at the end of the Forum was also very interesting."

Stopping with work at Xerox

Recently there has also been a new union created under the chairmanship of Ronny van Asten. Adrie has also been re-elected and has now been a member of the union for 10 years, however he won't be there for much longer as he is leaving Xerox. "I'm not worried about what I'll do with my time as apart from my work at Xerox, which I have always enjoyed, my participation in judo also demands a lot of my time and I'll now have plenty of time to concentrate on it."

*Front, left to right: Wim Verstegen and Janice Yeardeley.
Rear, left to right: Jeanot Welling, Hans Aben,
René Honig, Adrie van Stokkem, Ronny van Asten,
Joost van Mechelen, Gonny Snijders, Len Heldens,
Nelly Arts, Jan Peeters.
Not present: Fons Merken and Ger van Maurik.*



2006 Annual Sports & Social Club BBQ

This year, the annual sports & social club BBQ was held in the beautiful surroundings of the Park Inn in Dundalk, where over 200 members were in attendance. Fun and games were had by all, with many taking to the bungee run and sumo wrestling like ducks to water!

Musical entertainment was provided by local band, *Bind or Twine*, early in the evening and they were aided by some of our own talented musicians including Mike Nolan who plays guitar and Sheila McMahon on spoons!

As the evening progressed and the sun went down, entertainment was provided inside by our very own DJ John Smyth,

who kept the music going and the dance floor packed until the wee hours of the morning! Additional music was also provided by talented individuals such as Paul Roe and Colin Mullen, when they took to the mike to provide everyone with their rendition of such classics as *Wonderwall* by Oasis and *Mambo No 5* by Lou Bega. All in all a great evening was had by all.



Lorraine McGrory & Yvonne Myers.



Debbie Gray, Tom Holland, Tom O'Brien, Aine Cumiskey.



Melissa Lane & Lisa Morgan



Tommy Lamont.



Gerry Stewart & Declan Carey.

Meet...

Name:

Geoff Murray-Rochard

Age:

49

Fell in love, got engaged, got married:

Married 23 years to Paula, 2 children Stephen (21) at University and Ashley (17).

Education:

Imperial College of Science and Technology London. Studying Total Technology (Mechanical Engineering with Sociology, Management Accounting, Economics and German). Ongoing I am learning Portuguese.

Position:

Business Partner XGS & Benefits Procurement Xerox Europe. (Working for Steve Davis in the CPS group).

Company History:

Joined Xerox in 1999 as Business Partner for Facilities Procurement, reporting to Jim Lawler as part of Xpress. Moved into looking after People Services and Business Services and later added Benefits. In 2005 transitioned out of business services and in 2006 People services to focus full time on XGS and Benefits. All within the Global Purchasing Non-production Group, now called CPS.

Hobbies:

Skiing, snowboarding, sailing, (when I get the time) House rebuilding.



How I feel on Monday mornings:

Refreshed ready for the next week of challenges.

Character:

A pragmatic optimist and lateral thinker.

I hate:

Being bogged down in trivial but important documentation.

Favourite wish:

For my family and friends to remain in good health.

My Motto:

Speak softly but carry a big stick!

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

A corporate acquisitions manager.

Favourite food:

Italian.

For me, Xerox is:

A company with good diverse group of people, with great challenges and opportunities.

Holiday country: Anywhere near the sea or mountains.

Most recent book or film:

Homers Iliad, (working my way through the classics).

What should they do a bit more in Xerox:

Operate as one company.

The Venray Social Club



The personnel's club, otherwise known as Personeelsrecreatie Xerox Venray (PXV), has been going for 40 years. It was founded by Daaf Marinus and Ger de Groot in 1966 as a 'home' for the many Hollanders who worked at Xerox. Since then, PXV has become an important link between all XV personnel and their families.

Rear, left to right:
C. Kreutz, J. Peeters, G. de Groot,
K. van Soest en J. Zeegers.
Front, left to right:
R. Blaaupot, A. van Dalen, L. Janssen,
G. Dinghs, A. van Aerle-Mikkers,
D. Marinus.

Johan Litjens' hobby:

Yeeeeeeeeeeehawwww!

Whenever you see them at an annual market or fair in their cowboy or cowgirl outfits, standing in a row dancing, you easily think I can do that as well. Even so, line dancing, or country dancing as the phenomenon is known, is more difficult than it seems. Maintenance Engineer Johan Litjens from Venray knows all about it. Together with his wife Mia, he was bitten by this bug 8 years ago.

