



EHSCS Magazine

**A Working
Life in
Manufacturing**



From the editors

Tempus fugit. The Romans already knew this: time flies. One moment you're writing the introduction to the summer edition and then the next thing you know, it's time for the autumn edition. But there is no need to be down, there is always something good to write about...

Just as normal, this issue is splitting at the seams with articles. It goes without saying that attention has been paid to the heart warming visit by Anne Mulcahy to Venray and we will also be looking at an exclusive reportage by our unsurpassed in-house photographer Jan Peter Ambaum, covering the swinging site party held in Venray. But there is more, much more. You can read an

amazing article about Mitcheldean Fuser Business Centre, a very soothing hobby of an Irish colleague, the passion for dove racing from another colleague and Paul's Pitch which shines a light on an invaluable thought.

We hope your holiday was just as good as ours. If this was the case then EHSCS can look forward to the coming year full of energy.

The Editors

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A Working Life in Manufacturing

It isn't often that an employee achieves 40 years service however this quarter, Mitcheldean celebrates two such awards with Fusers Technical & Quality Manager Chris Barnard and Development Centre Engineer, Ian Fishburne both reaching this milestone. If you look behind the scenes though, they have several things in common.



80 years between them! – Ian (left) and Chris + inset, as young Apprentices in 1972.

Although a year younger than Ian, Chris was first to join Xerox straight from school as a Shop Boy in the Bell & Howell Machine Shop, with Ian joining one month later as a craft apprentice. It wasn't however too long before Chris was advised by one of the Production Managers, to seek an apprenticeship with the company and he transferred onto the apprenticeship scheme to join Ian. Both ex Abenhall school (now Dene Magna) students, the apprentice training scheme brought out the best in them in terms of providing a foundation for learning and loyalty to the company over the coming years. Chris: "You only have to look around Fusers to see that despite the changes over the years, there are still quite a number of ex apprentices who have remained loyal

to Xerox and continue to have the companies' interests at heart. It really was a great start to working life".

And so the common path continues. At the end of their respective apprenticeships they both entered into the manufacturing side of Xerox with Ian becoming a Toolmaker in the Tool Room and Chris becoming a Small Batch Machinist. When these two departments amalgamated in 2006, they both became Toolmaker/Prototype Technicians and it was shortly after this that their manufacturing journeys took slightly different paths.

Ian's heart has always been in the machining side of the business and although he now maintains calibration and tooling for

both Mitcheldean and Welwyn as part of his role, his love of "turning the handles" never diminishes. Chris on the other hand, took a slightly more technical route becoming an engineer within Fusers in 1989 and then subsequently Section Manager for the Development Centre, managing Ian as part of this role. In July 1997 he subsequently became Technical & Quality Manager for Fusers.

And another intriguing common interest is motor bikes. Chris is the proud owner of a quad bike and Ian is the owner of five (yes 5!) motorbikes too. He must have a large garage!



An increase in enquiries in the Training School in helping to further cancer research. It all started when Neil Middleton, Director, Programme Planning, was asked by the British Research Fund to help with an engineering problem. Investigations into the cause of breast cancer involved carrying out statistical analysis of urine samples; what was needed was a device which would hold cups containing the samples in a freeze-dry and also convey them through other analytical processes. This showed links with

increases for the cups were designed and Neil found our Training School more than willing to act as manufacturers. Under instruction, Vance Hopkins, Colin Turner, Chris Barnard and Ian Fishburne then set about making the 21 cups a needed using drawings. It proved a good exercise for them and an exciting job for us, says Neil Chris. The grateful Fund will be sending the cups to London to see the research work in



Training for all managers:

'Most of all, LCL taught me how to listen.'

From straight forward management to supporting and coaching leadership. This is the path that (senior) Xerox managers are following and the aim of this change is to allow the potential and learning possibilities of employees to grow. In doing so, employees will hopefully be better prepared to deal with future changes and challenges. The 6 day Management Coaching Course (LCL) helps managers to make these changes. The EHSCS Magazine has given 3 participants on the course, a chance to tell us about their experience.



Picture 1: Final Coaching/Learning session with non-production participants. Total picture of participants with their counsellors and participants of Xerox Breukelen. Participants from Venray were, from left to right: Han Slooter, Hans Gardebeke, Freek Smals, Luc Oosterbosch with their mentors Ralph Gootzen, Henk Tissen, Marilou Waage and Stephan Bonekamp.



