

NEWS

MITCHELDEAN LUNCH...

No lights but lots of seasonal cheer!

RXPA Secretary **Barbara Keech** reports on the first of our two Mitcheldean Christmas lunches which was a great success despite the difficult conditions under which it was held!

"130 RXPA members and their guests were booked to come to the first Mitcheldean Christmas lunch in December. So, when I arrived at the Sports & Social Club, I was somewhat disturbed to see that all the doors were shut and the whole place was in darkness. Could it be that I had come on the wrong day? Had Catering Manageress, Rene Hiestad, got the wrong date in her diary?

"I proceeded through the double doors to be met by Rene, looking somewhat harassed. She told me that there had been a power failure at 5 o'clock that morning and that there was no electricity for lighting, bar pumps, or (more importantly) the ovens!

"Fortunately, the turkeys had been roasted the previous day and the cookers had gas hobs. The catering staff did a fantastic job cooking over the gasses and produced a super meal of hot soup, cold turkey, salad and hot potatoes, followed by hot Christmas pudding and coffee.

"Candles in wine bottles on the tables produced a very romantic atmosphere although, in due course, a Mitcheldean electrician found a small generator which he connected up to the lighting. After a few dummy runs, he found the correct level to support the load and we had some subdued lighting.

"Everyone agreed that it was a super lunch and showed their appreciation to the wonderful catering staff who had worked so hard to ensure that the day was not spoilt. At the end of the meal, with the dishwashers out of action, they had to turn their attention to washing up by hand 130 sets of crockery and cutlery! It was a lot of hard work for them but a very enjoyable day for all the guests who attended."

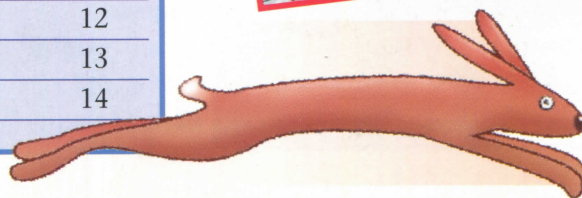


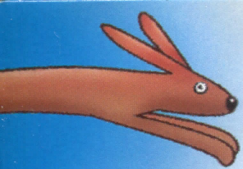
The guests enjoy lunch by candlelight at Mitcheldean!



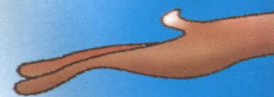
INSIDE THIS ISSUE

	PAGE
Round-up of Christmas & New Year events	2 & 3
Dates for your diary	4 & 5
Company news	6, 7 & 8
Caring for your teeth	12
New Incapacity Benefit	13
Competition corner	14





ROUND-UP OF RECENT EVENTS



In the Festive Mood

Over the Christmas and New Year period, nearly 800 RXPA members and their guests attended various social functions arranged around the country – at Ferndown, Uxbridge, Welwyn Garden City, Mitcheldean, Wokefield Park and Windermere.

WARM WELCOME AT WOKEFIELD PARK



Members gather for a successful evening at Wokefield Park

On Saturday 7th January, 47 RXPA members and their guests made the journey to Wokefield Park near Reading for the annual New Year Dinner Party. A warm welcome greeted them, with coffee for the

early arrivals and hot mulled wine served as a pre-dinner aperitif in the historic, wood-panelled reception hall.

This year's excellent menu was complemented by dinner music

provided by the Butt-Lancaster Band, among whose number was **John Butt**, ex-Radlett but now himself a RXPA member. After dinner, some danced the night away to the music while others were busy catching up on the latest news, chatting with friends and colleagues. Song sheets, provided courtesy of the band, enabled everyone to sing along with the tunes they knew.

All too soon it was time for the bar to close and the music to stop and for goodnights and farewells to be said. Many guests had decided to make it a real occasion by booking a room overnight and departing fully sober the following morning after a hearty English breakfast.

The evening had been a great success and the guests showed their appreciation to **Barbara Keech** for once again organising such a memorable event.

