

Magazine for Xerox Europe - Eastern Hemisphere Supply Chain Services

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EHSCS Magazine

**Green Day
2008**



From the editors

The famous book *Il Gattopardo* written by Giuseppe di Lampedusa tells us about the decline of an aristocratic family in Sicily during the middle of the nineteenth century. In a chat with his uncle, the pater familias Don Fabrizio, Tancredi gave the following advice: 'If we want to be able to carry on doing what we have always done, then we have to change'.

How current this is, is illustrated in these times. Sitting still is not an option for companies and institutions. If they want to survive the credit crisis and all that it brings with it, then they have to move with the tide. Even Xerox cannot avoid this.

On a smaller scale that also applies to us editors. This magazine would quickly stop if we would serve you the same dish every time we publish. Of course you would be right not to read the

EHSCS Magazine anymore. For us that would be –quite understandable- the end of the line.

As we love our work we have once again treated you to a very varied number. In that sense we like to keep things as they are!

Happy Christmas and a very good New Year!

The Editors



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An insight into Global Purchasing for Xerox Global Services Europe

The Global XGS procurement team is a relatively new addition to the Global Purchasing (GP) organisation. This article is intended to give you a better insight into what this team does and how it supports the XGS business.



From l to r: Standing: Geoff Murray-Rochard, William Fagg, Tim Tarby-Donald. Seated: Kien Lac, Steve Davis, Gareth Nicholls.

For the uninitiated, Xerox Global Services (XGS) is a critical line of business in Xerox's Service offerings and a key engine of growth for Xerox Europe. In Europe, XGS are currently on track to achieve just over \$1.0 billion of revenue which represents around 12% year on year growth. However, in this challenging economic environment there are significant pressures on margins and this is where Global Purchasing for XGS can help.

Steve Davis is the Global Head of GP for XGS and we asked Steve to give us a brief overview of the XGS side of this business. Steve; "Essentially, our function is to support revenue growth in the XGS business through our involvement in bids and customer account negotiations for all aspects of externally acquired services and goods. This can be achieved in a variety of ways i.e. by reducing costs which form part of internal solutions or the supply chain element of an XGS service or increasing margin to ensure it's as competitive as possible. GP for XGS provides the linkage to enable leverage of existing infrastructure & business relationships within XSSG and XGS to

provide additional supplier-related services to 'sell through' to customers as part of an overall value added service".

Global Purchasing supports XGS across their three lines of business which are Document Outsourcing & Communications Services (includes Creative Services, Print Rooms, and Customer Communications), Xerox Office Services (includes printing & copying devices, consumables supply, maintenance & servicing and equipment

Essentially, our function is to support revenue growth in the XGS business

removal/recycling) and Business Process Services (includes scanning services, Back Office and Client Account Management services).

Steve adds; "Another key element of our role is to provide risk analysis and where

applicable subsequent mitigation by ensuring that our critical supply base is covered by contractual relationships and non-disclosure agreements."

As mentioned earlier, Steve's role is a global one and he has staff in Canada, Europe and the United States. The European team is headed up by Geoff Murray-Rochard supported by Tim Tarby-Donald, William Fagg, Gareth Nicholls and Kien Lac.

In the U.S. there is a team of four people led by Amy Gamble, who some people may remember from her assignment in Europe and in Canada the team is led by Caren Weiner.

Sue Rutland and her team in Uxbridge provide a shared service resource for the European XGS and CPS team.

There are other areas of Global Purchasing activities based in Europe including Corporate Procurement Services headed up by Rob Sutcliffe (featured in the GB meet article in the last addition) and the Production related GP Group led by Paul Dean.

Our National Game

Gaelic Football can be described as a mixture of soccer and rugby, although it predates both of those games. It is a field game which has developed as a distinct game similar to the progression of Australian Rules. Indeed it is thought that Australian Rules evolved from Gaelic Football through the many thousands who were either deported or emigrated to Australia from the middle of the nineteenth century. Maura Conlon, a coach with local teams, reports...

You are really into it, don't you?

"What I know about Gaelic football could be written on the back of a cigarette packet. I know the rules but start getting into the theories and strategy of the game and I am totally lost."

You nevertheless joined the coaching team for St. Patrick's Cullyhanna?

"Though it was not for what I could bring to the game, I had an ulterior motive. I didn't have much knowledge of Gaelic

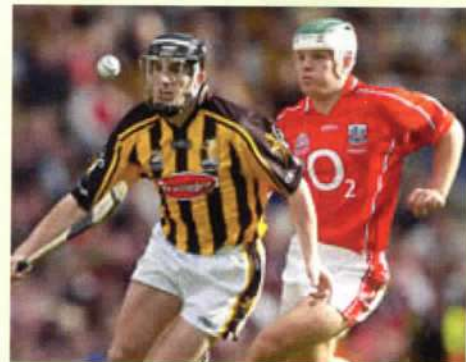
football. Still I needed to bring something to the table. While children are under 10 years old boys and girls play in the same team. Due to child protection rules two men cannot train girls without a female being present, so my big job was to be the token female. Without me there the girls would not be allowed to play".

