

EHSCS Magazine



Zena The Harris Hawk



XEROX



From the Editors

Another year has passed so quickly it seems, and our final magazine of 2007 is already here!

Having reflected on what we said this time last year, I note that we haven't actually completed something we suggested we may possibly do, that is to seek feedback from our readers? The editorial team believe that the magazine content is relevant and interesting for

readers, however your thoughts on this topic are important to us. We therefore leave you this year with a promise, that we will seek your views in 2008.

All that remains is for us to pass on our best wishes for the holiday season and of course, 2008.

Mark Barnard – On behalf of the editors.

In this issue:

- From the editors 2
- The SSC ideas box lives again 3
- Dundalk receives NISO award 4
- Xerox forever 5
- Fusers Mitcheldean 6
- Meet... 6
- Appreciation week in Dundalk is once again a big success 7
- Appreciation day Mitcheldean/Venray 8
- Successful Leadership coaching courses 10
- The Time of Life Market at Xerox 11
- Meet... 12
- A visit to the Print Test Lab 12
- Meet... 13
- Quarter 3 Balanced Achievement Award 14
- The Circle Closes on E-Pay 15
- I would just once like to play the role of a baddie 15
- Paul's Pitch 16

'Is it true, is there no better way?'

The nice thing about the story of the re-introduction of the SSC ideas box is that there aren't actually any ideas, at least not physically. Do you have a good idea and a plan of how it can be turned into a reality? Just go along to controller Tiny Hendriks or group leader Mart van den Elsen. They then make sure that together with you, the plan is put under the microscope and tested as to whether it's achievable and practical. A reward is guaranteed, if not always in the form of money, but your own worth. Tiny: "You show at least, that you are taking an interest in your work."

Oh, the good old ideas box! Where has the time gone when it was bursting at the seams, especially in the early years at Xerox when there was a lot to renew and improve? But in a time when processes run smoothly and perfection has been achieved, it isn't easy to come up with new and interesting ideas. Or maybe it is, Mart? "But of

course", he replies, "especially as you can now follow what's happening to your idea. In the past, lots of good ideas would lie for months gathering dust in someone's desk drawer, and if it wasn't gathering dust, then it would be passed from one person to another. The fact was, that no-one felt they were responsible for the idea how-

ever now, there is an active testing committee where alongside Tiny and myself, spares planner Gerben Geraedts is also a member. This committee guarantees that your idea is taken seriously and that an appropriate reward is given."

All small things.... Not too long ago, Maurice van Hout and Michel Jansen received the maximum reward for an idea which enabled Xerox to save a lot of money when buying spares: "That was", says

Tiny, "a topper for this year, but there are many more good ideas which are submitted. They don't all have to have a major affect and the ideas box is all about people questioning what they do on a daily basis, even if it's for a couple of seconds. 'Why do I do it like this? Can it be done better?' Sometimes people come up with an idea that you know won't save thousands, but does make us take a good look at ourselves. Often the ideas concern safety and our aim is to try and generate as many ideas as possible. In doing so the employees feel involved in the improvements and as an organisation we are able to carry out the changes more easily and properly. All small things help."

Specific feedback

Mart puts the idea file on his desk and picks one from an employee who works on the pack stations: "This is", he says as he gives the file to us to read, "an example of what Tiny means. This lady saw that colleagues of all different sizes worked at the same pack stations day in and day out. 'Why don't we make tables adjustable' she asked herself, which was a very good idea. We may not do this straight away, but in the future when we change the layout of the department, we will definitely include this in the plans. We make sure that the person who came up with the idea knows this and this sort of specific feedback was not always the case years ago."



From l to r:
Mart v.d. Elsen, Tiny Hendriks
and Gerben Geraedts

Dundalk receive NISO award

'Safety above all else!'

Tony McQuillan with the NISO Award



We are very proud of the Safety

award which was given to us by the National Irish Safety Organisation. It was the icing on the cake which everyone on site has worked for and contributed to."

"So", says Andy Cosgrove, former EH&S Manager at the Xerox Technology Park in Dundalk, "the file which contained the detailed award submission is literally inches thick and a couple of kilos heavy." The size of the file demonstrates the importance regulators place on comprehensive records and procedures.