NEW LAKELAND VENUE PROVES POPULAR

Gordon Martin, ex-Leeds, has sent the following report on the Northern New Year Dinner:

"Pensioners North held their 1995 New Year Dinner on 14th January at the popular new venue of the Windermere Hydro Hotel. A record number attended, no doubt in part because of the place which the Hydro holds in the memories of Northern Region folk as the scene of many conferences, meetings and social gatherings in our past work experience.

"Taking advantage of the special B & B terms skilfully negotiated by **Barbara Keech**, many couples arrived on the Friday to make a weekend of it and that evening's gathering in the bar was like old times

(and, yes, Michael is still there!). The numbers were swelled by **Ron Dowling's** Distribution people who had decided that the Hydro was a good place to hold their Christmas do.

"On Saturday evening, 86 RXPA members and their partners enjoyed an excellent dinner, entertained by Peter and his accordion, with Peter manipulating three manuals and a synthesiser to produce a big band sound for both foot-tapping and dancing. We all joined in the thanks to the Company for their support and contribution to our evening, expressed by Barbara, before the evening was brought to a close by a disco playing loudly but not too far into the night.

"The weather was typically Lakeland January – moderate, mild and misty – but this did not deter 28 hardy souls from enjoying a Sunday morning trip on



ROUND-UP OF RECENT EVENTS

the lake, with an on-board commentary, fortified by coffee and refreshments.

"On a personal note, all our thanks are due—again—to Barbara for her effort and organisation. Perhaps a mention should also be made of **Bill Goldsworthy** and **Les Dunbar** who pioneered a presence from the North East – where are the rest of the Bonny Lads? Also of **Ted Guy** who flew over from the Isle of Man.

"Word of the event seems to be spreading. Barbara has received suggestions for other venues between the North East – perhaps Harrogate – and the North West and she will be communicating with those who attended to sound out their views."



A record number of members attended this year's Northern Dinner, held at the Windermere Hydro Hotel

THANKS ALL ROUND

We have been pleased to receive letters of thanks from a number of members who have enjoyed recent RXPA events:

"Just to say how much Ethel and I enjoyed the New Year's dinner and music at Wokefield Park. It was a great evening and it was good to meet old friends and to talk to others about life in RX in the good old days." **Dick Heap**

"Just a line to thank you for organising last weekend in Windermere. We both thoroughly enjoyed ourselves, as everyone else seemed to do." **Jan and Ray Etchells**

"My wife and I would like to thank you and the staff at Rank Xerox for a most pleasant and entertaining New Year lunch at Mitcheldean. And, as for the meal, you did us proud." **Derek and Jean Banks**

ISLE OF WIGHT TRIP DOWN MEMORY LANE

At the end of October last year, 37 RX pensioners and their guests arrived on the Isle of Wight for a 1940's weekend at the comfortable Shanklin Hotel. To get us in the Wartime mood, the hotel's reception hall was bedecked with camouflage, sandbags, machine guns and tin helmets and the receptionist was a Wren Officer. On arrival, we were all issued with an identity card and told to carry it with us at all times!

We were encouraged to dress in appropriate Wartime costume for dinner and most of us had managed to rustle up something from our wardrobes. The head waiter – a British tommy, of course, with an Italian accent! – issued us with a ration book to be taken to all meals.

All the hotel staff entered into the spirit of the weekend and dressed up (or down in the case of the housekeeper with her curlers, turban and wrap-around overall!). The food and entertainment were excellent and we all enjoyed singing along with the Big Band.

On Sunday, we saw places of interest on the island and ended our tour with a visit to the beautiful Osborne House, where Queen Victoria spent her holidays and where she died in 1901. Then it was back to the hotel for a candlelit dinner and another evening of excellent entertainment, rounding off what had been a most enjoyable weekend.

Re-living
Wartime
memories
during the
Isle of Wight
weekend



DATES FOR YOUR DIARY

Plans are already well in hand for a variety of events to be held in the spring and summer. If you are interested in any of the events listed below, please complete the Application Forms which are enclosed with this Newsletter.