"Mia and I are mad about dancing. After a while, the dancing that we were doing had lost a bit of its allure but one day we saw an advert in the newspaper inviting over 55's to come and learn line dancing. Although Mia and I didn't fall into this category, we were allowed to join in the course and it quickly became apparent that a lot of 65+'s had reacted to the advert. Although we learnt the first steps on this course, the tempo was a bit too slow for us, so we started taking lessons with Hendri Kaat in Horst. For the last two years we've had lessons with Frans de Wit in Castenray and it suits us just fine."

Fit

The Litjens couple dance every Tuesday with the same group. "We have become a good group of friends and sometimes we give shows for old aged pensioners or an annual market. Every year we go to the Brabanthallen in Den Bosch, where thousands of country dancing fans can show their skills. Of course we also do a show." What is so attractive about this sport? Johan: "The music of course, the dancing itself, the discipline and the togetherness of our group, but not forgetting of course, it keeps you fit."

An elephant's memory

Every month Johan's group learns a new dance, but don't be mistaken, line dancing is made up of 100 different steps which are woven together to form countless different dance routines. An elephant's memory and a good feeling for timing is an absolute must in order to be able to do country dancing. Johan: "Improvisation is a definite no, otherwise this would end in chaos on the dance floor. Sometimes, someone will do a bit of fancy step work, but this is to make it a bit of a challenge for the other dancers, ha-ha. Country dancing is definitely for us and we can carry on for years to come, as long as the spirit allows and we can remember the steps..."



It keeps you fit

Johan and Mia dressed in black at the front.

Forty years young!



The personnel's club, otherwise known as **Personnelsrecreatie Xerox Venray (PXV)**, has been going for 40 years. It was founded by Daaf Marinus and Ger de Groot in 1966 as a 'home' for the many **Hollanders** who worked at Xerox. Since then, PXV has become an important link between all **XV** personnel and their families. Of course the activities have changed over the years, to keep up to date with current trends, but PXV's sociable characteristics have stayed the same. A series of photos made by Jan Peter Ambaum, of the parties celebrating the jubilee say more than words. Enjoy them once again!





'That we have already come so far...'

Life for the spare parts planners has not been a bed of roses. Apart from their normal work, they also had the responsibility of all the extra work which resulted from the ROHS directive, which you can also read about in this magazine. Nevertheless they managed, without too much swearing, to happily carry out the work. Tiny Hendriks, Manager Service Supply and project coordinator says: "If you now look at how far we have come, then I am very impressed."

Xerox Europe began to implement ROHS last year. That meant that 50 products had to comply with this new European environmental directive. This also meant that all new machines and the maintenance thereof, sold as from 1st July, had to comply with the ROHS directive.

Tiny: "This meant that we had to carefully check all spare parts and consumer articles. There were 20,000. The majority had to be changed in order to make them

...has done a lot of the initial work...

ROHS compatible. This resulted in that we, at the non-equipment department, had a bit more to do than our colleagues in the equipment department....."

An interesting project

Numerous, often extensive conference calls with spare parts development teams, trips to America to ensure optimal communication, loads of overtime and a lot of patience resulted in, according to Tiny, a task which has successfully and more or less been completed: "And we have come across a few problems along the way. But before we can draw a line under the ROHS directive there are still a few interesting projects to be completed, because while carrying out the directive we realised that here and there things could be done to take the advantage of the whole process."

Dual spare strategy

In principle all equipment sold before 1st July can be supplied with the older spare parts and equipment sold after 1st July has to be supplied with ROHS proof spare parts.

Tiny: "To make this happen we have set up a dual spare strategy. This basically means that all engineers can only use ROHS spares on ROHS machines. The older spare parts can be used on the older machines. After a time we will only be delivering new spare parts which can also be used on the older machines. Therefore we will be able to use our old stock."

Tiny expects that ROHS will soon be a worldwide standard: "Although it is not yet law in America and Japan they realise that one day it happens. Above all it is a lot more practical to have just one standard. In this respect you can say that Xerox Europe has done a lot of the initial work....."

Maurice van Hout (left) and Tiny Hendriks.



Meet...

Name:

Paul Dean

Age:

53

Fell in love, got engaged, got married:

We just celebrated our 25th Wedding Anniversary.

Education:

Went to school in Blackpool, then graduated from University College London with a Degree in Mathematics.

