

Magazine for Xerox Europe - Eastern Hemisphere Supply Chain Services Nr. 26 December 2009

EHSCS Magazine



LAST EDITION



A Fond Farewell!

Welcome to the final edition of the EHSCS Magazine.

As our organisation has gone global, publishing a geographically based magazine has become less appropriate and in addition, most of the global organisations have their own communication publications which can inevitably lead to duplication of content. After 7 good years, this has led us to the conclusion that the magazine has now served its purpose. Having been issued for the first time in January 2003, there have been many great stories from both a business and personal perspective over these years.

Although some faces have changed, many of the current editorial team have been present throughout the duration of the magazine and I would like to thank them for their efforts over the years. One of our current team, Ingrid Renjaan-Wijkmans, has recently become quite ill and we all wish her well with her treatment. I'm sure we can pass on our reader's best wishes too!

So in our final edition we have some more interesting stories from around the business. We hope you have enjoyed reading the magazine and will of course enjoy this last edition. Once more it has a nice blend of business and EHSCS people content.

I would also like to thank all those people who have contributed to the magazine during its publication. Without your help, none of this would have been possible.

On behalf of the editorial team, enjoy the Christmas holiday period when it arrives and have a happy, healthy New Year in 2010.

It's been fun!!!

Mark Barnard

In this issue:

- 
- A Fond Farewell! 2
 - Austria and Greece grab BA Awards 3
 - The future is called SOLAR ISC FSU 4
 - A Flexible 40 years! 5
 - (NISO)Safety Award for Dundalk 6
 - Dundalk employees raise funds for the Irish Cancer Society 7
 - Meet... 8
 - Half Marathon Man 10
 - MERT + Fire Brigade = Teamwork! 11
 - 'Ceol agus craic', Irish President skips to the beat 12
 - Meet... 13
 - Cakes & Coffee across GB 14
 - Meet... 15
 - Pauls Pitch... 16

Austria and Greece grab BA Awards

Due to a number of reasons we were forced to postpone the announcement of the winner of the Quarter 2, 2009 EHSCS Balanced Achievement Award. We are however, now able to report that this esteemed award was won by the Xerox Austria Logistics Team. Meanwhile, the third Quarter is also behind us and the jury has decided that the Logistics Team from Xerox Greece has earned the award for that Quarter.

Austria did very well on Inventory. It was well managed and below target for both Equipment and Post Sales. All costs were under control. The "Dist 1 Chart" shows a positive trend Year over Year. ISC costs were transparent and well understood. The jury also praised the good teamwork in general and support for the SOLAR project. In the long history of the Balanced Achievement Award, this is the first time that it was won by the Logistics Team from Vienna! We would like to congratulate the Xerox Austria Team on their excellent achievement and also congratulate the logistics team from Xerox Greece for their honourable second place.

In Q3 nothing could stop the Greek team from getting the mother of all prizes. Their outstanding results were due to a well managed inventory, below target for both Equipment and Post Sales. The Cost



From left to right: Thanassis, Evdokia + Labrini from the Greece Logistics Team.



management was very good and lower than plan. There was excellent teamwork on OSK deal role out and between order management and Greece logistics, despite the distance.

This is the second time that our colleagues from Athens have won this award. Our congratulations to the Xerox Greece team for their excellent results. Individual certificates and an award are headed their way. The logistics team from Xerox UK came in second. Another excellent achievement!

The Xerox Austria Logistics Team, from left to right: Robert Schlossar, Richard Jamelka, Suzana Stojanovic, Rudi Scholz, Ursula Roeder, Hannes Kraus and Marcus Reichl.

The future is called SOLAR ISC FSU

SOLAR is the project name for the organisation change that will prepare Xerox Europe for the future. This renewed European organisation will be supported by ESAP as the main system that will enable the XE countries to work more uniformly.

"In Europe", says Roland Hoogendam, Eastern Hemisphere Post Sales Supply Chain Director, "we see a number of possibilities inside the Supply Chain to support the business and make it more effective. This will help to strengthen Xerox's ability to compete, to increase our market position and to enable our turnover to grow. At this time we have two Global Supply Chains, one for Equipment and one for Post Sales. Within the SOLAR project these global supply chains will be merged into a centrally coordinated supply chain. This we will call FSU (Functional Service Unit). Equipment and Post Sales together will form the Integrated Supply Chain (ISC) FSU. There are also other FSU's in areas such as Finance, Leasing, CSO and HR."