Note on travel arrangements: For the visits to Buckingham Palace, Denbies Wine Estate, St. Fagan's Folk Museum and Leeds Castle, we are planning to run coaches from Welwyn Garden City, Uxbridge and Mitcheldean. We shall also consider laying on transport from other areas if there is enough support. Pensioners who prefer to make their own way can meet up with our group at the venue.

THE LONDON OF DICKENS AND SHAKESPEARE

Monday 24th April

Following the successful London walks which we have already undertaken, we are now planning a walk in Southwark. Here we shall be following in the footsteps of Dickens and Shakespeare and visiting an often forgotten part of the city with its alleys, riverside lanes and medieval ruins. We shall discover the sites of the original Globe Theatre and its new replacement, soon to be completed. We shall also visit Southwark's fine gothic cathedral, the church of Shakespeare and John Harvard and one of the lesser-known treasures of London. Included in the tour will be two of London's most historic pubs, including the city's only surviving galleried coaching inn (rebuilt 1676).

We shall meet at 11 a.m. at Blackfriars Underground Station, Exit 1, to start the walk, which will take around two hours and will be followed by a ploughman's lunch at one of the old riverside pubs.

DENBIES WINE ESTATE AT DORKING

Tuesday 9th May

Denbies is England's largest wine estate and comprises 250 acres of vineyards on the beautiful North Surrey Downs. On our visit, we shall tour all parts of the working winery on the "people mover" train and enjoy a tasting of the wines in the vast cellars. We shall have lunch at the estate before heading off on a coach tour through some of the surrounding countryside

which will include a stop for afternoon tea.



LEEDS CASTLE, KENT

Monday 19th June

Leeds Castle is one of the oldest and most romantic castles in the country. Listed in the Domesday Book, it has been a Norman

stronghold, a royal residence for six of England's medieval queens, a palace and playground for Henry VIII, and a private home. Today, lovingly restored, it houses a magnificent collection of medieval furnishings, paintings, tapestries and treasures.

The crowning glory of this most English of castles is its setting on two small islands in the middle of a lake, surrounded by a green arc of parkland, thick with trees. Within the 500-acre estate are woodland walks, lakes and waterfalls, gardens and greenhouses, as well as an aviary, a pavilion, a maze, a grotto and the Culpeper Gardens.

Lunch and afternoon tea will be served during our visit.

ST. FAGAN'S FOLK MUSEUM, CARDIFF

Monday 5th June

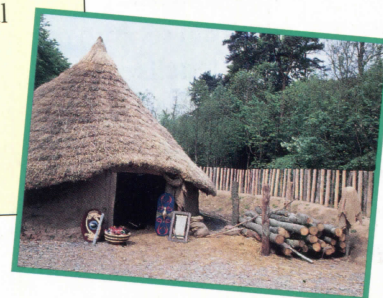
One of Europe's foremost open-air museums, St. Fagan's Folk Museum is situated in 100 acres of wooded parkland in the Vale of Glamorgan, four miles west of Cardiff.

The museum shows how the people of Wales lived, worked and spent their leisure-time during the past 400 years.

The large indoor galleries house exhibitions showing daily life, costume and farming implements. In the open-air section covering about 50 acres, there are over 30 original buildings from all over Wales which have been moved and carefully re-erected to show how people lived at various times from 1500 to the present day. The largest building is called St. Fagan's Castle but is actually the original manor house, built in 1580; with its beautiful formal gardens and fishponds, it shows how the wealthy once lived.

Within the museum, craftsmen are to be found demonstrating traditional skills and some of their work is on sale. Special events are held throughout the year to demonstrate traditional cookery skills, customs, music and dance.

The day's visit will include lunch, afternoon tea and coach travel.



BUFFET DANCE AT WELWYN GARDEN CITY

Friday 28th April

By popular request, we have arranged a buffet dance to be held in the new Staff Restaurant at Welwyn Garden City.

