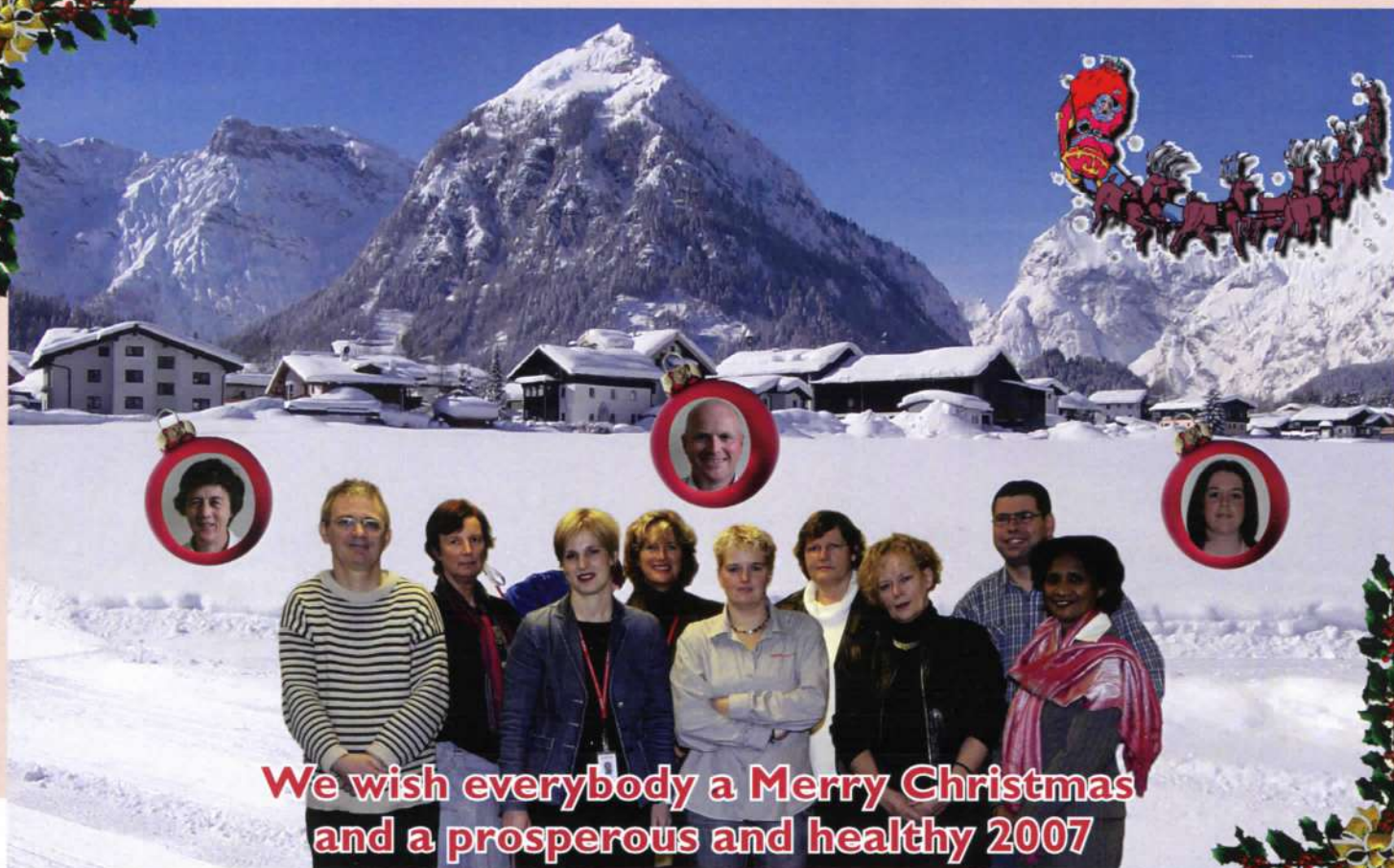




EHSC Magazine

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We wish everybody a Merry Christmas and a prosperous and healthy 2007

The Editorial Team, from l to r - Sally Meek, Ton Penterman, Ingrid Renjaan, Hanneke Hermans, Wilma Saämena, Mark Barnard, Yvonne Arts, Leonie Siebers, Gonny Snijders, Jan-Peter Ambaum, Anita Sörensén, Leona Kerr

From the Editors



So we arrive at our last magazine of 2006, with so many stories behind us! It has been an interesting year, not only in terms of magazine stories, but also from a business perspective and Greg Tayler's review of the year provides us with an honest assessment of our performance together with our challenges for 2007.

good balance of articles for your pleasure, including some seasonal tips for the time of year.

The editors take a lot of pride in developing each magazine and we truly hope that our audience enjoys reading each page. Perhaps we should ask you what you think at some point in the future, however for the time being, any feedback you wish to give to us can be sent through to your respective representa-

tive on the editorial team.

All this leaves is for the team to wish you the very best for the forthcoming holiday period and we look forward to re-engaging you in 2007.

The Editors



You will hopefully find that this issue provides another



Quarter 3 2006 Balanced Achievement Award



The Italian Team. From l to r, sitting: Ignazio Caria, Vincenzo Sparacino, Gianmario Forlani, Giuseppe De Martinis; standing: Nicola Costanza, Fabio Sirtori, Giuseppe Puglisi, Luigi Premoli.

Missing from the photo: Massimo Balestra, Alfredo Caruso.

In the four years since we first launched the EHSC Balanced Achievement Award, seven different countries have won the quarterly award, with a small number fortunate enough to win it on more than one occasion. In each magazine, we try to tell our readers why a particular country has won the award, but *who* are the people that make the decision?