Who taught you the basics?

"Before training started my husband took me into the garden and showed me some of the basic skills – toe tapping, soloing the



Yes you can use your hands!!



Probably the fastest field game on Earth!!

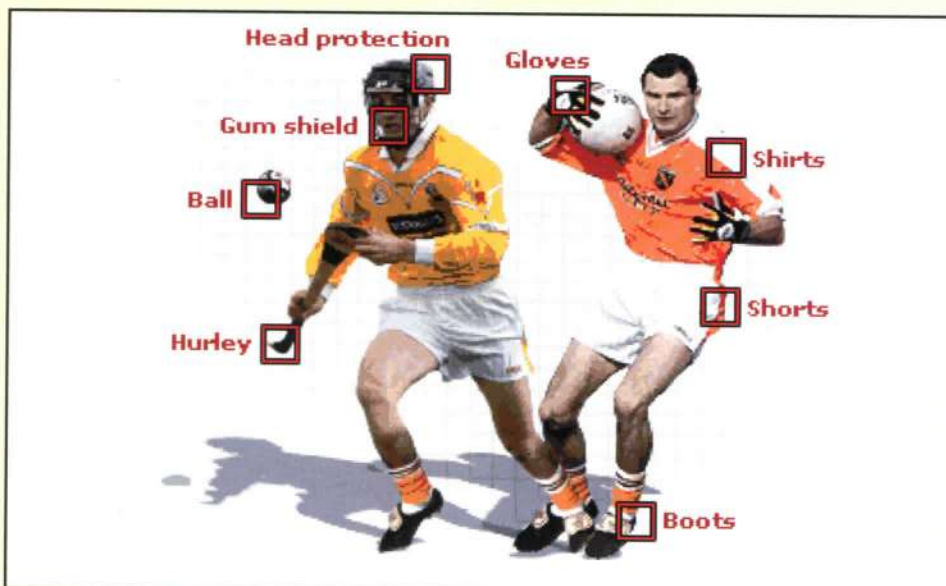
ball, punt passes and the BIG W. The skills were very different to soccer. That was the game that I had grown up with where handling the ball is a definite NO unless you are the keeper or Maradona."

You like the game?

"I have just completed my second season with the team and have achieved my goal of spending more time with my family however I gained far more. It is a healthy past time, gets you out in the fresh air and a bit of exercise too. To see the kids skills grow over the season is a fantastic thing and with that grows their confidence, it is great to be part of this. But the biggest plus was the kids themselves. People often say that children get too much and a result are ill mannered and ungrateful. My experience showed me that this could not be further from the truth. Polite, charming, funny and loads of fun."

Do you have a message for absolute beginners?

"Do not go on the team bus with a sore head..."



Saint Nicholas visited Venray

The wind was tearing through the branches of the trees on the 5th December. The rain lashed against the windows. No one would dare to climb rooftops...

No one? Not completely true! One man defied nature's wrath and together with his helpers, and even his horse, made his way over the tiles. From chimney to chimney he strode in his long cloak, ensuring that those who deserved this, received valuable (and sometimes not so valuable, but useful (socks, slippers, scarves) presents.

Of course this wonderful man that goes by the name of Saint Nicholas also had the

chance to visit Xerox in Venray and Oost-rum. Those who looked carefully would swear that they saw René Honig under the beard, and behind the painted black faces were Jan Peeters and Piet Saamena. But of course that could have been a trick of the eye. Enjoy the photos!



Ap van de Laar reads the poem he got from a very kind female co-worker.



Tiny Hendriks was very naughty, according to the 2 Black Peters. Therefore he was put in the big bag for transport to Spain.

Leon Jeuken welcomes Sinterklaas at SSC



Also Roel van Groesen, since a while back from the USA, had to come to Sinterklaas. Happely for him, Sinterklaas got only got good reports from him out of USA.



The Voice of the Customer



As part of its ongoing development, EHSCS Magazine plans to occasionally include a new article called "The Voice of the Customer". The article is intended to seek the views of our customers in terms of EHSCS as an organisation delivering a service to them and to gain some feedback, whether positive or areas for improvement, which we can then feature on this pages. This time our guests are Jos Verheul & Kim Eeckman from Xerox Europe Distribution Team...