Step by step

The FSU concept for Equipment and Post Sales is identical. The process is also very similar for each European region, al-

though there are of course slight differences between the regions. Roland: "The FSU transition will be divided into 4 phases: Engage, Design, Implement and evaluate. In the first phase we will discuss the FSU concept with the concerned region and come to basic agreements concerning the project team and communication. The second phase puts everyone and everything in place. Phase three contains realisation of the actual transition whilst in phase four; we compare notes on a regular basis to make sure that everything is running smoothly. After about six months this phase passes into the Management Process between the concerned XE region and the ISC FSU.

The final result is that the ISC FSU supplies the XE region with certain services at an agreed price. Roland: "These services should coincide closely with the customer wishes and it will be left to the ISC FSU

organisation to supply the service in the most efficient manner possible. In reality the country organisations will become more like customers than they are now and worry less about how service is supplied. This will leave more time for promotion and Sales of our fantastic Xerox products."

Think

"This means", Roland, continues, "that we will be moving closer and closer to the actual service and sales process. This, in turn, will influence our present processes. In Equipment there will be an impact on our order management style. While we used to ship all orders as soon as possible, we will now stop and think about the local country process. When is it needed for installation, is it an actual customer order or a pre-order?"

The concept and the transition were worked out step by step in 2008. In 2009, implementation in the Central Region (Germany, Netherlands, Switzerland and Austria) and in the United Kingdom and Ireland was completed and the transition with France was started. The Northern and Southern countries are planned for 2010.



Roland Hoogendam (left) and Marc Rottink.

A Flexible 40 years!



After stepping off the conveyor belt that delivered well qualified and very well trained ex Apprentices, Steve started his real working life as a Production Engineer within the electronics lab. Engineering is a good grounding for any career however Steve took his first career change quite early and in July 1984, he moved into the Finance department to become a Business Analyst.

Key factor

You could also say that Steve realised that

40 years company service isn't new to the magazine however it is still a tremendous achievement and one which should be recognised. For Steve Davis, Manager Global Purchasing XGS, it all started as an engineering apprentice at Mitcheldean in September 1969, however his journey to his current role has been varied and interesting.

a key factor in progressing with the company was flexibility, not only in what job you do but also where you actually do it? This was demonstrated when he accepted a new role as an Office Productivity Analyst in the Hampden House, Aylesbury Office HQ just one year later in July 1985. This role was also accepted on the premise that Office HQ itself would be relocating to Marlow sometime in late 1986/early 1987.

In January 1987, another slight career change occurred with Steve becoming a Business Systems Consultant within the Finance community, and it wasn't too long until he aspired to the position of Manager Office Systems Development & Co-ordination in July 1988. Several other job title changes followed and the move from Aylesbury to Marlow eventually happened in December 1991.

Travel

And so came the next career change, this time into Materials as Material Productivity Manager Europe in January 1993 (can everyone see the financial flavour to this trail?), followed by Manager Strategy Planning in September 1995. These roles required support to Europe and so flexibility in the form of travel.

Manager, CSCO/ISC FP&A based primarily in Venray was next on the list in May 2001 and maintaining the finance theme, Finance Manager for Non Production Purchasing & XE Information Management. This has led to Steve's most recent, roles in the development of the Corporate Procurement organisation since 2006.

So in summary, Steve really has been our "Flexible Friend" over 40 years. Congratulations!



(NISO) Safety Award for Dundalk

Xerox Technology Park Dundalk is delighted to have won the 2009 National Irish Safety Organisation (NISO) Major award (Category 1), All Ireland Electronic / Electrical Manufacturing / Assembly award. 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 organisation via business Centre Managers and their respective management teams.



Joao Borges presented the award to David McDermott, Tony McQuillan and Olivia Harrison during his recent visit to Dundalk

Xerox 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 recognised 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 Xerox organisation 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 organisation such as ours.

Xerox can only continue with it's commitment

'Safety is a continuing journey'

ment to Health and safety through the enthusiasm and commitment of all it's staff, therefore we must recognise the huge amount of effort required across the organisation and thank them for playing their part in winning this award.

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

Dundalk employees raise funds for the Irish Cancer Society



Olivia Lee, Lisa Morgan, Pauline Halpenny, Frances Kerr, Sally Duffy and Linda Kearney taking part in the Pyjama Lap in the Relay for Life event.