Who are the members of this oh so secret club... *who* is it, I hear you say that we need to influence... do they meet in some hidden location, fortified by steel and concrete (and possibly the odd bottle of wine)? Well, it's not quite as exotic as that, nor quite as secretive (sorry!)

In truth, at the end of each quarter, a conference call is arranged and attended by Rob Mellon, Alan Knowlton, Cindy Gazzard, Paul Kools, Leon Jeuken, John Jansen and Alain Corneil. The team then review the prior quarter results by country,

for equipment inventory, logistics costs, spares and consumables inventory.

Results are compared to plan, quarter to quarter improvement and a general dis-

it's not quite as exotic

cussion ensues on any other known factors, with a rating on teamwork between

the country and EHSC added as a final overlay.

After all this, there is a mature debate (ok, there is the occasional toy thrown out of the pram) and a winner is agreed, which is then ratified between Rob Mellon and the EHSC VP and Director, Greg Tayler prior to the winner being formally announced.

On this occasion, the Quarter Three winner of the Balanced Achievement Award is Xerox Italy.

GB Imports & Exports



When you work at Xerox, you generally recognise that material of all shapes and sizes moves around the company, however most employees probably never stop and consider exactly how it is coordinated and controlled? Les Lewis and Jamie Elsmore from the GB Imports/Exports function based at Mitcheldean, help us to understand.

Although the department is based within Mitcheldean's Fuser Business Centre, it also supports Welwyn GC and Uxbridge based organisations. Les: "In essence we track and monitor the movement of all goods leaving the supplier until they reach their various locations and a good example of this would be the recently distributed MP3 players, which for all of GB, were tracked and cleared through this office".

Jamie: "If you think back to 5 or 6 years ago, the department had 15 heads and each person had their own area of expertise. It was more internally focused to Mitcheldean however following the restructuring in 2002, we now cover all

aspects of imports/exports and we are much more externally focused than before".

Flexible function

"Initially it was a very steep learning curve and we had to learn quickly from the people who were leaving the company", adds Les, "but we have now become a very flexible function, able to react to the needs of our customers. The department also has a strong relationship with Her Majesty's Revenue & Customs (HMRC), which is vital in terms of ensuring that we are operating within the correct rules and procedures. We are the only GB approved CFSP site (Customs, Freight Simplified Procedure) and this is

how we calculate the amount of duty and VAT payable by Xerox".

Workload

When it comes to the topic of material movement, administration is inevitable and this tends to peak at the end of one month and start of the next. "People probably don't realise that when you import goods, you have to make a declaration to HMRC which describes the goods and the elements of it which attract a duty payment. As an example, if you're importing a printer, a lot of the printer could be duty exempt but the toner bottle may attract duty. All this has to be input into the Ricardo system and to assist with the administration, Sally Meek from HR helps with some of the systems input. You'll also never find Les or myself on holiday during these periods" adds Jamie, "as the workload is just too high and we have many deadlines to meet".

We are also involved in a new HMRC initiative called "Authorised Economic Operator", intended to make it quicker to import into a country under a secure supply chain arrangement. "Essentially, this is business quality ideals and controls extending down through the supply chain to our shipping agencies and freight forwarders and is a project being led by Monica Wardrop, European VAT Manager" adds Les.

The Imports & Exports team – Les Lewis (l) & Jamie Elsmore.



Meet...

Age:

'Thirty-something'.

Fell in Love, Got married:

Went on a first date with Chuck 15 years ago to an ice hockey game. We are now married 8 years with 1 daughter (Cameron, age 4).

Education:

Bachelor of Science in International Business Administration and Marketing (Elmira College), MBA in Global Management (University of Phoenix).

Position:

Project Manager doing various logistics projects within the European Transportation Organisation (Corporate Procurement Services).

History at Xerox:

After working at IST in Canada, at a US Customs Broker and then at Danka, I started at Xerox in 1999 (Global Purchasing). Later worked in transportation operations and managed freight payment. Accepted an assignment at Xerox Venray in June 2005.

Hobby's:

Traveling, scrapbooking, baking, ice

hockey games, experiencing other cultures...& learning Dutch!

How I feel on Monday mornings:

Refreshed and ready to start the week.

Character:

Creative, loyal, hard-working, determined, resourceful, caring.

I hate:

Traffic jams, dishonest people, television 'reality' shows

Wish:

To have a happy & healthy family life, travel internationally as much as possible, and visit all the NHL ice hockey stadiums in North America.

Motto:

The best compliment you can ever receive is to be called open-minded.

At Xerox I want to walk in the shoes of:

Right now I am happy in my own shoes, sharing my knowledge and learning all about European logistics and XE.

Favorite Food:

Homemade Italian food made by my husband or mother-in-law.



Kristina Zeitvogel

For me Xerox is:

A company with many challenges and opportunities in a competitive business. The best part about Xerox is the many great colleagues I've met and worked with along the way.

Holiday Country:

Anywhere in Europe.

Recent Book or Film:

The Eyre Affair- by Jasper Fforde;
Artemis Fowl & The Lost Colony- by Eoin Colfer.

What Xerox must do more of:

Like most large companies, Xerox needs to improve communication and teamwork on a worldwide basis. We need to stop thinking of "us versus them" and work together effectively across cultural, geographical, and organizational differences to grow our business in this global marketplace.



Jennifer Jacobbi

Age:

33.

Fell in love, got engaged, got married:

Almost 7 years with boyfriend Chris. Some days I am convinced he has earned a place in heaven for sticking with me over the last 7 years. Also a cat, Lilly - she is back in the US. I

didn't think she could handle moving to Europe with me (she is quite 'healthy' - almost 14 lbs).