Acceptation

"Each business on site," Andy explains "has its own EH&S team. This means that everybody contributes daily to a safe and healthy work environment. In recognition of this and our ongoing excellent performance NISO gave us this award.

Dundalk has taken on numerous initiatives on the EH&S front. A result of this is that

the number of accidents registered has steadily decreased over the last number of years. Andy: "Everyone is responsible for their own and others actions and therefore should be more alert to what is happening around them. It is also clear that colleagues bring each others attention to safety issues."

You can only do this with the full support of all staff

Daily routine

Of course this attitude did not just fall into our laps. Andy: "In order to create a good safety culture there has been a long learn-

ing curve. You can only do this with the full support of all staff. It goes without saying that this was of course the situation here at Dundalk. Safety is always a top priority. You can now see that safe and healthy conduct is part of the daily routine."

As a result safety comes above all else at Dundalk. Have we now completed the job? "No," says Andy. "Perfection does not exist. Therefore one of the activities of EH&S, not only here but over the whole of EHSCS, in order to keep safety at a high level is to carry out a benchmark of competitors. We are looking at best practices in other organisations and shall incorporate them into our own system. After all you are only as good as your last results."

Xerox forever



Together, they have worked for the company for 120 years. Each one of them came through the factory gates for the first time forty years ago and from the start, they have helped build Xerox Venray into the company it is today. Antoon van Dijck, Theo Cuppen and Jan Rosenberg: pioneers...



From l to r: Jan Rosenberg, Antoon van Dijck & Theo Cuppen

They have been here from the beginning. A period that saw director Leendert Stierman rule the waves, a personnel magazine called RONX and trees that still reached the sky. It was also a time of optimism, growth and unlimited possibilities. One was sixteen years old, the other a year older and Antoon was twenty. None of the three minded getting their hands dirty with Antoon starting on the 914 production line, Jan joining the 720 line as an operator and Theo starting in 1967 as an inspector in web cleaner production....

Toner telephones

In the meantime, Antoon has become a Data Administration Officer in SSC, Jan earns his living as a Technician in CDMG and Theo goes by the title of Raw Materials Inspector. Unfortunately, Antoon was

unable to join the EHSCS Magazine interview due to a serious motorbike accident, however he is recovering quickly and has let it be known that he has always enjoyed working for Xerox: "I am proud that in all my years at Xerox, I have never had a bad appraisal."

Theo Cuppen remembers with pleasure, the time when the sky was the limit: "Then you could buy boxes of battered sausages. When it was my birthday, I went around all my colleagues with these instead of cake. Days later you could still smell them in the department..." Jan can also remember the practical jokes at the beginning: "We would dip the headset of the telephone in toner. Then we would ask our victim, who knew nothing about this, to urgently pick up the phone.

A black ring would be left around his ear, hahahaha..."

Loads of experience

Of course, the three also experienced the not so good times. The big reorganisation at the beginning of the 1980's and of courses the colleagues who left and went to work in Flextronics. "That hurt", says Jan, "but on the other hand, I am very proud to have worked for Xerox and am still proud to be working here." Theo seconds that: "Xerox has always been a good employer, however lately, the changes have been happening very quickly. Lots of training here and there and you can't easily teach an old dog new tricks. Thankfully, we can always put our trust into the years of experience which we have. We don't easily get into a panic."

A Family Affair?



Over the years at Mitcheldean, multiple family members being employed by Xerox and reaching long service milestones hasn't been unusual, however the Fuser Business Centre may possibly have somewhat of a current record within the Company?

As a single business centre, Fusers are able to boast having two sets of brothers who between them have over 112 years of service.

So who are they?

Firstly we have Graham and Gerald Morgan who have 35 and 19 years service respectively. Both work on the low mass line as Development Sprayers and have many years of valuable experience in powder/metal spraying, particularly Graham who has been involved in this technology since 1983. Graham has always been part of the "machine shop" environment having started at the former nearby Cinderford machine shop as a Capstan Operator and ultimately reaching his current position in 1992.

Gerald made a slightly later and different start with Xerox with the site logistics organisation, starting as a Shop Marshall within assembly, prior to

joining Fusers in May 1994 and progressing to his current role in 2001.