Picture 2: Final Coaching/Learning session with production participants. From left to right: Nahit Berk, Theo Stappers, Frans Kersten, Huseyin Saka, Ed Timmermans, Ray Bradley, John v.d. Broek, Twan Peeters, Hans Eickmans and Antoon Robben with their mentors Bernard Bergkamp, Margit v.d. Tillaart and Wim Felder.

Mart van den Elzen, teamleader SSC:

"I'm now 57 years old and although you are never too old to learn, I was not particularly looking forward to the course. 'What can they still teach me at my age about leadership?' I thought. Looking back, I'm glad that I followed the course as it was based on actual experience. This is what made it more interesting for me personally, but also, the group I was with was fun and relaxed. Everyone got on with each other and of course this helps. Most of the course has taught me to listen and to see what the actual problem is hiding behind a question. In doing so you are better able to help your colleagues and that was the biggest value of the course. Above all, I find I can deal better and more quickly with delicate problems. I used to let these problems sit in the in-tray! On a scale of 1-10, I would give this course an 8.5."

Theo Wennekers, teamleader ESC:

"I thought it was fantastic. As a manager, I was already used to allowing the whole group to be responsible for their work and this course just confirmed what I was already doing. Of course I already had in mind how things ought to be done from my own experience, but now I have the tools to confirm that we have chosen the right way or not? This was probably the most interesting part. On this type of course, you also learn from other managers. I used to work on a solution for a problem before everything was known. Now, I initially make sure that I understand the whole problem before working together with colleagues to find a solution. This has already led to a reduction in oversights. I think it's important that colleagues feel comfortable and then you can achieve much more. I give the course a 9 and recommend it to everyone."

Bernard Bergkamp, manager operations SSC:

"I think it's very important that once again, it's confirmed that you shouldn't pressurise people to accept your ideas, but to allow them to think for themselves and in doing so, give them the opportunity to be responsible. This may sound a little soft, but in practice it seems to work. Using coaching management you take the initiative. Instead of deciding what has to be done and then also controlling everything from the top, you ask the people below you to think with you on how you can realise certain ideas. Following this, you decide together which direction to go and make concrete agreements. Of course it's important that everyone stick to the agreements, otherwise you very easily return to the old regime. To ensure that this doesn't happen, the course gave some very useful tips. I hardly ever give a high grade, but this course has earned a very good 8+."

Meet...

Lives in:
Dundalk.

Fell in love, got married:
Fell in love 20 years ago and got married 7 months ago, as I have been recently reminded.

Education:
Diplomas in Electronic Engineering and also Manufacturing Technology + an MSc in Manufacturing Technology and Management.

Position:
PSG Production Manager.

Company history:
Short - started 6 months ago.

Hobbies:
Leeds United, travelling and visiting different countries, watching football.



Seamus Mc Cooley

How I feel on Monday mornings:
So another week begins.

Character:
Determined and I hope inclusive.

I dislike:
Raisins and people being ignorant.

Favourite wish:
To be happy and successful.

My motto:
You don't know until you try.
Lord, grant me the serenity to accept

the things I cannot change; the courage to change the things I can; and the wisdom to hide the bodies of the people I had to kill because they made me mad.

In Xerox I would like to walk in the shoes of:
Still deciding - many good people work here.

Favourite food:
I enjoy trying different types of food.

To me, Xerox is:
Customer focused.

Holiday destination:
St Thomas - US Virgin Islands.

Last book or movie:
Book: The Selfish Gene - by Richard Dawkins.

What should we do a bit more of at Xerox:
Focus on lean.

A new Arrival in Dundalk

The Shamrock team in Xerox Dundalk have launched their latest member to the SFIDA product portfolio.

The Shamrock process is now capable of taking back DC7000's and DC8000's from the field and processing them for use in a second life. The printers and copier printers can return to customers as a traditional DC7000/8000 or can be converted to DC7000/8000AP. The AP conversion involves the replacement of some key components to improve image quality and throughput across a wider media spectrum. As normal HSFI and high wear components are replaced, all panels are replaced and the printer is tested through a preapproved job matrix to ensure the Shamrock printer meets or exceeds the standards. DC7000/8000 (AP's) are available as a Retained Ownership (RTO) where the OPCO sends back a system for rework and receives this serial number back after passing through the Shamrock program, or as a Central Buy Back (CBB) where a returned unit to central stores is given a second life in another OPCO.