Education:

Bachelor's Degree in Industrial Engineering and an MBA. Both degree's from the University of Buffalo.

Position:

PSG Supply Demand Manager.

Company History:

7 years. Started as a supervisor in Webster, NY - moved to Xerox Square in Rochester, NY - then back to Webster. Now based in Uxbridge UK, however spend time in Venray, NLD too.

Hobbies:

Eating and Running - in that order. I run so I can continue to eat. Call me crazy, but I love to work too which

is no surprise to the people who know me well. Also, I enjoy American football (watching, not playing!) - which I am really missing now that I am in Europe.

How I feel on Monday mornings:

Relieved to start making money rather than spending it - I guess another hobby of mine is shopping!

Character:

Driven, overachiever, energetic & loud. Also honest - if something is on my mind I don't usually hold it in.

I hate:

Hate is too strong of a word! Although it annoys me when my American counterparts schedule meetings in their afternoon (someone needs to remind them that we are 5+ hours ahead of you).

Xerox at Mitcheldean – 50-year anniversary in 2006



The Forest Brewery poster

It was 1956 when the Xerox brand was first associated with the Mitcheldean site, however manufacturing had existed there well before that date. This article provides a brief insight into the history of Mitcheldean and a snapshot of what remains today.

The revolution that shaped the size of the Gloucestershire village of Mitcheldean began in 1940 when the directors of British Acoustic Films (BAF) were seeking a production site away from the wartime London Blitz. They discovered the old Wintle's Brewery, at the time only in partial use with several spare buildings, and the decision to move production to Mitcheldean was taken almost on the spot.

Searchlights

The initial production involved much war work including the manufacture of searchlights, fire direction tables and 9mm cine cameras, used by the Royal Air Force. 250 employees were in place by the end of the war when BAF went back to the cine camera trade, signing a licensing agreement to produce cine projectors with the American company Bell & Howell in 1946.

The factory soon needed new skills not readily available locally from the former coal mining surroundings, so training programmes were established to develop local people. Having attracted attention as

a growing company, BAF and thus Bell & Howell, became part of the Rank Organisation in 1948 as Rank Precision Industries. This was coincidentally the same year in which the term "Xerography" was first heard in the USA.

Growth

Growth in business continued and 1949 saw the first new building erected on the ridge above the old brewery, closely followed in subsequent years by two more as production expanded.

In 1956 an agreement between the American Haloid/Xerox Company and The Rank Organisation saw the formation of Rank Xerox and we now find ourselves 50 years on from that significant year, where Xerox became a brand name in the Forest of Dean, although it wasn't until 1959 when the first automatic plain paper copier rolled off the production line, the 914.

Changes

Much has changed during those 50 years. Initially, the explosion in the development



of the site in terms of buildings, together with the recruitment of employees to a peak of nearly 5000, and of course the restructuring actions that have also occurred from time to time, with the resultant employment losses.

Nevertheless, Xerox still has a presence at Mitcheldean with the Fuser Business Centre continuing the long history of manufacturing. As well as Fusers, many of our EHSC support staff also use Mitcheldean as their base and from a company perspective, Xerox also has a presence in the form of Global Services and Business Services and XGS. Although Xerox no longer owns the site and manufacturing is restricted to one building, the employees remain very proud of their performance and their place in the Xerox history book.

Favourite wish:

My family, friends and colleagues are happy and healthy and live their life to the fullest. And that the Xerox stock goes back to \$60/share someday.

My Motto:

Work Hard and play harder. Also, remember to always wear your Xerox corporate hat in every business decision you make.

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

A salesperson.

The thrill of landing a big sale or the defeat of losing a bid has to be

exhausting – but for a day probably quite exciting!

Favourite food:

Pretzels and Microwave Popcorn. And everything from the restaurant my family owns (Casa di Pizza, in Buffalo, NY & Sarasota, Florida).

For me, Xerox is:

The people. It is the people that make this company great. Recognizing and accepting that we are all different is how we will continue to thrive.

Holiday country:

US Holiday's in California, Las Vegas

and Florida.

Soliciting recommendations for European vacation ideas.

Most recent book or film:

Devil Wears Prada (both book and movie). Not a big fan of business books.

What should they do a bit more in Xerox:

Everyone should remember we are a GLOBAL company! All around the globe we have great people doing good for Xerox.



Dundalk Employee Appreciation Week

'People's spirits were truly lifted.'

Everybody in Dundalk enjoyed the full calendar of events put together for Employee Appreciation Days 2006. Enthusiasm built throughout the week and culminated with the Open Day on Saturday 9th September.

"We had something for everybody during the course of the whole week and the response was fantastic", said Sheila Dignam, who helped coordinate the events. "People's spirits were truly lifted." Events ranged from visits by employees to the Xerox Ballycoolin site close to Dublin and a behind the scenes look at Dublin Airport, health & fitness promotion, sports day, charity car wash, managers bake day etc.

Balloon race

The highlight of this year's events has to be the Balloon race. The Open Day closed off with the release of almost 400 helium filled balloons, one for each employee on the Dundalk site. Sheila: "Each balloon had a card attached with an employees name and asking the person who found it to return it the Dundalk site stating where it was found. People were skeptical but it was so exciting waiting for the cards to

be returned and amazing that they had travelled so far away. Initial returns came from the North of Ireland approximating 60 miles away but as time went on we got cards returned from the west of Scotland, so our balloons had travelled across the Irish Sea. The winning balloon belonging to "John Cotter" was returned from Fraserburg in North East Scotland on the closing date of September 30th. A little more helium plus a little more wind and who knows where they may have ended up."