Keith McKeown, Kathleen O'Kane, Olivia Lee, Brenda Schuls, Eileen O'Neill and Kevin Smyth pictured during the Relay for Life event.

In 1985, American Dr. Gordy Klatt, a surgeon wanted to make a difference to the fight against cancer. He circled a track in Tacoma's Baker Stadium for 24 hours, walking an incredible 83 miles to raise money for cancer research and awareness. The following year he recruited 19 teams to join him, and Relay For Life was born.

Relay For Life has since inspired people all over the globe. It is now the world's largest fundraising event, with Relays taking place in over 20 countries.

Cheers

Relay, helps us to celebrate Cancer Survivors, remember those whose lives have been lost to the disease, educate the community on cancer prevention and early detection and raise life-saving funds to help the Irish Cancer Society. Two of the highlights during the Relay for Life event are the Survivors' Lap and the Candle of Hope

Ceremony. The Survivors' Lap is where survivors of all ages are invited to begin the Relay by walking the first lap of the course, cheered on by family, friends and teams from the communities. Before the event everyone in the community is invited to dedicate a Candle of Hope in tribute to someone they know who has been touched by cancer. As the evening approaches, the candles are set around the track and lit by participants.

Award for Team Xerox

This year Relay for Life was launched in

Dundalk. 28 volunteers of Xerox organised themselves into two teams and set off at whirlwind pace on a fund raising extravaganza. All proceeds went to the Irish Cancer Society.

Team Xerox just didn't stand still. They organised a Quiz Night, a Grocery Pack in a local supermarket, a Cake Sale and Book Sale in the staff canteen and worked to get personal sponsorship also in an effort to raise as much as possible for this worthy cause. Through their hard work and the support of work colleagues, family and friends they raised in excess of €14,000.

By the end of Relay, Team Xerox were tired, but elated, and the highlight of the event was being awarded the Overall Award for Raising Awareness. A fantastic achievement.

Well done Team Xerox!

Frances Kerr, Pauline Halpenny, Linda Kearney and Patricia Birch pictured at the Relay for Life event.



Team Xerox pictured with the award received for Raising Awareness at the Relay for Life event.



Meet...

Age:

44 years old.

Place to live:

Leunen

Fell in love, got engaged, got married:

For nearly 19 years happily married with Ingrid. We have got 2 boys: Wessel (12) and Melle (11).

Education:

Bachelor degree in installation design & technology.



Pieter Verheijen

Post-bachelor degree in Facility Management.

Position:

Manager Facilities & Security.

Company History:

23 years.

Hobbies:

Running, (especially to stay fit), walking, skiing and I spend a lot of time with my family.

How I feel on Monday mornings:

Generally fit and rested but after a "heavy" weekend I sometimes I need a lot of coffee to get started.....



Character:

According to feedback from others: calm, in general cheerful, helpful, patient and (nevertheless) assertive.

My motto:

Be satisfied with what you already have got, but keep a healthy ambition to achieve more.

I dislike:

Grumpy people.

Favourite wish:

At the top of my wishing list you will find health and happiness for my family. Then there is nothing for a while... and next there is a beautiful new motorbike like a

Ducati (if only for the sound) or a BMW.

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

Wim Appelo.

I would like to know what people at this level do every day and how they look at Xerox Venray.

Favourite dish:

Chinese.

For me Xerox is:

The ideal employer.

At cycling distance, possibilities to keep developing myself and I have a nice job over here!

Favourite holiday country

Italy & Austria.

Most recent book or film:

Book: Cradle to Cradle, about reusing (waste) materials.

What should they do a bit more at Xerox:

Exchange programs between Xerox sites. Looking under the bonnet in each others organisations over a couple of days.



Half Marathon Man

Mark Presdee from our European accounting team has always tried to maintain his fitness levels. Mountain biking, where even Glyn Clarke has been known to go along occasionally, to walking holidays with his wife Jane and daughters, Fleur & Emma, but especially running which Mark has enjoyed for around 12 years.

A few years ago, Mark and his good friend Leon Harwood were planning to compete in the Great North Run for the British Heart Foundation charity. Entry for the event proved to be difficult so the plans were never realised however Mark's focus changed when Jane was unfortunately diagnosed with breast cancer. Having gone through the rigmarole of chemo and radio therapy, Jane is thankfully clear of the disease however when the opportunity of running a half marathon, nearer to home in Cardiff came along, both Mark & Leon were very keen to do this and there was

only one charity they could choose which was "Haven Breast Cancer".