Our second set of brothers are Richard and David Pudge who have 30 and 28 years service respectively. They are both engineers within the new programmes team and joined the company in the same way, as apprentice engineers. Having completed their apprenticeships in the early eighties when the Mitcheldean site was experiencing some redundancies, both took decisions to remain with the company and accepted non engineering positions within assembly departments. Looking back, those decisions to stay with Xerox were good ones and as business picked up in the 1986 timeframe, both Richard and David were able to progress their careers and ultimately became the engineers they had trained to be as apprentices.

Although David is the younger brother, he was first to become an engineer joining Fusers from harness operations in 1989.



From l to r: Dave & Richard Pudge

From l to r: Gerald & Graham Morgan



Richard also made it to an engineering role in 1990 within refurbishing operations and went on to be part of the Asset Recycling Centre before its closure in 2005, when he joined the Fusers new programme team.

The loyalty and commitment of Xerox employees is well recognised and these qualities are of course, important elements of being part of the overall Xerox family.

Meet...



Age:
44 years.

Lives in:
Born.

In love, engaged, married?
Married to Patty and adore my kids Claire and Robbert.

Education:
Personnel Management.

Martin van Halen

Function:
Senior HR Manager.

Have worked for:
Among others Daimler Chrysler, Vodafone, Philips.

Hobbies:
Cycling, indoor football, motorbike riding, my family and anything which crosses my path and I find interesting.

On Monday morning I feel:
Fit and well.

Character:
Maybe a bit abrupt.

Dislikes:
Mucking around.

Dream wish:
That I can stay as healthy as I am now.

My motto:
"Everything that moves can be pushed into a certain direction" and "Only one truth does not exist".

Favourite food:
Good old fashioned cooking, as long as there is a piece of meat with it.

Xerox is for me:
New and challenging.

Holiday destination:
Anywhere I can cycle, eat well and relax.

Last book or film:
Book – I love thrillers. Film – the last film I saw was with my kids, it was about penguins.

Appreciation week in Dundalk is once again a big success:

'And now for something completely different..'



orking is fun. Most Xerox employees would agree, but what's nicer than occasionally to unwind, break the daily routine, and take time to reflect and allow yourself to be appreciated by others. In Dundalk, they put aside five days to achieve this. Appreciation week, Irish style.....

"Ha", Sheila Dignam laughs, "you would be better off asking what wasn't on the programme? We had a very interesting and fun filled week, including a car show, a falconry display, bank presentations, a treasure hunt, a sports day, a barbeque lunch, managers washing cars, a balloon race and the list just goes on. There was literally something for everyone and this made the week a great success and good fun."

Boost!

We should mention that the committee organising the week consisted of not only Sheila, but also Brian McAleer, Gerry Stewart, Brian Woods, Dave O'Neill, Joe Carolan, Fiona Price and Jim Reilly, who all did their best to make the week unforgettable. Sheila explains: "After last year's success, people were really looking forward to this year's Appreciation week. This

meant that we had to be twice as creative when preparing the week in order to make sure that it was as good as last year. From the reactions we have received, we can assume that we were successful and this gives us an enormous boost."

Cheese scones

One of the high points of the week was the E2E activity. Each Xerox Dundalk employee was given an EAD partner for whom they had to do something special during the week. One employee found a lovely bowl of fruit salad on their desk every morning and a magazine to read on their journey home each evening. Another employee received two tickets for the lottery, while another was picked-up and taken home by their EAD partner, every day. A part of this activity was the nomination of the best idea. This prize went to the employee who got up one morn-



Xerox Donation to Ruth Gribben who participated in the Special Olympics 2007. L to R: Fiona Price, Patricia Birch, Ruth Gribben, Tony McQuillan, Anna Maria McKeown, Emma McCarra

ing at six thirty for her EAD partner, a Scot, in order to make wonderfully tasty cheese scones, a Scottish delicacy. They were of course, very much appreciated.

Xerox just wouldn't be Xerox if others didn't profit from the different activities on site. Sheila: "During the cake and book sale event, we raised a fair amount of money for a local sports person who took part in the Special Olympics which were held in China in October. Money was also donated to the Simon Community which helps homeless people in Dundalk. So, we didn't just have great fun during Appreciation week 2007, we were also able to help others."