Position:

Controller, EHSC.

Company History:

I have been with the company for 29 years and spent all of that time within the Manufacturing and Supply Chain. Most of that time has been Finance but I did spend several very enjoyable years in Global Purchasing.

Hobbies:

I love sport of any kind, both competing and watching. When I'm not exercising, I like to read to relax.

How I feel on Monday mornings:

Great, ready for the challenge that a new week will bring.

Character:

Honest, loyal and I have to say extremely impatient.

I hate:

Wasting time through inefficiency, time is a precious commodity.

Favourite wish:

To stay healthy and happy.

My Motto:

Learn from your mistakes.

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

I like my shoes. In my role you get an overview of the entire Supply Chain, from the Suppliers to the Customers.

Favourite food:

Steak and Chips.

For me, Xerox is:

A great company to work for.

Holiday country:

Florida, USA.

Most recent book or film:

I recently went to see The Da Vinci Code and can't see what all the hype was about? I won't be reading the book.

What should they do a bit more in Xerox:

Make everything simpler, from organisations to configurations.



Meet...

Name:

Laszlo Doro

Age:

46

Fell in love, got engaged, got married:

I am single again.

Education:

Electrical and Instrumentation Technician.

Position:

Maintenance Technician.

Company history:

I have been with Xerox for nearly two years. Earlier I worked in Hungary and Algeria for various oil and gas industrial companies as an Instrumentation Technician.

Hobbies:

Travelling and photography.

How I feel on Monday mornings:

Monday is similar to any other day of the week for me.

Character:

I am a very quiet man. I don't smoke or drink too much alcohol and I don't like watching football on TV, so you can imagine.

I hate:

I don't know this feeling really. I don't hate anything or anybody, but if I have to name something, I don't like dishonest politicians. Maybe this is the reason I seldom watch TV.

Favourite wish:

To travel around the world. Yes, I know it's almost impossible but that is my dream.

My Motto:

It is never too late.

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

I don't think so - I don't know how others live? Although my life isn't easy, I'm satisfied with it.

Favourite food:

Hungarian fish soup (halaszle).

For me, Xerox is:

A good place to work.

Holiday country:

Greece / Santorini.

Most recent book or film:

The piano. Who was the producer? - I know that it's a big shame, but I don't remember.

What should they do a bit more of in Xerox:

A difficult question. Sometimes I don't even know how can I solve my own problems!



From Russia with love



For three weeks Ekaterina Lovchuk was a guest at Venray. This happened due to an international exchange project with Russia which was agreed upon by President Putin and Queen Beatrix of The Netherlands. After an intensive training week at the University of Amsterdam, the Siberian Russian was able to come and work at Xerox. Together with Jowin Gijsbers and some others, she worked on the Xing project, which is working towards logistical optimisation.

Practices abroad

Ekaterina is already back in Russia where she is responsible for Xerox Russia's partners network in Siberia. Nevertheless, just before she left we were able to catch her for an interview. She had the following to say about the background of the Exchange Program: "The program came to light because of President Putin. By using the program he hoped the level of middle and top management in Russia's companies would improve. Contact was made with companies in Japan, Germany and The Netherlands, and it is now easier for everyone in Russia to have hands on experience with foreign companies."

When asked what she thought of The Netherlands, Ekaterina answered: "It was great. After the training week in Amsterdam, I then spent three weeks at Xerox Venray. The people were very friendly and I felt very much at home. I did however

What can the Dutch people, who are fairly calm and quite modest, learn from Russians? Russians are always enthusiastic, which is because they are now allowed to do a lot more than compared with the past. A good Russian motto would therefore be: if you like something then let it show."

wonder how my colleagues in Xerox Russia were doing with out me. You are after all away for a long time."

Famous

During her time in The Netherlands Ekaterina visited a few tourist attractions. It goes without saying that the Rijksmuseum was on the list and a visit to the Kröller-Müller (art museum) in Otterlo: "What

Russia is to literature, The Netherlands is to art. You have amazing artists and personally I am mad about Van Gogh. The Kröller-Müller was therefore perfect for me."

When we asked Ekaterina about her background, we found out something rather special. Apart from the fact that she was born in Tyumen, is married, has a son Igor (10) and has completed University, it appears that she is the granddaughter of a famous person. Her grandfather is Yury Georgievich Ervje, who was the person who discovered gas and oil in Russia. Just so that you know.....