What would you like the supply chain to do more of? First of all we want to highlight our very good relationship with the total Venray department! So before saying what could be done more, we would like to say thank you for everything that has already been done! We are colleagues and even when the pressure rises we always understand and respect each other! Of course there is always room for some improvement so therefore it would be a great help for us to be more informed on the total future planning. We now receive a detailed scheduling of the deliveries but we could even more inform our local teams when we would receive an outlook planning of our shipments.

What would you like the supply chain to do less of

Is there any one thing which particularly frustrates you about the relationship with EHSCS? If so, what is it? Frustrated is a big word but as already said, we want to improve, to optimize our relationships.

The sooner we are informed on EOL and SOT notifications, the sooner we can start taking the right actions in our daily stock management with the distis. In the end we all work to achieve the same objectives: the perfect sales-in; a huge sales-out and a clean stock in the end. Every communication to help achieving this is crucial!

How can we work better together to achieve greater things?

We have already taken some actions to improve our relationship with the Venray teams. Last European RDAM meetings have taken place in Venray so we can sit together and talk face to face with our

daily contacts. Of course in the evening, we seize the opportunity to get to know each other a little bit better by a nice meal and a glass of wine!

Do you have any general comments you would like to share regarding EHSCS?

We would like to thank the total planning team; as every day and especially every month-end they are following us in the sales-out rush.

So, thank you boys and girls for helping us, every month again for shipping the right items on right time and so helping every local entity to achieve the targets! Keep on the good work in 2009!



Joop Peters's hobby

'Farming is in my blood'

As a boy knee high to a grasshopper I was always sitting behind the wheel of a tractor. After school, in the weekend and during holidays Jo spent nearly all his spare time at his uncle's (big Jo) farm in Haps. He saw that in order to save money his uncle built his own sheds and machines and thought: I want to do this when I'm bigger. A lot of hard work is being done to make this dream come true.

Joop earns his daily bread as a Field Inventory Planning Analyst. In this capacity he helps, together with colleagues from SCC, to optimize the amount of stock kept. But

in his free time he is a farmer in Poland. Of course he cannot be their every day. His family-in-law look after the everyday running of the business.

Mega farm

Before Joop joined Xerox in 2000 he already had a major background in farming. After business study courses at the HAS in Dronten and at ICBA which is affiliated with the worldwide known Henley Management College, Joop joined the big wide world. First as a management consultant and then, because it was in his blood, he ended up on a mega farm in New Zealand and later in Poland. In Poland he was responsible for the running of a 900 hectare agriculture farm, 150 cows, an animal transport company and the handling of agricultural products for Dutch farmers. When some share holders got into financial difficulties due to foot and mouth disease, the profit making company was sold and Joop left.

Promising results

In the meantime he has, together with his wife and her family, set up a small exper-

imental agricultural company in Poland. The company grows mainly grain, rapeseed and other cereals. Joop: "Innovation is what drives me. I have this from my uncle. He did not want to get into debt and therefore worked according to the ethic if you are not strong enough then you have to be clever. I work with the same principal. I experiment with all sorts of different ways to sow and harvest the seeds. What is great is that, via the internet, we are working together with a worldwide network of farmers and professors towards the same goals. We look principally for low (energy) input, high output methods, which above all will stand the test of time. Experimenting costs a lot of private money, but the results look very promising. And maybe it is slowly but surely time to try out this concept on a bigger scale...."

Therefore external capital is needed. You would think that with the current credit crisis it would be difficult to get this money. However Joop does not envisage any problems. Stockbroker Jim Rogers fully agrees with him. Joop: "Jim Rogers has said that the stocks of agricultural products are at their lowest level since the Second World War. Also many farmers in Europe and Japan are close to retirement. Many of them do not have anyone to take over. If they stop there are not many people left to grow food. Agricultural prices will therefore rise significantly." But it has not yet reached this point. Joop wants to stay in The Netherlands for the foreseeable future: "I am very happy here at Xerox."



Christmas abroad...

Christmas is a time which you would rather celebrate with family or friends. Nicely laid tables, candles, a bottle(s) of wine, presents... But what if your family and friends are overseas because you are working for Xerox abroad? Then you have to improvise. This is also nice, but different... How different? Roland Hoogendam, Sergio Argyridis and Yoshitsugu Satoh answer this question...

Christmas in England as told by Roland Hoogendam:

'Christmas crackers, presents and paper hats.'



Roland Hoogendam is Head of Integration in the Post Sales Service Supply Chain. For the first time in five years he is celebrating Christmas in The Netherlands. Before he has spent the Christmas period in England.

How do they celebrate Christmas in Albion?

The Christmas period in England is longer than in The Netherlands. As from the end of September shop windows already have Christmas decorations hanging in them and pubs are already informing you that you can book now for Christmas dinner. The week before Christmas each company has

its Christmas lunch or dinner. These are, as a whole, good fun. They begin, how shall I put this, very formally and end up the opposite.