Brian McCann from Newgrange Falconry, demonstrating Alana, The Lanner Falcon in the Falconry Display

Mike Nolan demonstrating Bart, the Barn Owl during the Falconry Display

Rachael Casey demonstrating Zena, the Harris Hawk during the Falconry Display

Some employees enjoying the BBQ



John Smith putting his luck at the Team Event Triathlon, supported by work colleagues

Employees enjoying the Charity Cake Bake Sale

L to R: Anna Maria McKeown, Patricia Birch, at the Book Sale



Getting ready for the Balloon Race

Gone with the Wind – the Balloons are set free

Back: David Sweeney
Middle L to R: Pauline Halpenny, Linda Kearney, Frances Kerr, Shane Kelly
Front L to R: David Coyne, Rob Heald, Olugbenga Oluwasanya, Rajesh Seshan, Dejan Jovanovic



Some employees enjoying the good weather and the BBQ

Some employees enjoying the sunshine and lovely BBQ food



**Appreciation day
Mitcheldean
Loud shirts**



This is how you get the best out of someone...

↑ here is a big difference between playing the boss and being the boss. The first one mentioned is more concerned with the title whilst the second one uses the function in order to allow employees to work well together and reach the goals set out. We call this leadership coaching and courses are provided for this subject. Margit van den Tillaart and Michiel Hermans have already completed their course: "It is very important that you don't operate from an ivory tower!"

In daily life, Margit is OPC Plant Manager and Michiel, Manager Field Inventory Planning. Neither of them has been in their current positions for very long, are relatively young and according to them, have found it 'very useful' to follow the leadership coaching course. The course started in December last year and they both received their certificates in October. Margit and Michiel are one of the first of the 25 Xerox leading hands from Venray and Breukelen who have received the certificate.

Pass the buck

Although it's too early to say whether the course makes a difference, Michiel is convinced that in the not too distant future, this will be the case: "If as leading hand you want to steer your team in the right di-



Margit van den Tillaart and Michiel Hermans

rection, then you have to formulate a goal. This doesn't always happen and employees don't know what's expected of them." Margit explains: "The course taught us amongst other things, how you formulate, work towards and realise a goal. The idea isn't that you focus your best efforts on your colleagues, but that you get the best out of them. By doing this, we will eventually all be facing the same way."

"This can only happen," Michiel says, "if you are constructive and also take into account how sensitive the job is. This is quite often an aspect which is missed by the leading hand because they, as well as the other employees, don't talk about it." Margit seconds this: "In times gone by, you would sometimes find that some people would try and they pass the buck on to you. Then the problem was no longer theirs and as leading hand you were saddled with someone else's problem. Now I help people to understand the problem and give the responsibility to the right person. People help work out solutions and then see them through to the end and what it is obvious that this is the best way to go forward for everyone."

Positive coaching

"A good leading hand", Michiel carries on, "operates with tact, knowledge of the job and together with the employees, finds a workable solution. Positive coaching and feedback so that others can go further was emphasised again and again during the course and this made a big impact."

Positive coaching and feedback so that others can go further

Was there also a tip for the people who gave the course? "Yes", Margit answers, "give the next group of pupils an 'off side'. Then they will be able to focus better on the course material. Today, some students couldn't help but slip back to their departments during breaks to make sure nothing urgent had come up that needed their attention. The breaks would have been an ideal time to exchange views with each other."

The Time of Life Market at Xerox



On 14, 15, 19 and 20 November a big Time of Life Market took place in the restaurants located in the A and C buildings. The reason behind this market was to make people think about their current job. How can you keep on enjoying your work, what can you do to make sure this happens and how do you talk to your leading hand during the PEP/PDP discussions which will again be held at the beginning of 2008?



Marbles have been chosen as the logo for the Time of Life policy. These represent the many different aspects of the policy such as talent, input and involvement of colleagues, but they also represent the continuation of development and change.

On the market, you also came across distorting mirrors. These, as it were, invited you to take a different look at yourself. In a video corner a few colleagues said what they saw in themselves and what their motto was. Elsewhere, there was a giant 'marble' on which you could write your motto in relation to the Time of Life policy, whilst in mini workshops, teams could learn to think about their current job and enjoyment at work.



Our colleagues represented their departments with great enthusiasm



The attendance level of the mini workshops was high

The market included various activities such as: a stall with products, photos and information from various departments. Colleagues also handed out information about the work their particular department was involved in. The enthusiasm with which the colleagues took part really made the slogan 'Proud to be Xerox Venray' real.