Charity

All in all Employee Appreciation Days had great participation from all and while it was not the main focus, employees also raised funds for charity, resulting in a donation to the 'Marie Keating Foundation', who are a Breast Cancer Awareness organization, and 'Goal', an international humanitarian agency.



Dundalk FM, Local Radio Station
L to R: Paddy McEaney, Dundalk FM, Gerry Stewart



Employee's Children having fun on the Bouncy Castle on Open Day on the 5th Sept 06



Neck Massage
L to R: Mizu masseur, Aine Cumiskey



Balloon Race
Release by Sheila Dignam & Michelle Kinsella



Winner of the Balloon Race
John Cotter was the winner of the balloon race. His balloon travelled the farthest and was found in Fraserburg in North East Scotland, which means that our balloons travelled across the Irish Sea and were heading towards Scandinavia.



Pitch & Putt
 All proceeds donated to the Marie Keating Breast Cancer Awareness Foundation
 L to R: Xerox Employees, Dave O'Niell



Ducati Bike
 L to R: Derek Farrell, Dejan Jovanovic, David Sweeney, Biju Plassery



Charity Car Wash – Have Your Manager Wash Your Car
 All proceeds donated to the Marie Keating Breast Cancer Awareness Foundation
 L to R: Tony McQuillan, Declan Carey and John Cotter

Road Safety Unit
 Michelle Kinsella on the Police Traffic Core Motorbike



Meet...



Joe Carolan

Age:
40

Fell in love, engaged, got married:

Yes, all the above. I am married to Brigid for 10 years now. I have two children, Laura who is 8 years old and Dillon who is 2 years old.

Education:

Diploma in Manufacturing Engineering many moons ago!

Position:

Electronics Business Centre Production Manager.

Company History:

I joined Xerox 1 month ago. Previously to this, I was employed in IBM Microelectronics division in Dublin for 8 yrs. Here my last role was Product Line Operations Manager.

Hobbies:

I really enjoy all Motor Sports but mainly Motorcycling. I am also an avid Gaelic Athletic Association (GAA)

supporter. I particularly support County Meath (and also County Louth when County Meath are not winning!!) The rest of the time is occupied by parental duties.

How I feel on Monday Mornings:

I tend to take a deep breath and then set off to see what challenges the day brings.

Character:

Happy and energetic, can be serious at times as required!

I hate:

Excessive use of Email.

Favourite Wish:

To live a fulfilling and healthy life and when my number is up, I go quickly!

My Motto

If something is worth doing, it's worth doing properly.

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

Too early for me on that one...

Favourite food:

Italian.

For me Xerox is:

An evolving Multinational in a very competitive location in the EMEA region.

Holiday Country:

Spain/US/UK usually.....Can't take too much heat!

Most recent book of film:

Mostly bedtime children's books at the moment, to try to get Dillon to go to sleep!

What should they do a bit more of in Xerox:

Always challenge the Status Quo....



Alain Corneil tells us about his great passion:

'First the wine list, then the menu...'

At the end of the interview Alain asked, with a glint in his eyes: "You aren't going to make me out to be an alcoholic are you?" N'ayez pas peur, Alain! You are someone who enjoys the good things in life, wine in particular. Besides, alcoholics don't enjoy things. So lets begin....



Refill for the attic!

Dutch kids are brought up on milk; their French counterparts are already being introduced to 'grape juice' at a young age. Alain Corneil, Business Quality & Support Manager in the SSC, is no exception to the rule. When Alain was fourteen, his father left the army and opened a restaurant in Northern France and this is where Corneil junior acquired his basic knowledge of wine.

ensure that he had a well ventilated wine cellar... in the attic.

In the meantime, Alain and his wife, who according to the Frenchman has a better nose for wine than himself, have about 400 bottles of wine waiting to be drunk: "My wife and I also enjoy cooking and love

Surprise

Good wine, according to Alain, doesn't always have to be expensive. "In fact, it's good fun trying to find a good wine for five euros or less. Therefore, I often go to wine tastings in Belgium and France. Sometime there are some nice surprises for example, the last time we found a terrific white wine which comes from the Jura region. Then I always take a couple of boxes home."

Wine cellar in the attic

It took a while before Alain started to accumulate a wine stock and what better place to start than in a supermarket in Sevenum (Holland)! Alain: "A good twenty years ago I moved from France to Venray with Xerox. It was only going to be for a few months, but as you can see it has been a bit longer. Of course I brought my love of wine with me so when we first arrived I decided to go and buy a couple of bottles of wine at the local supermarket. It seemed that they had received a delivery of hundreds of bottles of top class wine for a rock bottom price. A *Grand Cru Classé*, a top of the range *Bourgogne*; I couldn't believe my eyes and took a trolley full home nearly every day..." This meant that Alain had to



good food. Often, we decide what wine we want to drink first and work out what we are going to eat afterwards. Even when we go to a good restaurant, we always ask for the wine list first and then decide what food goes best with the wine."

together and the wine should always compliment the food. Of course you should eat and drink what you like, but take the time to decide. You should also always be open to tasting new things, with the emphasis on tasting. Then the real enjoyment will come on its own accord."

Ho, Ho, Ho Merry Christmas!!!

Will Father Christmas be paying you a visit this year???



As Christmas is a time of joy and celebration for many children around the world, Dundalk employees are kindly participating in a project call 'Operation Christmas Child'. This is a project that originated in North Wales in the early 1990's and it has since become the world's largest Children's Christmas project.



From l to r: Pat Muckian, Malachy Kerr



and a half million needy children in approximately 100 countries received an Operation Christmas Child shoebox and over 300,000 of these boxes came from Ireland!!