Shamrock units are especially useful when Xerox is seeking business in price sensitive accounts or when we are trying to maximise asset utilisation by getting returned assets "clicking" once again - it's all about revenue!!!

Please contact Brian Keegan at 00353429387622 for more information on existing Shamrock products or Brendan Carragher on 00353429387670 if you would like to see additional products added to the Shamrock program.



The first DC8000 after test with an added High Capacity Stacker



The Shamrock Team with the first DC8000 (the panels removed)

Quarter 2 Balanced Achievement Award

I remember visiting the Swiss Alps some thirty years ago on a truly wonderful holiday



From l to r: Charles Suter (NE Consumables), Daniel Baggenstoss (NE Logistics & Service Performance Manager), Adrian von Allmen (Equipment Logistics Manager), Janine Beyer (Local Purchasing & XGS Administrator), Marc Egli (NE Spares), Adrian Traylor (Equipment Order Manager).

The smooth milk chocolate.....
the crystal clear running streams.....
the romantic sound of cow bells from some distant field...
the cuckoo clocks....
and of course the beauty of the Swiss mountains...

During a visit to Lake Lausanne, a local resident told me that if I threw some coins into the water, there was a local supersti-

tion that I would be guaranteed to return (it's funny how every tourist spot in the world has one of these!)

Well here we are... thirty years later and guess what? Those +*!***! coin's still haven't worked!

However, it's pretty obvious that the Swiss Logistics team taped some lucky coins to the EHSCS Balanced Achievement Award.

Yes it's true!

One year after last winning the award, the coveted trophy is returning to Switzerland.

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

- T&W costs were on plan.
- Equipment Inventory performance was better than plan and showed a 26%

- quarter-to-quarter improvement.
- Inventory for Parts and Consumables were close to plan.
- Teamwork with EHSCS, particularly on logistical network change initiatives, was excellent.

Here is a picture of the victorious team with the coveted award.

In the meantime, if anyone sees a local man who lives near the lake in Lausanne, (picture to be provided), driving around in a flash car, tell him he owes me some money!

Rob Mellon.

'Going Green touches the very nerves of this company!'

What used to be looked upon as the pet subject of men with beards and ladies in dungarees, is now a major topic. In 2008, we don't only talk about the environment, we are actively doing something about it. A good example of this is Xerox's Going Green strategy. Ger Vergeldt explains.....



"Going Green" the Returns Manager of Post Sales Supply Chain explains, "is a long term strategy for Xerox. It covers rather a lot of different departments from sales, up to and including returns, which is what our department deals with. Going Green shows the market that Xerox is an organisation which has prioritised environmental issues and durability."

Modern Clients

According to Ger, it isn't just nice words. Before 2012, the organisation wants to realise a reduction of CO2 gases by 10% and research shows that Xerox are more than just going to meet this reduction. Alongside this, Xerox has also set the goal of helping clients reach their own environmental aims. "This last point" Ger says "is also something which modern clients ex-

pect, especially multinationals. They have for sometime now, not just been interested in costs and quality but also the environmental issues which play an important part when choosing a supplier."

Even so, Going Green is not the first long term initiative that Xerox has embraced. Since the beginning of the 80's, machines and material have been recycled. Ger Vergeldt's 'club' is a good example. "In the SCC we have a complete portfolio on the different ways to return goods. Clients can make their own decisions. From here we send out all spares and consumables to the client and we also receive the goods sent back. These vary from toner bottles, which are cleaned here, to complete machines. Some of these machines can then be recycled and those which can't be re-

used are dismantled. Some parts are repaired, tested and sent back out into the market. The material which is left over is divided into different categories and is sent to certified businesses for example, one business will get the aluminium, another plastic and yet another metal. In this way almost everything is recycled."

This isn't rocket science

Going Green touches, according to Ger, 'the nerves of this company'. Everyone is involved and Going Green means that even in your department, you can be conscious of energy use. For example, turn off your computer or light if you're not at your desk. Most of it isn't rocket science, but a question of being conscious of the above or, as Anne Mulcahy our CEO says, "Durability is a race without a finish".

Venray Site Party Celebration





Meet...

Age:
49 years

Lives in:
Zevenaar

In love, engaged, married?