You come in black tie and end up leaving on your hands and knees...

You understand of course. But this all happens before Christmas, as from the end of November until the beginning of December.

And Christmas Day itself?

People always have four days holiday. If Christmas happens to fall in the weekend then two days before or after are holiday days. On the 24th people either go to church or stay at home and celebrate with presents, Christmas crackers and paper hats. This is a great experience. Christmas Day itself is quiet and everything is shut. The day after Christmas Day is called Boxing Day. This used to be the day when the King of Queen handed out parcels to the poor. Now it is a bank holiday, a day off for everyone and the chance to go shopping

as all the shops are open.

Are you looking forward to a Dutch Christmas?

It does not make a big difference as we do our own thing anyway. Christmas is for us always Christmas.

How do you celebrate?

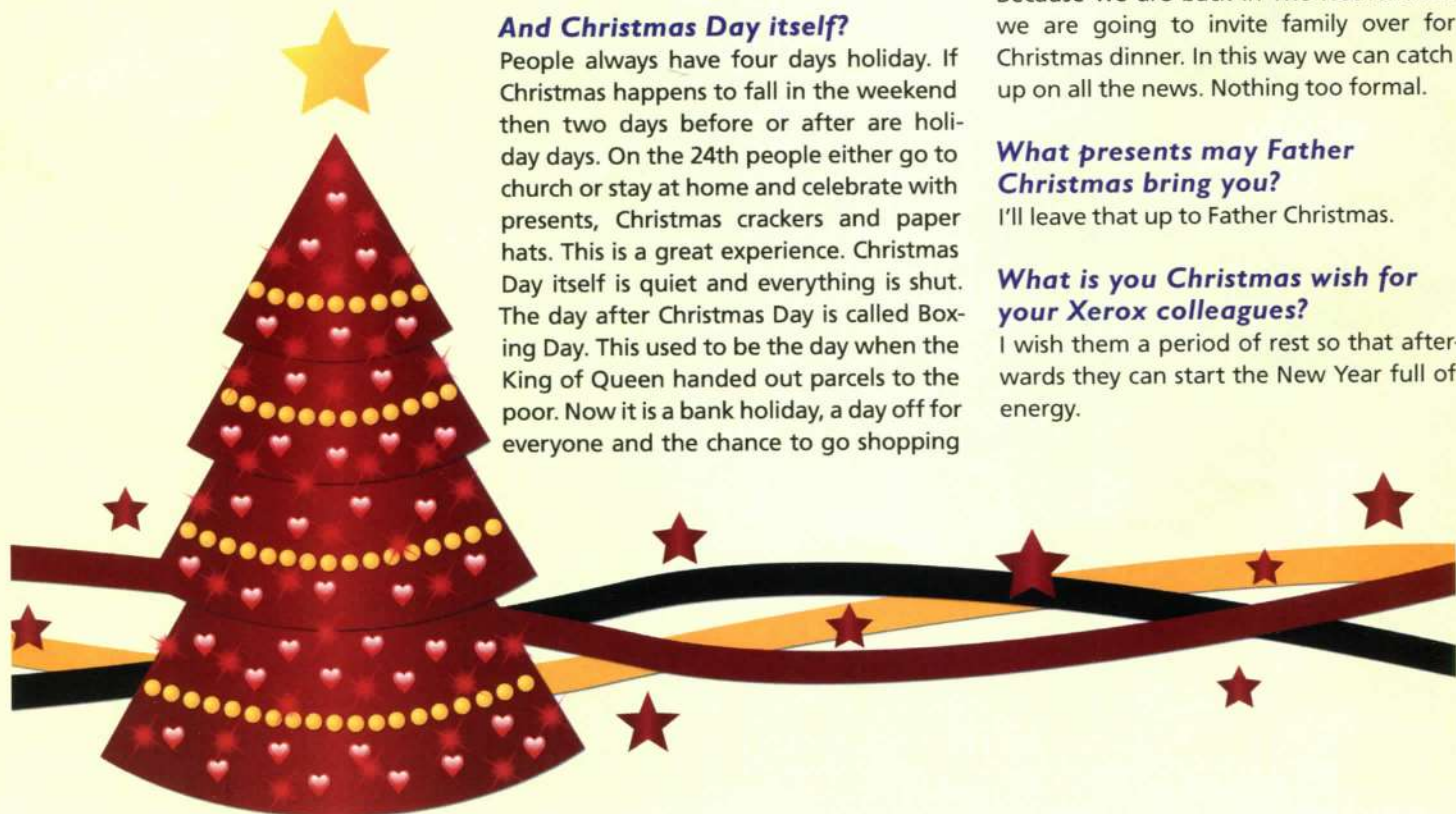
Because we are back in The Netherlands we are going to invite family over for Christmas dinner. In this way we can catch up on all the news. Nothing too formal.