Many of the children are in orphanages, street-kid shelters, and hospitals or come from families who are stuck in the poverty trap. Dundalk employees have participated in this project in previous years and once again, this year our employees have shown overwhelming generosity in the compiling of the shoebox gifts. We have collected in excess of 100 shoebox gifts. This is a very impressive and generous result as many employees would also be involved in this

project with a number of the local schools and youth organisations. You can decide whether you want to tailor your shoebox gift for a boy or girl in certain age categories (as per label images). Some of the listed items that you can include are:

- Toys (small cars, dolls, cuddly toys)
- School Supplies (pens, pencils, crayons, markers, writing paper, colouring books)
- Hygiene Items (toothbrush, toothpaste, soap, wash cloth)
- A Personal Note (you can include a note to the child, a photograph of yourself and your family so that the child can respond to you if they wish)

For many children Christmas is a wonderful fun filled experience. Operation Christmas Child enables millions of children all over the world to experience this feeling. This project is much more than a shoebox. For many children it may be the only gift that they receive at Christmas. It also means so much to the children to know that someone, far away, whom they may never meet, is thinking of time at such a joyous and special time!!

From l to r: Pat Muckian, Malachy Kerr, Dave O'Neill

This is a project that gives happiness and joy to many children in poverty stricken areas at Christmas time through gift-filled shoeboxes. It is run by the Samaritan's Purse (a charity organisation) and it provides an opportunity for people of all ages to participate in a simple, hands-on mission while focusing on the true meaning of Christmas. Last year, almost seven

**For many children
Christmas is a
wonderful fun filled
experience**

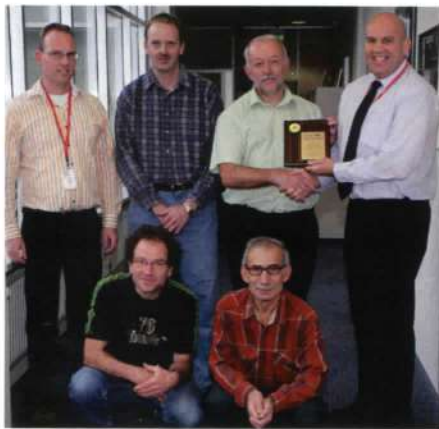




EHSC win 5 Safety Awards!

Safety before everything”, that is Xerox’s worldwide position. In EHSC, this is well understood. The organisation won 5 safety awards; three in Venray and one each in Dundalk and Mitcheldean. In the following article you can read all about it.

Toner Noise Reduction team, Venray.



Project:

Noise reduction at toner production.

Team members:

Ren Jacobs, Piet Peeters, Jeanot Welling and Huseyin Saka.

Team leader Jan Ewals:

“The toner plant has several departments. As most people work in toner production, we decided to tackle the noise situation. First, we looked at what made the most noise and it was mainly the cleaning of the toner bottles at the production line. We managed to reduce the noise for people by providing ear plugs which were made

to measure. This reduced the noise level to 24 dB(A) which meant that if people wore their ear plugs, they could communicate with each other better. This also meant an improvement in work efficiency and we are of course very happy with the award. It is the crown on real team work!”

Visual Safety Store Team, Venray.



Project:

Improvement of safety and the layout of Stores Operation.

Team members:

H. Linders, H. Horasan, T. Mulders, R. Jansen, T. Houben, G. Thiel, Hassan Najja, Jan Ewals and J. Cremers.

Team leader Gerard Bossinga:

“The Central Goods Received and Stores Operation recently changed from a workplace to a bulk warehouse. This change meant a different way of working and new safety measures which go along with these changes. A must was new paths for the forklift trucks, which had to be separate from the footpaths. We also had a

link fence built, with a card reader which only allowed authorized personnel into the Stores Operation. How does this work in practice? The employees can carry out their work more safely, there is a better floor layout and a cleaner environment. For the team that made this possible it meant a lot of work over and above their normal busy jobs. I am very impressed by them and I am also very happy that they have been given this safety award recognizing their hard work.”

Noise Reduction Drum Machining team, Venray.



Project:

Noise reduction in Drum Machining.

Team members:

Jos Gubbels, Jozef Dakus, Jeanot Welling, Jac Gielen and Theo Gommans.

Team leader Ronny van Asten:

"In Drum Machining, we turn aluminium into tubes which are then used by OPC. This process used to make an amazing amount of noise. Values between 86 and 90 dB(A) were not unusual. A team of people who worked with this noise, TD'ers, project engineers and some health

and safety experts bent over backwards to reduce the noise level. This effort resulted in a 100% reduction in noise level and it is now quite a bit quieter in the department. It started very simply, for example pallets are now laid down on the ground instead of being dropped. The result; people can now understand each other without having to shout. Above all they can now listen to the radio without it being on full blast. It's therefore a bit more pleasurable working here!"

Warehouse Construction & Integration Project Team, Dundalk.

Project:

The integration of a 4500 pallet warehouse at WPSM.

Team members:

Fergus McMahon, Joseph Fox, Brian McAleer, Chris Reynolds, Barry Durnin, Pat Scully, Gerry Stewart and Karl Mulroy.

Team leader Declan Carey:

"During our Warehouse Integration Project, we were completely relaying out the manufacturing floor and installing a warehouse on half of it. In

doing this there was a really strong focus on safety from the beginning in terms of wearing personal protecting equipment like hard hats, earplugs and glasses. We also realised a complete segregation of the construction area to the production premises. If anyone crossed the cordoned line without the right equipment they were confronted about it. The compliance with the segregation of areas was key as was the tight discipline on PPE, which was very intensely monitored. Communication before and during the process was paramount so it was absolutely clear to both construction workers and produc-

tion people, what was expected. There was very strong compliance to this and as a result, the whole project was tackled without near misses, never mind accidents. What made the whole thing extra special was the fact that we had to do the job in a very short period of time, with many construction people on site, as production in the manufacturing area went on. As I understand it, the key reason we won the award was the good communication, the segregation of areas and good discipline on the compliance of wearing PPE and of course, we're proud of it!"