Not engaged, but the rest applies. I'm married to Carin and we have a lovely daughter called Anne, who is almost 16 years old.

Education:

At evening school I passed HEAO-BE and have attended several management courses.

Function:

Head of Integration in the Post Sales Service Supply Chain. It's my job to ensure that all activities between the different countries and Venray run smoothly, allowing Xerox to provide an acceptable level of service at an acceptable cost.

How long employed:

At Venray 2 months (if I get past my probation period), but almost 28 years with Xerox in total. Most of that time has been in Service Management functions within the Netherlands, but for the last few years I have been based

Roland Hoogendam



in England and have worked in the Middle East, East Europe, Africa and India.

Hobbies:

Amateur pilot, skiing, computers and DIY in the house. We have quite a few animals so there is always something to do.

On Monday morning I feel:

Fine, I'm a morning person.

Character:

It's difficult to describe myself, but I always try to be positive and to look at things through other peoples' eyes.

Dislikes:

The smell of fried food.

Dream wish:

I have several small wishes and I keep working on them.

At Xerox I would like to put on the shoes of:

The people who think of new ideas and innovations, but only on the day that they work out!

Favourite food:

I'm not too fussy as long as it's with good company and includes a nice glass of wine.

Xerox is for me:

A fantastic company where you have more than enough chances to do something if you want to.

Holiday destination:

Somewhere different each time, looking at how things happen in different countries and seeing what the people are like. In the autumn we're going to Spain for a week.

Last book or film:

A small book about the history of Zevenaar, because we have just moved there. A nice town close to the German border with 25,000 inhabitants.

What Xerox should do is ...:

Try to finish jobs on time and afterwards check that the changes have the desired affect.

Meditation

Almost 20 years ago I was introduced to meditation as a way of alleviating my asthma. At first the effects were superficial, but my lung function had improved through meditative breathing techniques and as time went by, I noticed that there were other, far deeper, benefits to this exercise. I found meditation to be a sanctuary from the stresses and strains that our daily lives present us with.

I could clinically outline the various types of meditation, but I feel that this would only clutter our minds with more information. In fact, the essence of meditation is to de-clutter our minds if only for a while! So, I think it would be more apt to write about the outcomes of meditation as these are much more inviting.

Most of us are living out of our past and worrying about our future. Meditation ba-

sically helps us to settle down and be aware of our existence in the present. Calm and peace of mind accompany this experience.

In recent years, "in the zone" has been the catchphrase for many sports psychologists and sports pros. This is another kind of meditative state, where the competitor is at one with his/her activity and the surrounding environment. Most of us have experienced this feeling at least once in our lives. When



John Clarke
from Dundalk

we find the activity that brings us peace, we pursue it as it's essential to our personal contentment. So the key is to find your niche and cultivate it, as it's only in practice that we can truly know meditation.

Hans Gordebeke's hobby:

'Waiting for my doves to return is as exciting as any football match'



It was said as a throw away comment, but if you listen carefully, you will realise that when Hans Gordebeke's doves took part in competitions, he was in the top twenty of the dove racing fraternity. His work intensive job, Hans is SSA Manager PSG in the SSC, prevented him from keeping this position, let alone allowing him to improve upon it: "You can only win races if you work more or less full time with the doves. I'm not able to do this and that is why I now spend more time breeding doves...!"