At the SSC market booth

Nearly everybody visited the Time of Life Market. The reactions were positive. In order to strengthen the Time of Life policy and to help colleagues take more responsibility, there are more activities planned for 2008.



At the Work Council's market booth



What is your life motto



How do we recognise our colleagues?



Has he got the right brochure?

Meet...

Fell in love, engaged, got married:

Married to Paula for fourteen years. We have a very well behaved 5 year old girl and trouble on the double with 3 year old twin boys.

Education:

B.Sc. (I.T.), M.Sc. (Mgmt).

Position:

WPSM Production Manager.

Company History:

Joined Xerox in October '06 from IBM. In many ways the two companies are very alike – fortunately I enjoyed my time at IBM and I am enjoying my time with Xerox.

Hobbies:

Family take up most of my spare time but I do have an interest in computing/technology, meteorology and most sports.

How I feel on Monday Mornings:

Wouldn't it be great if work started an hour later in the morning? I've never had that Monday morning dread. Working is so much easier than minding children!



Brian Woods

Character:

I believe I have a strong work ethic, and I'm intrinsically motivated. I enjoy a realistic challenge. I am probably too conservative.

I Dislike:

Poor punctuality.. bad drivers.. daytime TV.. advertised airfares that leave out the tax.. excessive repeats on TV.. medical appointments where everyone is given the same appointment time.. bureaucracy.. queuing.. lack of customer focus..

Favourite Wish:

Good health for my family, good education for my kids and a secure income.

My Motto:

Hard work and willingness go a long way.

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

Eric Armour - VP for Corporate Strategy. I'd like to be involved in setting the future direction.

Favourite food:

Fillet steak with garlic potatoes accompanied by a glass of Sancerre. Finally, a Drambuie to finish off the meal.

For me Xerox is:

A good place to work where people are limited only by the boundaries they set themselves.

Holiday Country:

Favourite country visited to date is Egypt - guaranteed weather, excellent value. Roll on next May!

Most recent book or film:

Book - Winning by Jack Welch and Suzy Welch.
Film – Casino Royale (Daniel Craig played James Bond).

What should they do a bit more of in Xerox:

We need to break free of the legacy systems that are in place. We need to position ourselves for the future without being tied to the past.

A visit to the Print Test Lab...

The watchdogs of print quality

2 2 degrees and an air humidity of 55%. Not exactly a temperature where you keep your sweater on, but in the B-zone of the Venray Print Test Lab, what used to be SMTT, thirty printers of all types and sizes churn out copies into plastic baskets. Further on in the process, scan and measuring equipment, reference scales and the eagle eye of Hans Aben, will decide whether the copies pass the critical test. We pay a visit to the watchdogs of print quality...

Process engineering manager and acting PTL supervisor Nahit Berk, leads us easily through the new home of the PTL department in building B. With the move from building T to the former AMAT area in September, an end came to what was a strange situation. PTL was one of the few

remaining departments that were housed in the Flextronics building and this didn't make life as easy as it should have been. Nahit: "We test consumables such as toner, developer, OPC's (the drums) and CRU's (the cartridges) for our clients in Venray and Dundalk. If they wanted to call in and

see how the tests were going, they would always have to comply with Flextronics' procedures first and then they were allowed into our test rooms. Now, it's just a matter of popping in with no complicated rules which improves communication no end."

Coffee and cake

During the move, which bought about another important advantage with that part of Xerox being back home, the testing procedures were put on hold for three weeks. By doing this, the whole move ran very smoothly according to Nahit: "Apart from a few teething problems with the climate control room, it was business as usual. A great part of this is thanks to the cooperation we received from Facilities,

Meet...

Age:
25.

Fell in love and:
Live together with my girlfriend Jessica.

Education:
BA (Hons) Business Studies –
Bournemouth University.

Position:
eRFX & eProcurement Business
Partner – CPS Europe.

Company History:
I began with Xerox as an IP student
working in Non Production Purchasing
in Supplier Adoption, and then
returned to Xerox after graduating
in July 2004 to work in Corporate
Procurement Services – Europe based
in Uxbridge. Since then, I have held
different roles within the CPS team
including, Purchasing Support & Junior
Business Partner for Travel.

Hobbies:
Rugby, Snowboarding, Socialising &
Travelling.