Health & Safety Training Team in Fusers, Mitcheldean.

Project:

Development of a revised operator instruction card for health & safety risk assessment/training.

Team members:

Dave Bufton, Chris Barnard, Andy Gibbs, Tony McNally, Rob Parkinson, Dave Adams, Andy Billingham & Greg Stafford.

Team leader Dave Bufton:

As part of the Zero Injury program of continuous improvement, the Mitchel-

dean Fuser Business Centre Health & Safety team identified a gap in its deployment of the hazards, risks and countermeasures identified in both Health & Safety and Environmental risk assessments. Evidence of the deployment of the outcomes of both environmental and health & safety risk assessments couldn't be provided from current training records and a vehicle or document was required which could satisfy all the criteria identified in the MFBC Training Policy, and could also be easily collated, deployed and documented.

Involvement of the "customers" was considered to be a key factor and the team was therefore selected from employees, line management, engineering and safety representatives, and a revised Operator Instruction Card was devised by the team. This was deployed and all operators received training on the revised documentation. Feedback was very positive.



Greg Tayler on 2006:

'Our teams have done a wonderful job with excellent focus on achieving our goals!'

Looking back on 2006, I'm satisfied", Greg Tayler states in his year end interview for the EHSC Magazine. "I see a year of stability. We delivered good productivity, and, just as importantly, our employees were creative when trying to solve problems and issues enabling the organisation to progress."

"When I look at the positives regarding 2006, we had the implementation of SMARTER Distribution for Xerox Europe. We were instrumental in both negotiating the new arrangements and helping implement the changes. The activities in Dundalk in pre-positioning equipment for quarter end sales activity, as well as working very hard to bring the LSP operations in house, resulted in very good productivity savings. The Corporate Procurement Services team were responsible for implementing SRM, the first A2B initiative. The SDU team adapted well to significant changes in activity levels. We did a tremendous job in continuing to manage activity growth and relationships for equipment, consumables and spares in support of Xerox Europe and the Xerox International Group (XING). Information systems were retired and new systems launched in all areas including HR. The team in Welwyn Garden continued to drive productivity with our suppliers and the Mitcheldean Fuser team adapted quickly to the loss of a key supplier, so when you add this all up together, I think there are a lot of very good activities going on where employees showed a lot of diligence and creativity in meeting the challenges.

What about the Service Supply Chain?

They worked hard to tackle their cost base, particularly in moving forward with an RDC-concept to handle increased volume growth.

Did 2006 meet your initial expectations?

Overall, yes. Nevertheless, I think we could have done a better job on inventory. We are already doing a good job but we need to be better, because managing inventory levels helps the corporation financially.

Also, during the year a focus on safety was very high on our list but unfortunately, we slipped in the last few months. That was disappointing.

How come?

There were a number of accidents that occurred in a very short time period on certain repeatable tasks and it would have been nice not to have had this happen.

On the other hand, one area that was handled well was the increased communication between our managers and their employees throughout all departments. The feedback I've been getting is that communication has been quite strong this year.

That doesn't need any improvement?

I would view 2007 as continuing with the plans that we implemented in 2006 and making sure that we continue to communicate clearly and also listen to feedback from our employees.

What other challenges do you see for next year?

The understanding that productivity and cost control is a way of life for Xerox. The world today is highly competitive. We must be constantly focussed on our cost base and drive productivity.

That's an on going challenge?

As an organisation we've always talked about cost control and productivity, but this is absolute paramount for Xerox to succeed in our industry. We're not planning on significant revenue growth due to changes in our industry, so we must always be very focussed on keeping our costs in line. I'm also concerned about overall volume declines in the market place in some



of our traditional areas of expertise but I believe in our ability to adapt. At the same time, I'm very excited about the colour growth. I'm also conscious of the mix of products in the marketplace, where high priced machines are being replaced by low priced machines. Volumes are increasing in new areas, but at much lower margins. We need to make sure that we fully comprehend the impact on our cost base and manage this transition.

What goals does EHSC set for itself in the long term?

Those goals are very simple to state, but they are very difficult to implement, however the EHSC teams have done a wonderful job in working towards these goals. Fundamentally our goals are to support revenue growth for our partners in Xerox Europe and the Xerox International Group, and also ensure customer satisfaction, whilst at the same time deliver benchmark costs and better management of inventory.

What personal Christmas wish do you want to share with your colleagues at Xerox?

I would like to wish all employees, whether it's Christmas or other holidays, to take time to enjoy the fruits of their labour with those that matter the most - family and friends.

Jos Bronneberg tells us about the fire practice at the toner factory:



'The boys and girls do a brilliant and very useful job!'

That day in September is still fresh in the minds of the workers at the toner factory. Suddenly, the fire alarm went off and due to the enormous amount of smoke and the danger of explosions, everybody left the building quickly but carefully. Thanks to the great work of the company fire brigade, company volunteers and first aid personnel, victims and damage was minimal. It was after all, just a fire practice...

"Thankfully," according to Jos Bronneberg, manager of the toner factory, "no one here has actually had to do this for real, but if it ever does occur, then I am completely sure everything will work out okay. During the practice, it was obvious that the boys acted very professionally. In this respect they did a brilliant and very useful job."