You have amazing artists



Implementation of the ROHS environmental directive completed:

'At the beginning, I would sometimes suddenly wake up in the middle of the night'

Half way through last year, the European Union issued a new environmental directive. This so called ROHS environmental directive forbade manufacturers of new electrical/electronic machines whose parts consisted of more than, for example, the allowed levels of cadmium and lead, from selling these machines on the European market. Together with many other colleagues, Theon Sanders and Leon Janssen set to work on a project that would have worldwide consequences for Xerox.



Mike Nolan & Andy Cosgrove.

"Xerox" explains project coordinator Theon, "manufacturers some 50 products of which some 50,000 parts needed to be changed according to ROHS. Although in the past I have been confronted with some fairly large challenges, this challenge would make me suddenly wake up in the middle of the night."

Translation

In order to clarify exactly what was needed, a pan-European team was set up consisting of people from Dundalk and Venray. Together with the Environmental & Health department, and a handful of company lawyers, the text of the directive was put under a microscope. Leon Janssen, who also took charge of 50 of the products: "This was very important, because otherwise we may have chosen the wrong way to go. Therefore we spent a lot of time translating the ROHS directive into Xerox language."

As already mentioned the ROHS directive affected the organisation worldwide, from design teams, marketing departments, distributors to the suppliers and service organisations. Theon: "On the one hand although this was a great challenge technically, the management of the Supply Chain was our most important priority. Our business, especially our clients, should not of course be affected by these changes. Our planners within EFO, Dundalk and SSC have produced an amazing performance."

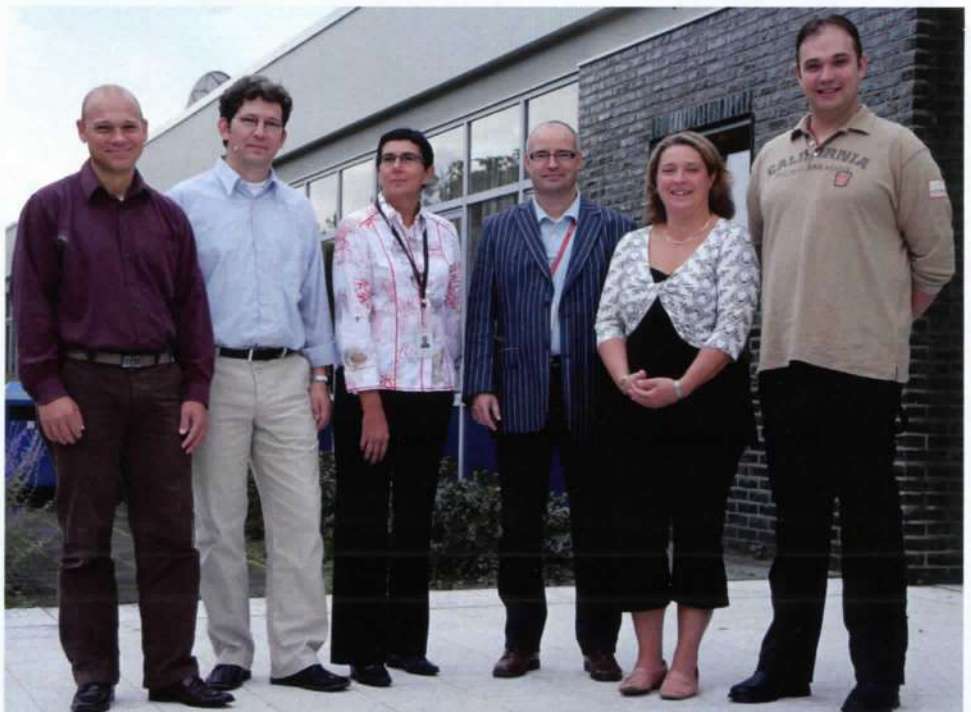
'Our planners have produced an amazing performance'

Proud

Leon: "Looking back you can see that the transition didn't cause any problems. Our core team consisting of Andy Cosgrove, Mike Nolan, Linnette Perales, Astrid van Roij, William Buskens, Marcel Meijer and Selma Tak can be very proud of themselves." Theon carries on "The implemen-

tation of ROHS is a good example of how EHSC operates on a global level with direct contact from Japan to Brazil, but what impressed me the most was how we took the ROHS directive to heart and did what had to be done.