Great thing

Mark: "The great thing about Haven is that they provide breast cancer sufferers with a support structure including 1:1 support and alternative therapies which really helps. Sometimes the support you get through the NHS is a little more 'faceless.'" The plan for the race was to stay in a local hotel the night before so they could avoid an early morning call to get down to Cardiff. All went well with this strategy until

they were driving to a car park near the race start and found Cardiff to be "grid locked". This forced a change of plan and they had to park well away from the start and literally run to the starting position! Mark: "So the race itself was 13.1 miles (21km) but we actually ran at least 1 mile further than that! What's more, when the race did start and people were jostling for position, the jelly beans I normally carry in my running pouch for energy during the race were jumping out into the floor as I hadn't zipped it up!"

Well done!

Not the best start however Mark finished the race in an impressive 1 hour 32 minutes, with a slightly injured Leon just later at 1 hour 46 minutes. In completing the event they have jointly raised at least £1,200 for Haven so well done to both of you!

Mark (right) with his running mate Leon.



MERT + Fire Brigade = Teamwork!

Since July 1st, Pieter Lamers is the new acting commander of the Xerox Venray Fire Brigade, taking over these duties from Theo Groenen. Together with Rob Smeets (commander), Pieter is responsible for the day-to-day command of the Xerox Fire Brigade, which is a (sub) division of the MERT (Medical Emergency Response Team) from Xerox Venray.

Pieter Lamers is 47 years of age and works as a process operator at the OPC. He is a volunteer for 21 years at the local Fire Brigade in Gennep as Chief Fireman, driver/gas station assistant, Pieter: "I am also a certified fire brigade instructor and I examine hazardous goods. Given my practical experiences within the local voluntary fire brigade, I've been asked to take over the responsibilities as an acting commander of the Xerox Venray Fire Brigade. To be able to do this job well, I need the support of the whole Xerox Fire Brigade team. Only then, it's possible to put a well-trained team together who, if in case of a calamity, can stabilise the disaster in a safe and short time."

As safe as possible

According to Pieter, cooperation between members of the MERT and Trigion (Security) and external services like ambulance service, local Fire Brigade and local authority is very important: "If there isn't good teamwork and communication between the several disciplines during a calamity, the consequences can't be overlooked. To achieve good teamwork between the various disciplines, practice is needed. The Venray Fire Brigade exercises weekly on the Tuesday afternoon. A training schedule has been set up in which several disciplines are being practiced for example, we exercise with the MERT team. The Venray Fire Brigade naturally has its own training programme, which have to be worked out and we herewith use the exercise bank of the NIFVB (Netherlands Institute of Physical Security), as every Firewoman/Fireman, professional or volunteer, has got the same training. Prevention is one of the key issues we practice. During a preventive control round, we see materials placed in front of extinguishing agents and/or emergency doors. We do report this. The Company Management fully supports us in this and we herewith keep the site and departments as safe as we can. With this enthusiasm and passion, the MERT-organ-

isation of which the Venray Fire Brigade is part, makes Xerox Venray a safe as possible company".

Damage control

Jan Hermans, chief of MERT bldg A/B, is also an active member of the Dutch Red Cross First Aid Organisation for more than 40 years. He's been asked to revive the MERT (Medical Emergency Response Team) in Building A & B in Venray. His colleague Theo Gramser agreed to assist him in this challenge: "Members of the MERT are volunteers and will be called in when a calamity happens and when health or lives of people are in danger. They are trained to assist the first minutes after an incident. It's our task to provide first aid medical support to injured colleagues, to evacuate people and/or victims and to extinguish the start of a fire until the municipal fire brigade and/or medical teams have arrived to take over."

Enthusiasm and passion

This quick intervention has proven to limit harm to people and damage to Xerox properties. Jan: "Each team member has a pager and reports him/herself immediately at the MERT area and they will receive instructions from their team leader. The team leader stays in contact with the municipal fire brigade and medical teams. MERT members have regular drills to maintain and improve their skills. Every incident will be analysed, evaluated and reported".

Impressed and interested after reading this article?