Nevertheless, a fire practice is a big upheaval. Jos: "If the alarm goes off, you have to drop everything as you do after all have to leave the building as quickly and as carefully as possible. As it is all about a practice and we can't allow production to stop completely, a few of our colleagues are allowed to go straight back into the building



Unexpected places

With these compliments, fire brigade commander Wim Felder and his people can pat themselves on the back. Normally, he has to compliment the fire brigade in articles in this magazine but now compliments have come from some unexpected places, in particular from clients. Jos: "Often, fire practices



gade, the volunteers and the first aiders spend a lot of their own time on activities, which goes toward guaranteeing their colleague's safety. We can stand still and take stock of this. I thought it was great that they came and carried out this fire practice and hopefully everyone will realise how important the people are who look after our safety at Xerox."



in order to carry on with production that can't easily be stopped. Apart from this, when looking back on the practice, the way in which the fire brigade, the company volunteers and the first aid personnel carried out their work was very impressive. The staged smoke was especially very scary and realistic."

are seen as something which interrupts production, so it was good not to hear comments about 'here they go again with their hose pipes'. I believe that this sort of practice helps prevent disasters and experience bears this out."

Safety guaranteed

"Sometimes," Jos carries on, "people laughingly carry out this very serious practice. I think that is misplaced and the people who are part of the company brigade,





Ronald Bogaard about strange packages delivered to SSC:

'No, we didn't divide the Viagra between ourselves...'



You would think that delivering a package from A to B is not too difficult and thankfully that is normally the case, however sometimes, the people in SSC can't believe their eyes. Ronald Bogaard, Manager Inbound and Return Operations, talks about some of the very strange things they have received....."

"Our department," says Ronald "is responsible for receiving the spares and consumables. As well as this, different countries send us machines, used cartridges and reserve spare parts which they no longer have a use for and we

then reuse or dispose of them in an environmentally friendly way. We not only send out a lot of orders but we also receive a lot of return packages. Sometimes, there are some fairly odd things delivered..."

A pallet of plums



transport company but they did not want to know. There was no alternative, so we divided the plums between ourselves. Whether the toilet was visited more often than usual, we wouldn't like to say!"

Pills

Sorry, what did you say Ronald? "Recently we received some diskettes, a package of fixtures and fittings for furniture and some type of hooks. Nothing odd really, however the mould for false teeth was and of course the two boxes of Viagra pills. Of course, we didn't divide these up between ourselves, but returned them to the sender!"

Via one of Xerox's regular haulage companies in Spain, who also deliver a lot of fruit, a pallet of plums was delivered. Ronald: "It would seem that they had been left in the back of the lorry and it was wrongly assumed that they belonged with a return sending. We called the

Rubbish bin

"We jokingly refer to ourselves," Ronald continues, as the company rubbish bin. We often get sent back to us what we call environmental boxes. These are cardboard boxes which the clients use to put their empty cartridges into. Unfortunately these boxes are also used as rubbish bins. Sometimes, we find some reusable items amongst the rubbish: tools from engineers, briefcases, but also some not very nice items. When we've collected enough usable items together, we hold a lottery

the company rubbish bin

in conjunction with the personnel club, or it is divided, also by way of a lottery, between the employees of the department which received the boxes. However, a lot of reusable items are thrown away, because you do have to dig them out from some fairly nasty rubbish."

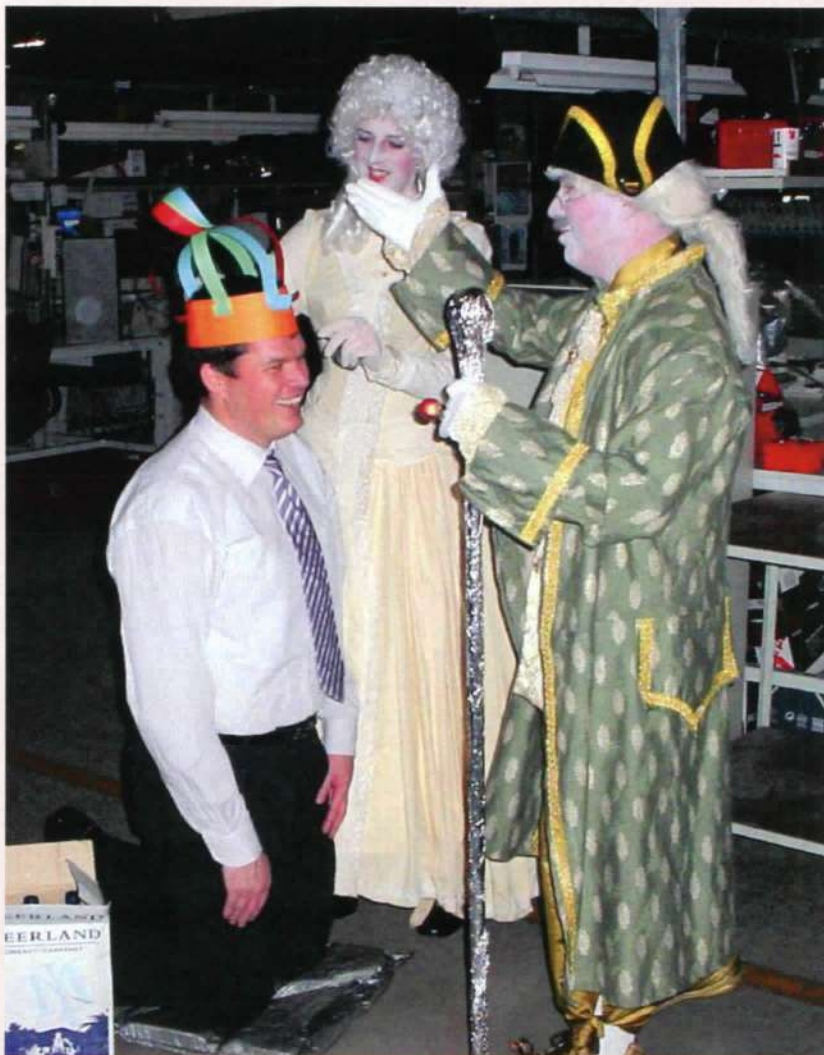
Christmas party in EFO Venray seems infectious:

'It's always good fun!'