Gareth Nicholls

How I feel on Monday mornings:
Energised and ready for another week,
(However, I may have a few aches
& pains from playing rugby at the
weekend).

Character:
Optimistic, cheerful and always eager
to learn.

I dislike:
Too much bureaucracy.

Favourite wish:
For my family and friends to remain in
the best of health.

My Motto:
“If you don’t live on the edge, you take
up too much room”.

**At Xerox, I would like to walk for
a day in the shoes of:**
A Xerox team involved in an XGS
major account bid.

Favourite food:
As a Cornishman, it has to be a Pasty,
but there isn’t too much food I dislike!

For me, Xerox is:
A global company with great people
and exciting opportunities.

Holiday country:
Anywhere with snow in the winter for
snowboarding and sandy beaches in
the summer to relax.

Most recent book or film:
Currently reading “Bit of a Blur” by
Alex James and the last film I saw
at the cinema was The Bourne
Ultimatum.

**What should they do a bit more in
Xerox:**
Team Orientation - Working together
for Xerox as one company.

Pieter Verheijen’s team. There was
enough reason for a festive opening with
coffee and cake.”

Not simple

The day to day business of PTL is exactly
what the name says, the testing and con-
trolling of consumables based on the prod-
uct performance specifications given to us
by the product designers. If the tests are
satisfactory, the product is approved and
can then be produced, however the tests
are not simple. Nahit: “Xerox products
have to be of the highest quality all over
the world. This means that they have to be
able to work in any climate. Here, we are
able to change the climate from cold/dry to
hot/wet. More often than not, we let the
tests run for hours at a time and afterwards
randomly check whether the prints meet
Xerox standards. If not, then it’s our job to
find out why? We then report this back to
the designers who, on the basis of our find-

ings, adjust the toner, developer, drum or
cartridges.”

Four Xeroids work in PTL but when it’s very
busy, colleagues from the toner or the OPC
factories step in and help out. Each year
more than 100 product tests are run,
which vary from short spot tests, to tests
which literally go on for weeks. “On an
annual basis”, Nahit says, “we go through
a mountain of print paper. If we didn’t do
this, then each new product would be just
guess work and Xerox only wants to intro-
duce quality goods onto the market.”

From front to back: Hans Aben, Marcel Dijsselbloem,
Peter Joosten, Henk Theeuwen, Nahit Berk



Quarter 3 Balanced Achievement Award

There's a piece of wallpaper in my lounge that has partly peeled off. It's nothing much, but I have to admit it does look a bit unsightly and it's been like that for four years now.

My wife, Beryl, has asked me on several occasions, "When are you going to stick that wallpaper back?", and every time I give her the same response (thinking it will buy me some more time), "not until Portugal have won the EHSCS Balanced Achievement Award".

After four years or so, it's always done the trick but not now... Looks as though I'm going to be doing some wallpapering and running repair (blast!).

Yes, it's true, after four years since the launch of the Balanced Achievement Award and for the very first time, Portugal Logistics have won the coveted bronze sculpture.

In presenting the award, Marcel Frielinck, Vice President Eastern Hemisphere Supply Chain Services, noted that Portugal logistics...

- Equipment inventory performance was below plan and 32% lower than the prior quarter.



From l to r: João Horta, Bernardo Macedo, Patricia Aibéo, João Ferreira & José Garrafeira

- Were one of only three countries to achieve better than plan inventory for Parts and Consumables, which were substantially lower than the prior quarter.
- Total distribution costs were on plan.
- Have made significant improvements in recent months in the transparency and timeliness of data input to EHSCS.
- Teamwork ratings submitted from all areas of EHSCS were rated among the highest by each function.

Congratulations go to Joao Horta and his team on this excellent performance, who are pictured with the award.

Anyone know where I can buy some wallpaper paste? I could always get someone in to do the work or maybe I should just change my story to include another country?

Rob Mellon.

The Circle Closes on E-Pay

Emloyees around the Xerox world have been using E-Pay for well over 2 years and within EHSCS, Ireland and the UK are already on board. The circle closes for our organisation with the implementation of the system in Venray in early 2008.

Most people will be aware that E-Pay is the global employee reimbursement system for business related employee expense claims. It's a common design across the Xerox world and provides savings in time whilst also ensuring that we comply with our global expenses policy.