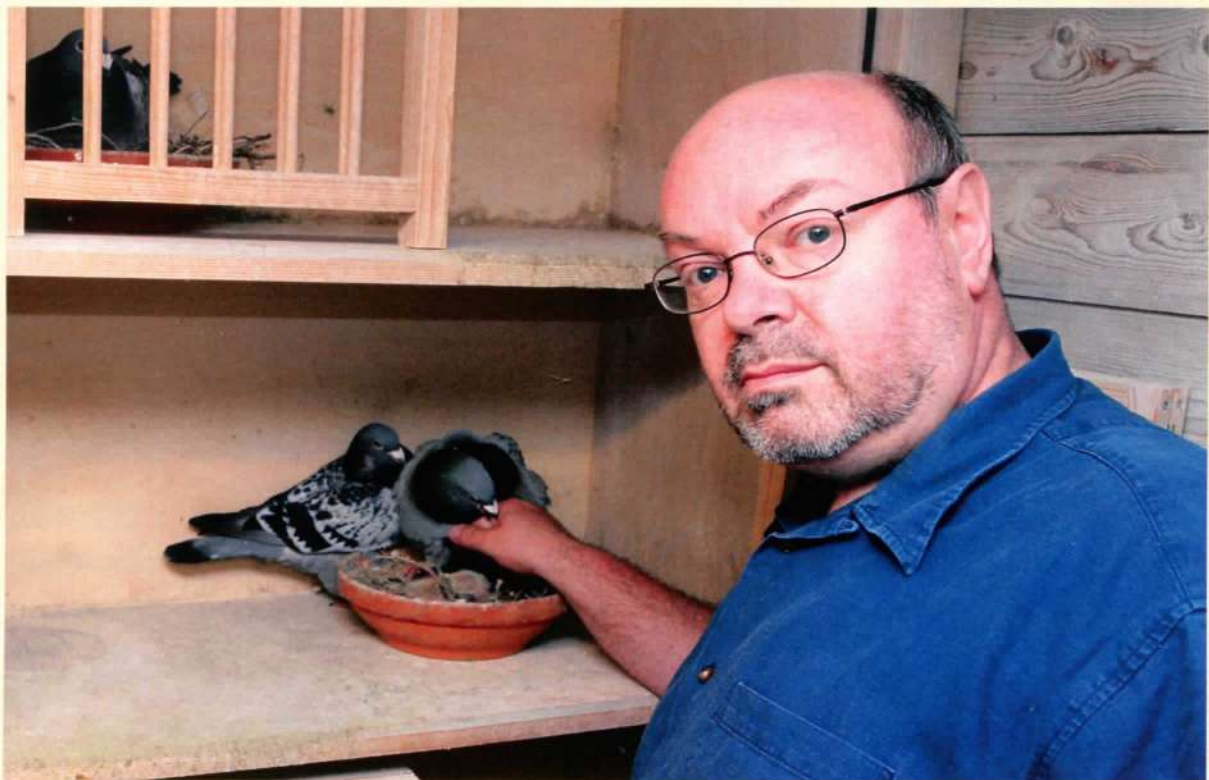
Doves are in the Gordebeke's blood. "At home the doves lived in the loft. I literally slept under them and I remember that my father spent all his spare time with the birds, and not without result. In his day, he belonged to the top of the dove racing community in the Netherlands."

the cage is opened, they have to fly and not hang around on rooftops or church towers. You have to let the male and female doves out separately because otherwise, they won't fly. You can guess why! You also have to allow the young and old doves to fly separately. Feeding the doves,

if you don't have any vision. You have to know all about 'Mendel', knowing genetically what will produce the best results."

Champion

One of the people who buy Hans' doves is Dietmar Cappel, a former district manager



Patience

Training, training and more training. That's the motto of any would be champion and with dove racing it's no different according to Hans, even if the training takes the form of conditioning. "As soon as doves are independent, you can start with the training. Using lots of patience, you can teach them that as soon as the door of

giving them water and cleaning the cages is also part of the work. I no longer have the time to do all of this.

This doesn't mean that Hans doesn't take the breeding of the doves seriously. In the winter especially, he is busy trying to breed the perfect dove. "My ambition is to produce a champion and this won't happen

of Xerox Germany. Sometimes, exorbitant amounts of money can be paid for doves but it can be very exciting according to Hans: "It's a wonderful sight when my doves return from a flight which started in Belgium or France and it's even more wonderful if they do this quicker than the doves belonging to my competitors! Waiting for the doves to return is just as exciting as a football match."

‘My daily inspiration comes from you!’

We had been looking forward to it for some time and finally, Wednesday 16th July arrived when Anne Mulcahy, Xerox CEO, visited the Venray site. After a tour of the site and various buildings, she arrived at the packed conference room where every employee, apart from those on holiday, listened to her every word.

After an in depth look at Xerox's future direction and the positive business performance of the organisation, Anne invited everyone to ask questions. "I've been told that you're not scared about coming forward, so let me hear from you!"

"Are we going to develop new products in-house or externally?" was one of the questions. The answer to this was that most profit was made on services and consumables.

"Is there going to be a second toner plant at Venray?" The answer to that was not yet clear.

One of the best questions put to Anne Mulcahy came from Leon Keiren: "You are at the top of a worldwide organisation. Where does your inspiration come from, famous people, friends, cartoon characters?" Anne answered this by saying that her daily 'drive' came from the people

working at Xerox. "If I see how passionately people work together on the growth of this unique company, then that supplies me with an enormous amount of energy to do what I do. My inspiration comes from you!"