Where the special bond between the 130 colleagues in EFO comes from, no one really knows. The fact is however, that it is there and couldn't even be broken when they moved offices and a few of the employees moved from Oostrum to Venray one and a half years ago. The crown on the top of this bond is the Christmas party and once again it's almost time.

Lia Janssen, Ingrid Renjaän and Ruud Blaauptot are responsible for organising this annual event, which has been held since 1999. They are only too pleased to tell us about the fairly unique tradition within the Xerox organisation in Venray. Ruud: "People really look forward to this party. It's held on the day that the Christmas boxes are handed out, in an appropriately decorated canteen in the Q hall at Frans Maas and almost everyone attends. Sometimes, they also bring their children along and there are some tasty snacks, soft and alcoholic drinks and of course a tombola. The party starts at 2.00 pm with the handing out of the Christmas boxes to the employees at the Q/A/E hall. At 3.00 pm the employees from L building in Venray arrive and the party ends at about 5.30 pm. Every year is good fun and everyone goes home with some good memories."



Being crowned King of the Department Roel van Groesen Marcel Baltussen and Lia Janssen

Everything runs smoothly

The organisation of the party normally runs smoothly. Ingrid: "Together, we work out what we are going to do. Ruud and I then arrange the money side of things and Lia buys what is needed. The prizes for the tombola, where everyone wins something, are business gifts which our people receive during the year and donate for this purpose, and also items which Xerox no longer have a need for. I once even won some very useful sticky tape...."

Theme

Every year we have a different theme. Up until now, all three agree that the best theme was the baroque party a few years ago. That idea came from suggestions

from Lia: "As the host and hostess, we were dressed-up in clothes suitable for that period and the canteen was decorated in the same style. Everyone enjoyed themselves. What is the theme this year? None! We join the site-party, which will be held for all employees. You could say that everyone in Venray is infected with

everyone in Venray is infected with the EFO-Christmas virus

the EFO-Christmas virus. I suppose you could say that EFO set a wonderful example!"

Paul's Pitch

Rituals

Rituals come in all shapes and sizes for example, look at what some footballers do when they play a game of football. One defender from the French national team believed that if he kissed their goalkeeper's bald head, then the match would go their way. It was also said that David Beckham played better when he was wearing his wife's G-string under his football shorts.

Christmas also has its rituals, the tree, the baubles, the presents and not forgetting the turkey... However,

Christmas is not all about material things. We tend to stand still and look at situations which we don't normally take much notice of due to being busy at work and with hobbies; the state of the World, the loneliness of our neighbours, our fate, basically we think about people who are not as well off as we are.

The best thing about rituals is that people fraternise with each other. Christmas is one of the best examples as this time



of year brings people together. At Xerox this is also the case, a good example, which you can read about in this edition of the magazine, is the Christmas party within EFO in Oostrum. Since 1999, this event has been organized by a couple of enthusiastic people and every year a good turn out is expected.

I feel that it would be a good idea not just to think about others at Christmas time, but to take time daily to think about people who are less fortunate than us and to realise that the World does not revolve around us alone. So we

should not only be aware of others on 24, 25 and 26 December, but also on 11 April, 13 September or 28 January.

I wish you and your family a happy Christmas and a good new year.

Paul Hermans



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SEASONAL RECIPES



Christmas Party Punch

- Ingredients:**
- 2 oranges (one whole and one sliced)
 - Cloves
 - 300ml red grape juice
 - 300ml apple juice
 - 450ml red wine
 - 2 tablespoons clear honey
 - ¼ tablespoon ground nutmeg
 - 1 cinnamon stick
 - 1 sliced apple



- Method:**
- Press cloves into whole orange. Place in a saucepan and heat with the grape juice, apple juice, red wine, honey, nutmeg and cinnamon and simmer gently for two minutes.
 - Allow mixture to stand for five minutes and then strain.
 - Add the sliced apple and sliced orange.
 - Serve hot.

Christmas Mincemeat Parcels

- Ingredients:**
- 200g filo pastry
 - 411g jar mincemeat
 - Grated rind of one orange
 - 15g melted butter
 - 1 tablespoon icing sugar

- Method:**
- Cut pastry sheets into 24 squares measuring approximately 15 cm.
 - Put 3 of the pastry squares on top of each other to form a 12-pointed star.
 - Place a heaped tablespoon of mincemeat into the centre and add a little grated orange rind.
 - Pick up the pastry corners of each square to enclose the filling and press together to form a parcel.
 - Repeat with the remaining pastry and mincemeat to make 8 parcels
 - Place on baking tray and lightly brush with melted butter.
 - Cook in preheated oven 190o (375oF or gas mark 5) for 10 – 15 minutes until crisp and golden.
 - Dust with icing sugar and serve hot or cold.



SEASONAL SAFETY TIPS



- **Watch where you are walking ...**

Wear proper footwear and take smaller steps.



- **Remove all snow and ice from car windows and lights before you drive.**



- **Drive carefully ...
Smooth and slow
on ice and snow.**



- **Ensure electrical appliances are in good condition.**