From left to right:
Marcel Meijer, Leon Janssen, Astrid van Roij,
Theon Sanders, Selma Tak, William Buskens



Official presentation of OHSAS 18001 in Dundalk



Pictured L-R: Mr Enda McDonnell, Director of Standards, NSAI, Barry Grennan, Dermot Ahern T.D., Andy Cosgrove, Tony McQuillan.

Xerox Dundalk were pleased to welcome the Irish Minister for Foreign Affairs, Dermot Ahern T.D. on the 24th July to officially present the site with the OHSAS 18001, Health & Safety Management standard. This certification is as a result of the successful audit which was carried out last April by NSAI.

The achievement of this award means that the Dundalk site now holds official recognition to the "Big Three" of the international management system standards. The award of this health & safety certification now joins Xerox Dundalk's previous accreditation to the ISO 9001 Quality and ISO 14001 Environmental Standards.

On hand to accept the awards were Andy Cosgrove on behalf of Worldwide Production Systems Manufacturing (WPSM) & Barry Grennan on behalf of the Toner Plant.

The achievement of these accreditations is the culmination of many years of hard work and commitment by staff on the Dundalk site and your continuing support in maintaining this accreditation is appreciated.

'The extruder was my hobby machine!'

With a playful reference to James Fenimore Cooper, one could say that Hans Buijtendijk was Xerox Venray's first Mohican. No one has ever before reached 40 years service at Venray and this month, Hans is retiring, which he has definitely earned. Therefore together with Hans, the EHSC magazine are looking back at a fascinating career.

First a few facts. After his national service of 21 months, a 22 year old Hans joined in 1966 at what was then Rank Xerox. He started as a chemical analyst and managed to combine his job with a very challenging evening school. When in 1973 he passed his technical/chemical exams, he joined the process engineering department where with his fresh knowledge, he

'Call Hans'

supported the production of toner fabrication. This knowledge proved to be the basis for an ever improving process which, if Hans had not put the idea into the 'idea box', would have made him a very rich man.

"But" he says "in those days it was part of your job. The improvements were also always the result of team work and this is what made the job so satisfying."

Patience

During the time when black and white toners dominated the market, there was a lot to do, especially with respect to the Banbury line. Hans would often be called upon to sort out problems and his amazing knowledge about the process, his inquisitiveness, his will to work and of course the never ending patience of his wife Leontine, meant that problems were solved before you could say 'boo'.

When the extruder replaced the archaic Banbury process, this carried on. 'Call Hans' was a common sentence said in Ven-



ray. In the meantime Hans also managed to take his expertise in the toner field to Spain and India where he helped with the setting up of toner factories.

Trouble free

"You could of course say it's like being paid to do your hobby." Says Hans about his 40 years at Xerox; "It was incredibly interesting to take a problem and find a long lasting solution. The extruder has become my hobby. In the meantime the many modifications of not just the mechanical, but also the steering and technical processes, have led to an almost trouble free system. Xerox can now miss me!"

Hans is not worried about what he'll do when he's retired. Together with his wife, they have planed a number of golfing holidays. Above all, Hans is looking forward to spending a lot more time with his wife and his grandchildren. And what else Hans? "I will now have enough time to play around with computers. Another one of my hobbies..."

Courage

Recently I was sitting down with a few people and during the meeting, everyone brought to our attention what was important for their own teams. One of the points was courage. Since then there has once again been an Employee Appreciation day, a day in which within the organisation, Wim Appelo's office ensures extra attention is given to you!

You can make the difference was the theme for this day. Not only talent and the will to work is important, but also courage.

And courage has many different forms. Alongside saving drowning people, helping old people out of difficult situations or other heroic situations, saying exactly what you think also takes a lot of courage. Turning something bad into something good is one example. Ghandi, Mandela and Walensa have, by saying what they think, changed part of the World.

You can however start off small. Let me give you an example. Wherever people work together, as well as comradeship there can also be differences of opinion. If that happens to you then talk about it directly with the person you disagree with. Don't talk about your



colleagues when he or she isn't there. You will see that if you have the conversation with your colleague and let them know what is annoying you, the air will clear very quickly. Don't forget a well-meant compliment often acts as a good way of breaking the ice. Don't be scared. Also don't be scared to talk to each other if things are not going well. You can learn from this. The discord will be far greater if you keep quiet than if you do say something. Is something annoying you? Solve it. Show some courage!

Paul Hermans

EH&SC Appreciation Day 2006



EHSC Magazine

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