The photos from in-house photographer Jan Peter Ambaum, prove this point.





Meet...



Elaine Grange

Age:
58.

Fell in love, got engaged, got married:

Married to Andrew for 11 years, but have been together for nearly 19. Have two children from my first marriage, Michelle and Christopher and they are both grown up and living with their partners. My son Chris got engaged last week so I will have a wedding to look forward to. Andrew has a daughter Jenna and her son Oliver (3½), our grandson is a delight.

Education:

I did have an education – only it seems like a lifetime ago now. I went to Saffron Walden County High School and obtained 5 GCSE's. My education is ongoing within Xerox, including Lean Six Sigma Yellow Belt and NVQ IT Level II.

Position:

Environment Health and Safety Project Co-ordinator.

Company History:

I started work as a secretary in the Mechanical Engineering Department in 1975, working from Milton Keynes. I left in 1979 to have my daughter and returned to Xerox in 1986 working part time for Dennis Clarke, Manager of EH&S. In 1990 my role changed to Customer Support and changed recently to Project Co-ordinator, where I respond to customer and stakeholder EH&S requests.

Hobbies:

I feel I want to say mountaineering or hang gliding but sadly, I am not a mover or shaker! – However, I do go to the gym 2/3 times a week. I force myself to exercise as everyone tells you it's good for you! I love the theatre and concerts and the last show I saw in London was Hairspray.

How I feel on Monday mornings:

Once I have my first cup of tea, I feel fine. Monday is the start of a week so who knows what good things the week can bring.

Character:

I am a Piscean, which probably explains more about me than anything! I am a happy, positive person and love my family. I also love wine and chocolate – well who doesn't!!

I dislike:

Vinegar and mustard. I also hate horror

films – who needs to be scared to death! My complete phobia is needles (injections). I'm absolutely terrified of them!

Favourite wish:

To have a wardrobe full of designer shoes in every colour with matching handbags.

My Motto:

Treat others as you would wish to be treated.

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

Patty Calkins – Vice President EH&S. I am sure this would be a very challenging, enlightening day and perhaps quite a long one too!

Favourite food:

Syrup pudding and custard.

For me, Xerox is:

A way of life. I have worked for Xerox on and off for over 30 years.

Holiday country:

The Greek Island of Skiathos. I've just returned from my second holiday there and it is a beautiful island. The Greek people are so friendly and I love the lifestyle.

Most recent book or film:

Mamma Mia which is a real feel good movie, and in fact, I have seen it twice!

What should they do a bit more in Xerox:

To have more cross-functional meetings.

A Win, Win, Win when working together

When you work with your customers and also your suppliers, you can sometimes reach a win, win, win scenario! So was the case recently in the Mitcheldean Fuser Business Centre.

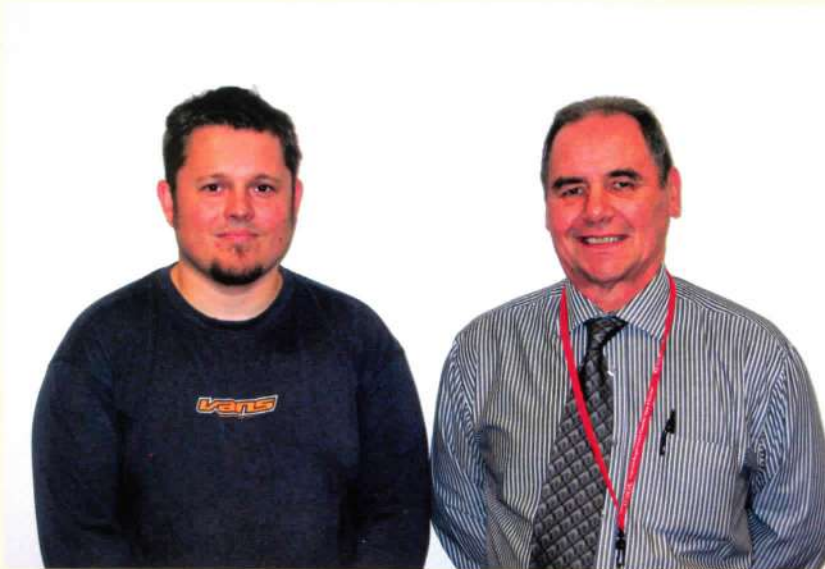
Late last year some parts were placed on hold in Hong Kong Customs due to the International Plant Protection Convention (IPPC) markings on the pallets not being clearly identifiable. Hong Kong Customs decanted the parts onto another pallet

After discussions with them, they explained that they had tried to get a fix for the problem but couldn't find a solution? Chris therefore offered to bring the tool back to Fusers where our maintenance team could analyse the problem and hope-

fully provide a solution.