E-Pay has many benefits. As a web based system, it's accessible from any PC and it

links directly with the AMEX Corporate Card system. This means that business travel expenses paid for via AMEX feed directly into E-Pay and can be cross referenced by employees when they make their expense claims. Original receipts still have to be mailed to Ballycoolin in Ireland however they are also scanned into the e-pay system electronically, which allows the approving manager to



view them through the system, again from any PC.

The flexibility of the E-Pay system has and will continue to bring flexibility and simplicity to our business expense process.

'I would just once like to play the role of a baddie'



ften he is looked upon as a nutty professor, however in December, he will be strutting the planks as Trevor in Alan Ayckbourn's play 'A bedroom farce'. This socially lacking and intimidating personage it is true to say, is the complete opposite of Sander Schippers, but gives him the opportunity to be someone completely different.

In everyday life, Sander Schippers is an accountant with the Finance department in Venray, but twice a week, and if necessary for a production as often as possible, he is incredibly busy with amateur dramatics. As an active member and treasurer of the amateur dramatic group *Panta Rhei*, based in his place of birth in Reek (North Brabant), he has put his heart and soul into acting in plays such as 'Murder on the Nile' by Agatha Christie and 'A Castle in Sweden' by Françoise Sagan. In December there is a planned 'try out' of *Bedkwartet* in 'De Groene Engel' in Oss. Two more showings will follow in February in Reek and Venhorst.



Vulnerable

"Our group", Sander tells, "tries to up the level of village dramatics. Simple popular plays are not for us. Take this Ayckbourn play as an example. I play an impossible person who is mixed up in several argumentative scenes and also unbelievably hilarious situations. The role also expects you to show yourself as being very vulnerable which isn't always easy. Sometimes someone will burst out crying and if you put everything into a part, this can happen. It is therefore, important that if you are playing such a role, you can fall back on a good director."

Sometimes someone will burst out crying

Believable

Sander puts a lot of time into the preparation of any part he plays: "We start by

reading the play together and then the director decides who plays what part. When you know who you are, you can analyse your role as you have to understand why the person you play does what he does. You also need to understand the motives of the other roles and you can then, in a playful way, make your character believable. Learning the text by heart sounds difficult, but becomes easier the more you understand the play. If you're unable to do this, then as an actor, you won't get much further than having just a couple of words to say."

"I would", Sander continues, "once like to play the role of a baddie, or a dark dramatic part. Basically, a part where you have to dig deep into your emotions. The best part of all about acting is when you have really earned the audience's applause. You have to work hard for results and I can see a parallel between my hobby and what I do at Xerox..."

Know yourself...

One of the nicest management books I have read lately is Good to Great by Jim Collins. In this book he describes how you can, in an achievable and clear way, change a good company into an excellent company. He compared an organisation with a golf bag and all the different clubs it contained. One club can be used to putt, another to hit the ball 200 metres to the green, whilst a different club is needed to get the ball out of the bunker.



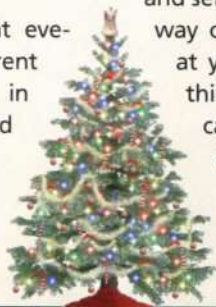
yourself. This means for example, that you should cooperate with your departmental colleagues, that you don't keep your know how to yourself, but share it and in doing so, make others stronger and help the whole team.

The old fashioned power culture, according to Jim Collins, won't survive for much longer but modesty and taking responsibility will. And

with that last sentiment, I believe learning and self improvement also belong to this way of thinking. Know yourself, look at your short comings and do something about them. In such a way, you can also change from good to great and with you, your department and Xerox as a company.

Good luck!

The thought behind this is that every company needs various different people, with different qualities in order to finally reach a goal and succeed.



You need to, in other words, focus on the company and not

The True Spirit of Christmas
by Marajo Tenderass

Lots of people
Crowds everywhere
Rushing and pushing and shoving,
Going nowhere.
It's Christmas time again
Have to get all those things done
Hustle, bustle, quickly,
We must beat the sun.
Must get this and must get that
Maybe this nice, maybe that nice
When did it happen?
When did we lose track...
It's a race, yes it is
We are running, yes we are
But lets not forget
Before we get too far.
What is really, really important
Doesn't take much to figure out
Take time to love
and love from the heart.

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