What presents may Father Christmas bring you?

I'll leave that up to Father Christmas.

What is your Christmas wish for your Xerox colleagues?

I wish them a period of rest so that afterwards they can start the New Year full of energy.



Sergio Argyridis on Christmas in Brazil:

'It is a real family celebration'



The Brazilian Sergio Argyridis is on assignment and he is Head of Integration for Equipment. Just like the family man he will, at the end of December, fly back to his fatherland in order to celebrate Christmas together with his family in Rio de Janeiro.

Who do you invite?

My wife's whole family. That is almost thirty people...

What does Christmas mean for Brazilians?

It is a real family celebration. We start on the evening of 24th December with a nice meal which culminates in a champagne toast at midnight. In the meantime the children are woken up because Father Christmas is coming with presents. Did you know that he actually comes all the way from Fin-

land to Brazil in a helicopter? We do not have any snow in Brazil.

What sort of tasty food do you serve at Christmas?

A bit of everything. Panetone from Italy, for example. A wonderful bread. Alongside a roasted chicken with tropical fruit there is also a complete Tender a kind of roasted ham on the table. And what do you think about rabanada (a sort of French toast) as a side dish. Mmm.... We garnish everything with figs, dates,

nuts and roasted chestnuts.

What is Father Christmas bringing your daughters?

They have not asked him for anything yet. But I am sure my youngest daughter will ask for a Wii and my oldest for a laptop. They can always ask.....

Do you have a Christmas wish for your Xerox colleagues?

Good health and Jesus' peace in everyone's hart.

Yoshitsugu Satoh on Christmas in Japan:

'Christmas cake and Pokémon'



Yoshitsugu Satoh comes from Japan and works at Xerox as Site Manager FX Global Supply Solutions. He is celebrating Christmas with his family in Asten, Brabant where he is living at the moment.

Originally the Japanese did not celebrate Christmas did they?

No. The celebration came from America.

So you also celebrate Christmas now?

In a quiet way. Just like most of my fellow countrymen these days.

Do you not miss Japan on such a day?

Not really at Christmas time. For us it is mainly a celebration with presents for the children.

What will Father Christmas bring your children?

I have two sons and a daughter. The boys

are crazy about Pokémon and the girl likes Hello Kitty. Cards, games, figurines, it does not matter what. So I think they will be able to find something.



What is the most important celebration in Japan?

For the Japanese Ganjitsu on the 1st January is the most important traditional celebration. This period is full of traditional activities which should ensure a successful

New Year. Many Japanese use this day to change aspects of their lives and to make a new start.

What do you wish your colleagues at Xerox?

I wish everybody good health and a healthy and happy Christmas.

Meet...

Age:
31 years.

Lives in:
Nijmegen.

In love, engaged, married:
Living together. My girlfriend and me have a daughter who is 7 months old.

Education:
Logistic and Technical Transport Administration (NHTV Breda) and Business Administration (Nijmegen University).

Function:
Project Manager Supply Chain, Business Strategy & Projects.

How long employed:
9 months.

Hobbies:
Mountain biking, cycling, outdoor activities.



William van der Aa

On Monday morning I feel
Just as good as I do on Tuesday morning.

Character:
The title of a tough book by F. Bordewijk (Famous/Notorious Dutch writer).

Dislikes:
Books written by F. Bordewijk.

By Xerox I would like to put on the shoes of

Between Logistics and Sales there has always been a healthy rivalry. It would be interesting to see what happens on the other side: what is the interaction with the clients like, where do we score points, what can we do better.

Favourite food:
Very varied and according to the season. At this time of year for example game is good, but Italian is always a good bet.

Xerox is for me:
A great company with a lot of possibilities.

Holiday destination:
Chilli? New Zealand? The coming year however we are going to have a great time camping in Europe.

Last book or film:
The Afghan by Frederick Forsyth.

What Xerox should do is:
Look further than our own limits.

Quarter 3 Balanced Achievement Award

Some people like to repeat successes in life and for a few, even two successes aren't enough: they want THREE!

It must have been something like that when the UK team decided to go for the prestigious Balanced Achievement award again in 2008, after winning it in the last quarter of 2007 almost as a kind of annual highlight of filling a big empty shelf for a nice period of time! They even considered influencing the good, not so old, Rob Mellon by sending him regular updates of the UK Logistics very strong results! But that was unnecessary, because the UK team did an excellent job and achieved all of their metrics and winning the EHSCS Balanced Achievement Award for the THIRD time!