This happened during April, and the branding tool was returned to the supplier, fully tested and with a user manual.

During a visit, Chris and Steve walked through the operational sequence of the equipment with the supplier's safety and management people. They explained that new hardware had been fitted, including a timer, where if unattended for 10 minutes, the tool switches off saving energy and prolonging the life of the wire insulation. The cost of this fix to Xerox was approximately £500, but the savings are in preventing the issues in the future, similar to those which happened with Hong Kong customs. The result is threefold: the supplier is very happy that we resolved the problem for them, Xerox is happy as a more robust process is in place for IPPC pallet marking, and hopefully, end customer quality problems should not occur due to double handling in the future.



The men behind the solution – Maintenance Manager David Vaughan (right) and Maintenance Technician Jason Payne.

and shipped them to the customer. Unfortunately, upon arrival, a certain number of parts were damaged and had to be returned to Fusers.

After an investigation by Chris Barnard and Steve Batcock, it was established that the pallet supplier had stopped using the 240 volt branding tool they normally used and had introduced an ink stamp, which didn't stand up to the environment very well and soon became illegible.

The pallet supplier couldn't justify keeping their branding tool functional as it operated with no thermal controls and just kept burning through the wire insulation costing them £500 every 2/3 months to keep it functional for Xerox pallets.

Technical & Quality Manager Chris Barnard (left) and Quality Engineer Steve Batcock.



Business Process Services on the up!

During her visit to Venray, CEO Anne Mulcahy once again stressed the point that in the future, services will be responsible for at least 50% of the company's profit. We have for some time been busy looking at which services best suit Xerox and Business Process Services (BPS) is one example. Scanning is one of the main services.

Basically, scanning is making paper digital. After carrying out this process you are then able to extract the data which was on the paper and this is very interesting for various clients. As a result, they're able to work with the data and carry out actual transactions even though the data extraction is very complicated. Xerox is therefore able to offer added value.

Long term contracts

Two and a half years ago a team was set up that would supply Central Europe with BPS services. The technology investments weren't small, but it looks as though profits will be made from this year. The scan-

ning centre in Venray (XGS) already has several large clients. Most of them let their incoming invoices be scanned by Xerox BPS. There are also others who have farmed out their human resources data and medical files to be digitised. What is interesting about this is that Xerox has signed long term contracts with these clients.

Profits double

Xerox is the market favourite when it comes to scanning. Part of this is because of Xerox's huge network and its worldwide presence. Most of Xerox BPS's clients are international and they find it impor-

tant that Xerox is also represented locally. A second important element is that Xerox has years of experience in this type of service. Above all else, Xerox has a document solutions culture.

Currently BPS is able to grow rapidly. Xerox BPS is seeking a double-digit growth, year over year and of course this means an increase in employment opportunities. The growth however will mostly take place in off shore centres such as India, Argentina and Romania. The most important factor for us is that BPS will ensure that XGS continues to be a partner that is known for its added value.

Scanning Centre team



Respect

Sometimes a word is used so often that it's worth picking up a dictionary to see what it actually means. Respect is one of those words. So how does the Oxford English Dictionary describe this word: "to have respect for, to treat with consideration, to honour, to have a high opinion of".

Reading this it would seem that you have to earn respect? Respect is something which, although some would like to believe otherwise, is not to be taken for granted.

Respect goes further than just getting on with your fellow colleagues. Respect is how you treat your surroundings, your own possessions and those of others.



Basically, respect is based on the very simple principle that you treat something or someone in the same way as you yourself would like to be treated.

On the 13 November, the Netherlands celebrates the Day of Respect. You can check out the website (it has the same name) to see what will be done to promote this understanding. Such a day is a bit strange, don't you think? Being respectful to something or someone should

be evident, even if it's just because it's great to be respected yourself.

Paul Hermans

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