Please contact Pieter ext. 5966 (= Group leader) or bleeper 1120 or Jan (ext. 5086) in Building A. You're most welcome!

Pieter Lamers (left) and Jan Hermans.



'Ceol agus craic', Irish President skips to the beat

Have you ever been to an Irish pub anywhere in the world, and wondered who are those lunatics in the corner playing traditional Irish Music or Diddly-Dee (a derogatory term to describe it)? I am that lunatic. EHSCS Magazine proudly presents the selfwritten monologue of Don o' Kane Senior Engineer, WPSM – Dundalk...



Don in Zambia, behind the piano.

"The lunacy comes from the fact that we can play it for hours and stop only for the odd visit to the bar or the little boy's room of course. It's my hobby and stress reliever, much the same as playing golf is to the golfer, running is to the runner, or collecting used tooth picks is, to the used tooth pick collector.

I got into Trad, as it's known in the business, because I was, like a lot of Irish musicians born into it. It's handed down from generation to generation, though it definitely helps if you come from Galway and are born to a red haired- Irish girl. My brother and two sisters play Irish music, as do my parents. My grandfather and great-grandfather on my mum's side of the family played "Trad" and most of my Aunts and Uncles, and a smattering of my cousins Trad has brought me half way round the world to locations I would never have seen, only for the opportunities and doors it has

Sarah o' Kane getting a Piano lesson at the tender age of 18 months from a very proud Dad.



opened. I've played at International music festivals in France, Germany, Denmark, Sweden, Italy, and Croatia. The St. Patrick's Day festival in Zambia was definitely one to remember. We were the guests of the Irish ex pat "Wild Geese Society".

Over the years, I have recorded TV and Radio programs, played at the Presidents birthday party in Aras an Uachtarain, the presidential residence. That was a bit surreal, seeing the president of the country dancing as you play music. She is very good actually, as she comes from a very traditional family herself, they were musicians and dancers some time in the past.

Irish traditional music is a small fraternity. Everybody knows everybody else. Once you have it in your blood you're hooked. You can have three generations of musicians sitting in a musical gathering, swapping tunes and telling stories.

It's like a Native American Indian powwow I suppose, only without the pipe. The older musicians show the younger ones how to play. Irish music is about passing on the heritage of Trad and having fun or the craic as we Irish put it!"

Meet...



Tim Sunderland

Age:
49

Fell in love, got engaged, got married:

Married for 10 years, proposed at the top of Helvellyn in the Lake District in a howling gale.

Education:

BSc and MSc in Environment, and Masters in Business Administration.

Position:

Manager – Environment, Health and Safety – Europe.

Company History:

New to Xerox. Previously worked as an Environmental Consultant for 15 years and as Environmental Director at S.C. Johnson for 7 years.

Hobbies:

I have a 4 year old boy who is now my “hobby” (he takes up all my time!). I play guitar and still play in a rock band – I am the oldest member and the drummer is 17!

How I feel on Monday mornings:

The same as on Tuesday, Wednesday, Thursday and Friday...but not Saturday...!

Character:

At my age – relaxed. I try not to take things too seriously anymore.

I dislike:

Politics, people who jump queues, oh, and lots of email

Favourite wish:

Playing guitar on stage at Wembley Stadium... oh, and that my son would stop

waking me up at 5.30am every morning saying its time to get up.

My Motto:

You can choose your attitude.

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

Not sure yet, I am still getting to know people here.

Favourite food:

Thai.

For me, Xerox is:

Exciting – there are so many things going on it is hard to keep track!

Holiday country:

Spain – where the sun shines.

Most recent book or film:

Monsters versus Aliens...I don't get to see the films I want to anymore (actually I enjoyed this one).

What should they do a bit more in Xerox:

Smile.



Cakes & Coffee across GB

Unless you're on a very strict diet or have very strong will power, most people enjoy something sweet with a cup of coffee or tea, especially when it's for charity.



Some tasty cakes in Fusers Mitcheldean.

As well as the Relay for Life activity held in Dundalk, across mainland GB on Thursday and Friday 24th / 25th September, another cancer related charity activity took place, this time in aid of Macmillan Cancer Support.

Coordinated by the Xerox HR groups across GB, the events were known as the "World's Biggest Coffee Morning". As well as Xerox, many companies participated to hopefully generate a large amount of charity donations for Macmillan. The specialist cancer care and support provided by Macmillan for individuals and families affected by this dreadful disease is invaluable.