In the ALL-TIME ranking of our wonderful award, there are only 2 countries to beat: France and Germany who have won the



The winning team from left to right are: Adrian Stringer - Logistics Contracts Manager, Indi Sanotra - CSO Financial Analyst, Sandy Menzies - Service Partners & Logistics Manager, Pearl Jones - CSO Management Accountant, Brian Munroe - Parts & Supplies Logistics Manager & Warren Birch - Production & Equipment Operations Manager.

award 4 times each since the beginning of 2003! But Italy and Switzerland are on an equal position of 3 wins. Maybe Quarter 4-2008 will make the change? Will the UK strike again?

Good luck to all of you!
And speaking about Rob Mellon. We would

like to thank Rob for all his contributions over the years to the award leadership! Thank you Rob! It's now our challenge to keep up the same level of professionalism and spirit that you provided!

Sergio Argyridis & Roland Hoogendam

Xerox Manufacturing Dundalk Clinches Major Award at NISO Ceremony

This year's annual NISO health and safety conference and award presentation was held in the Kightsbrook hotel in Trim Co.

Meath on Friday the 17th Oct. The conference was attended by industries from all walks of life which included some of the following areas, health care, food, construction, pharmaceutical, local authority and manufacturing assembly.



Xerox Technology Group

Xerox Technology Park Dundalk was delighted to have won the 2008 National Irish Safety Organization (NISO) business category award for Electronic and Electrical assembly.

The guiding principle of the Xerox Safety Management system is that no operation should endanger the health & safety of anyone on campus. This responsibility is discharged through the organization via business Centre Managers and their respective management teams.

Xerox Dundalk is heavily committed to ensure benchmark standards in occupational Health & Safety are adopted across all business operations, and furthermore, is dedicated to ensuring continuous improvement of its performance. To highlight this commitment, Xerox Dundalk has been actively engaged in the NISO Safety Awards and has continued to be recognizing for our commitment to Health & Safety since 2000. The Xerox site also participates

in annual Xerox and European "Health & Safety Weeks", and with ongoing training with respect to site safety standards and procedural requirements we ensure ongoing participation from all employees and contractors alike.

The Dundalk organization is accredited to the three leading international standards in health & safety, environment and quality management - OHSAS 18001:1999, ISO 14001:2004 & ISO 9001:2000 respectively. Our effort towards continual improvement has resulted in the integration of the common aspects of all three standards –

an approach which has clear advantages for an organization such as ours.

Xerox can only continue with it's commitment to Health and safety through the enthusiasm and commitment of all it's staff therefore we must recognize the huge amount of effort required across the organization and to thank all Xerox staff for playing their part in winning this award.

"Safety is a continuing journey, not a final destination therefore the story should not end here".

Pictured from Left to Right: Padraig Corrigan, President NISO, Martin O Halloran, CEO HAS, David McDermott, Xerox Quality & EH&S Manager, Olivia Harrison, Xerox Health & Safety Adviser, Johnny Brady, Meath T.D, Nicki Bell, President NISG.



From Ukraine with love...

A good catholic knows that a pilgrimage is full of hardships. In a time where private as well as public transport is becoming quicker and more comfortable this sort of journey does not really exist any more. Or does it Pierre Hendriks, Oksana Aengenend and John Engels?

Not so long ago Flextronics transferred the production of CRU's to Mukachevo and Beregovo in the Ukraine. The hundred meter walk Xerox engineers used to have to do in order to complete building the Xerox graphic modules in the former production hall in building M has turned overnight to be 'hundreds of kilometers away' in the Carpathians. On top of this they had to teach large numbers of Ukrainians the processes needed in order to produce the CRU's.

The wait

Pleasure trips they are not according to John. This year alone he has been seven times to the Ukraine and a total of eight weeks away from home. The route he has to take is not for people in a hurry. "I am collected by taxi at home at 9 o'clock in the morning. We then drive to Dusseldorf in order to fly at 12 o'clock to Budapest.

From Budapest we take a taxi to the central station, where an hour later we catch a train to Nyíregyháza. From here we take

Massive holes in the roads, horses and carts appear from no where

another taxi which brings us to the border between Hungary and the Ukraine. Just before the border we get out and cross the border crossing by foot. In doing so we manage to bypass the queue of cars also wanting to enter the Ukraine. Once on the other side we get into another taxi. This then takes – assuming everything runs smoothly – an hour before we arrive in

Beregovo. By 9 o'clock in the evening we arrive at our hotel room."

"The Ukraine" Pierre adds "is for all intents and purposes a country which seems to have stood still. Massive holes in the roads, horses and carts appear from nowhere and get in the way of cars and lorries and cows are often seen on the main roads. And we have not even begun about the Customs and Excise. We once had to import two identical test machines. One seemed to be higher than the other. It took hours before they finally realised that one pallet was thicker than the other. To do business in the Ukraine you have to be very patient."

Nice people

Luckily Oksana is there to deal with any big problems for Xerox. She is from the Ukraine and has worked in Pierre and John's team for a half year – also not unimportant – she knows the culture. Not only this, Oksana speaks Dutch and Ukrainian as well as Hungarian and many of the other languages used in the area around Mukachevo. Pierre: "Oksana manages to get things done by Customs and Excise which for us would be almost impossible. If she has to be she can be very strict towards her countrymen. She has saved Xerox a lot of money."

Asked whether the department drew lots to see who travels to the Ukraine Pierre answers: "There are eight of us in the team and we take it in turns. And do not forget the people are very nice. And it is very cheap there. Not unimportant."



Appreciation Day in Dundalk



Members from the Louth Hospice: Imelda Murphy, Sheila Dignam, David Smyth, Fiona Price, Rachel Casey, Elaine Cotter



Farmers Market



Nicola Patten, Rosaleen McCaul, Laura McCoy, Pauline Halpenny, Frances Kerr, Stephen McMahon



Apprentice Winners – Team Impact: Rachel Casey, Gbenga Olwasanya, Derek Farrell, Michelle Kinsella



Delta Four: Eileen O'Neill, Imelda Murphy, Patricia Connolly, David Smyth



Hospice Donation

Meet...



James Baker

26 from England but living in Ireland.

Education:

BEng Product Design and Manufacture
Loughborough University
(Between Nottingham and Leicester for those not from the midlands).

Position:

Manufacturing Engineer, Toner Plant, Dundalk.

Company History:

Joined Xerox in June 08 – so only about 6 months.

Hobbies:

Various high energy activities such as sitting on the sofa watching tv. Some spurts of energy lead to cycling or hill walking. Trying to travel and see bits of Ireland as often as possible, having only been here 6 months.

How I feel on Monday Mornings:

Like day 1 of a 5 day detox.

Character:

Outgoing, hard working, keen to learn and ambitious.

I Dislike:

Musicals, seafood, hangovers and spelling.

Favourite Wish:

To set foot on Antarctica, and to have travelled to all 7 continents (preferably before I'm 30).

My Motto:

For the more conventional people out there- "The only failure is not trying"
And for the less - "You come into this life with nothing, so if you leave in debt you've made a profit."

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

...a service technician. So I could see what impact the work carried out here has on the final product.

Favourite food:

Either a traditional roast meal with all the trimmings or a decent curry.

For me Xerox is:

A world leading company and a great opportunity.

Holiday Country:

New Zealand – adventure capital of the world. In 3 weeks, managed 2 skydives, glacier walk, white and black water rafting, walking on a volcano and a 130m bungy.

Most recent book or film:

Book, Making Money – the latest in the Discworld books by Terry Pratchett.

What should they do a bit more of in Xerox:

Develop a full Kaizen philosophy throughout all members and set aside time for Kaizen activities. Have more team building activities such as go-karting and paintballing trips that are cross business between all employees.

The Linton Music Festival

Entertainment with a big E!

For most people, a music festival means an entertaining visit to an outside location and listening to a variety of music, but for Martin Haines in our information management team, it means a whole lot more!

Based near the Herefordshire/Gloucestershire border, the Linton Music Festival has been running for 9 years and Martin was one of the founding members. The success of the festival, which is run as a voluntary, non-profit event, has generated over £60,000 for local causes since 2001.

The original idea for the festival came from a trip being organised to see a UK band called 'The Producers'. As more & more people expressed an interest in coming along, the costs of coach hire, hotels & tickets escalated until there was a sudden realisation that it would be cheaper to get 'The Producers' to come to Linton.... the rest as they say, is history! The festival, originally Rhythm & Blues based, has evolved over the years to include other musical styles ("The Blockheads" were the 2007 Friday headline). The 3 day festival is run over the mid summer weekend and has become a nationally recognised event, with many people returning year after year.

Heavily involved

From Martin's point of view, his involvement is a year round commitment with the next festival being planned as soon as one festival is staged. Coordinating all aspects of the festival, from booking the bands/acts who come to perform, business sponsorship, achieving regulatory approvals & licensing requirements, marketing & promotion, right through to ticket sales, catering or traffic management is now a full 12 month cycle.

As an avid music fan and festival goer, unsurprisingly, Martin is heavily involved with the selection of the bands that appear at the festival, but also leads the teams re-

sponsible for getting sponsorship, organising the festival catering, marketing and promotion of the festival and dealing with the press and radio.