Through poster communications, employees were encouraged to either bake a cake or purchase cakes to bring in on the day, which were then purchased by employees for a price they determined.

Across the country there were many events held and lots of pictures of some fantastic looking cakes! It genuinely looked like everyone participating had some fun, satisfied their 'sweet tooth' and all for a good cause! At the last count the grand total of £3,682 had been raised.

Well done everyone!



More attractive cakes in another GB location.

Meet....

Lives In:

Bailieboro, Co. Cavan.

Fell in Love, got married:

Married to Eilis for the past eight years.

Education:

Bachelors Degree in Business Management.

Position:

WPSM Materials Manager Dundalk.

Company History:

Joined the company in August 1999.

Hobbies:

With four boys aged 5yrs, 3yrs, 20 Months and 3 Months), hobbies don't enter the equation!, but I like all sports especially soccer and Gaelic football.

How I feel on Monday mornings:

Quite good.

Character:

Not too serious, quite calm most of the time.



Brian Keegan

I dislike:

Lack of ownership and playing the blame game.

Favourite Wish:

Make it through the recession working for Xerox.

My Motto:

'Always view the glass as half full'

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

A sales representative trying to sell an iGen system.

Favourite Food:

Fish.

To me Xerox is:

A great, progressive and innovative company for which (after 10 years) I still enjoy working for.

Holiday Destination:

France is a favourite in more recent times.

Last Book, last film:

Just read 'Crime Lords' (About Dublin criminal gangs).

Don't see many movies but I did watch one of my favourite movies again just recently called 'Training Day' with Denzel Washington.

What should we do a bit more of at Xerox:

To be able to provide more R&R for those who go beyond expectations to get the job done.



Christmas Thought

A few months ago, Xerox announced plans to take over software manufacturer ACS for about six billion U.S. dollars. With this acquisition our company would become the world number one in the field of automatic document administration. In addition we will also accelerate our growth in a rapidly expanding market.

"Over six billion" I hear you thinking. "That's a lot of money. Especially for a company who in hard times is used to keep its money in his pocket"

Obviously these kinds of acquisitions provide many questions, especially when a company does this in hard economic times. At this moment, many of these questions can't be answered unequivocally. What is clear is that Xerox invests in the future which is a huge optimistic signal.



"And what about our Christmas parcel", you might now ask? "Wouldn't it be a very positive signal when we still give this to all our employees?" Personally, I think so, but on the other hand I recognise the other view. Precisely by saving in the past, Xerox can do this acquisition and for the longer term, I think something much more important is security rather than a tasteful Christmas parcel. In the short term: your job!

I wish you and your family a Merry Christmas and a Happy New Year!

Paul Hermans



EHSCS Magazine

EHSCS Magazine is a quarterly magazine for the employees of Eastern Hemisphere Supply Chain Services.

400 copies printed
(200 English/200 Dutch)

Editorial Board:

Editor:
Mark Barnard
(HR, +44 (0)1594 591800)

Venray:

Ingrid Renjaän-Wijkmans
(Communications and Co-ordination,
+31 (0)478 52 5502)
Hanneke Smits-Hermans
(+31 (0)478 52 5802)
Gonny Sniijders-Vissers
(HR&Q, +31 (0)478 52 5407)
Anita Sorensen-Telussa
(HR&Q, +31 (0)478 52 5860)
Leonie Siebers-Verkoeijen
(CDMG, +31 (0)478 52 5831)
Wilma Saamena-Verstraaten
(SSC, +31 (0)478 52 5200)

Mitcheldean & GB Staff:

Sally Meek
(HR, +44 (0)1594 591301)

Dundalk:

Sheila Dignam
(HR, + 353 (0)42 938 7630)
Deborah Dunne
(HR, + 353 (0)42 938 7257)

Editorial Board Secretary:

Postbus 43, 5800 MA Venray
Tel. +31 (0)478 52 58 02
Fax +31 (0)478 52 50 56

Editors:

Derix*Hamerslag
Paul Peijnenburg

Photography:

Jan Peter Ambaum
Own archive

Graphics:

Yvonne Arts and Ton Penterman (XGS)

Printing:

Xerox Global Services, Venray

The use of any part of this publication is permitted only after prior written permission from the Editorial Board Secretary.

This magazine has been printed on Xerox DocuColor 8000 on Colotech paper.