Successful festival

In respect of band selection, Martin has made full use of his links with Venray. Jules van Bussel who works with the IM team in Building F is the bass player with well known Dutch band Phil Bee & the Buzztones and played at the 2006 festival. Jules has also recommended other local bands

and the Linton line up now regularly features bands from The Netherlands.

The reward for all this organisation and dedication to duty is a successful festival and this is really measured by attendance levels and the very fact that it continues year after year. For Martin, it's something which he thoroughly enjoys and our picture from this year's festival clearly shows this.

An enthusiastic Martin introducing a band.



The Linton Crowd.



Meet...

Age:
48.

Fell in love, got engaged, got married:

I met my husband Craig at Xerox in Webster and we got married in the summer of 1990. We now have 2 children, a son William age 16 and a daughter Christine age 14. They keep both of us very busy with all their activities and interests.

Education:

I studied Computer Engineering at the National University of Mexico and then obtained my MBA from the University of Rochester in 1997. Position: Manager PSG Supply, Demand & Order Fulfill (XE).

Company History:

I started working for Xerox in Aguascalientes, Mexico 22 years ago. After a couple of years I had the great opportunity to go to Rochester, NY where I worked in the Information Management field supporting various functions including manufacturing, inventory control, finance, decision support systems and infrastructure. Then the interesting world of the Supply Chain opened up and I have had responsibilities covering National Transportation in the US, the Carrier Logistics Network, Order Management, Supply Planning and my latest role managing the supply chain for DMO West before coming to the UK.

Hobbies:

My main passion is my kids, attending their sports and concerts, and supporting whatever activity they're involved in. I also love to try and make different things so I've taken painting classes, sewing, card making, knitting and fun little things of which I am not



Tere Dominas

very good at but love to learn. I like to eat so I like to cook on weekends with my husband. We also like to go for walks or bike rides or play golf whenever we have time and now and then we enjoy watching movies at home.

How I feel on Monday mornings:

Mondays to me are like beginnings. You take a little break and then go at it with all you've got again. You get to start "fresh" sometimes, re-group, re-think and re-organize to hopefully do another take to make it all move better.

Character:

Nothing specific but I try to be positive about everything.

I dislike:

I dislike not having enough time to do all the things I want to do. Then again, I suppose it helps you always having that next item on the list to look forward to.

Favourite wish:

I wish my family and friends were closer at times.

My Motto:

"One at a time" - My team has heard me say this many times. Even though we always have multiple priorities

(all number one of course at a given moment), we have to do each and every one well and quickly then move to the next. That's how we move forward otherwise we get overwhelmed and not much gets done.

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

My customer. If I did, then I could probably understand much better what other opportunities we could enable.

Favourite food:

There isn't much I don't like but I love a good cup of coffee to start the day (with flavoured creamer is the best!).

For me, Xerox is:

a great place to work. It's a place where you can use all your ideas and knowledge, the people and the culture are strong and there is always something to learn and grow.

Holiday country:

Mexico – as this is where some of my family is and it has wonderful places to visit.

Most recent book or film:

I'm just finishing Frances Mayes, "A year in the world".

What should they do a bit more in Xerox:

I don't think of Xerox as a "they", I think Xerox is an "us". I believe if we all thought about Xerox as each and every one of us instead of a someone out there, we could do so much more. I believe Xerox is built on the actions and contributions we make every day whether we move product, design product or solutions, build solutions, help someone who does any of these or come up with a better way to interact with our customers and our counterparts.



Downtalking

We regularly see on the television reports informing us that in The Netherlands alone 200,000(!) professionals are busy protecting us from possible terrorist attacks. On top of this a rapidly growing worldwide organisation has predicted that the World will end on 21st December 2012. And then of course there is the credit crisis...

Downtalking, as I like to refer to this, is taking hold of anything in its path. The danger is that this kind of defeatism tends to wind up in what psychologists call a self-fulfilling prophecy. I will give you an example. If the Finance Minister tells us for long enough that difficult times are ahead of us, then people cut back on their spending so that they have some spare money in case times get bad. In doing so companies lose their customers and end up with major financial problems. This translates into massive redundancies and the difficult times the Minister warned us about are a reality.



In such moments I always have to think about my old economics teacher at my secondary school. He taught me two wise lessons. "Never borrow to buy and spend in difficult times. By doing so you actually help the economy to stay healthy."

Perhaps I am an unchangeable optimist. But I would like to be able to give you something positive to hold on to during these festive days in these sombre times. This is a small poem that was written by Thomas Chatterton who lived between 1752 and 1770. It goes like this:

Too often we suffer most sorely
And thereby feel most poorly
From dreaded aches and pains

I wish you all a happy Christmas and much optimism for 2009

Paul Hermans



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