Food will be served from 7.30 p.m. and Sean O'Reilly will provide music for dancing. We have requested a bar extension until 10.30 p.m.



DATES FOR YOUR DIARY

PADDINGTON SORTING OFFICE

Wednesday 21st June

As last year's visit coincided with one of the rail strike days, the Manager of Paddington

Sorting Office has very kindly agreed to

☐ repeat the tour for members who were unable to get there on the day and indeed for anyone else who would like to come along.

This is a very interesting tour, lasting about 1½ hours and providing an insight into the daily workings of the postal service.

Refreshments will be served after the tour.

LORD'S CRICKET GROUND

Sunday 2nd July

Following the success of our visit last year, we

☐ are planning a return outing to Lord's, the home of cricket. This time we are hoping to see some cricket being played, as Middlesex meet Surrey in an AXA Equity & Law League fixture that day.

We shall be meeting at Crocker's Folly, 24 Aberdeen Place, at 11.30 sharp for lunch before our visit. We shall then be walking (about eight minutes) to the Grace Gate to start our tour at 12.45 p.m. The tour will take in the Long Room, the Museum to see the Ashes, the Real Tennis Court, the Grandstand, the Nursery End and Indoor School, and the Mound Stand to see the start of play at 2.00 p.m.

☐ The tour will be completed by 2.30 p.m. but any cricket fans who would like to stay on to watch the game may do so for an additional concessionary £4 charge, payable separately at the gate.

SUMMER BUFFET LUNCH AT MITCHELDEAN

Tuesday 18th July

A Buffet Lunch and Tea Dance will be held at the Mitcheldean Sports & Social Club, starting at 1.30 p.m. and finishing at around 4.30 p.m.

BUCKINGHAM PALACE

Tuesday 8th August

We are very pleased that our application to visit

☐ Buckingham Palace during this year's opening has been accepted.

After the Palace tour, which takes approximately 1½ hours, we shall travel to Greenwich where we shall be met by a courier and taken on a tour of the Observatory.

We have 100 places for the Palace tour, the maximum allowed. Please complete the Application Form and return it to RXPA Secretary, **Barbara Keech**, in an envelope clearly marked **BP** in the top left-hand corner. All applications will be held until the ☐ closing date and then 100 will be drawn out of a hat; the remainder will be drawn and placed on a waiting list in case of cancellation.

GOLF TROLLEYS

RXPA member, **Derek Blundy**, can supply both "walk with" and "ride on" electric golf trolleys and offers models which are especially suited to "senior citizens". For more information, call Derek on 0182-572 4136.

GOLF DAY AT CHIPPING NORTON

Wednesday 27th September

Following the success of last year's inaugural Golf Day, we are planning another similar event this year, this time at Chipping Norton Golf Club. Tee-off will be at around 1.00 p.m., play will finish at about 5.30 p.m., and we shall then sit down to dinner at approximately 6.30 p.m.

Those of you who played last year will automatically receive details of this year's event but we should also like to hear from other RXPA members with an established handicap who would like to join us.



4-Day Autumn Break

We are planning a four-day visit to Belgium with Feline Coaches from **Thursday 12th to Sunday 15th October**. The trip will cost £174, which will include three nights' half-board accommodation at the Hotel Ibis in Ghent, excursions to Bruges and Brussels, coach travel and return ferry fare Dover to Calais. Pick-up points will be arranged when we have an idea of what support there is for the trip. If you are interested in joining us, please complete the Application Form and return it to RXPA Secretary, **Barbara Keech**, with a £10 deposit.

AT HOMES

Dates have been fixed for our next At Homes, to be held at **Bridge House** on Thursday 11th May, at **Marlow** on Monday 12th June and, a little further ahead, at **Wokefield Park** on Thursday 24th August.

Details of the next **Mitcheldean** At Home will be included in the August Newsletter.

- We are hoping to arrange a visit to the Wimbledon Tennis Museum in the autumn – full details in the next issue of the Newsletter.



HAPPY QUALITY BIRTHDAY!

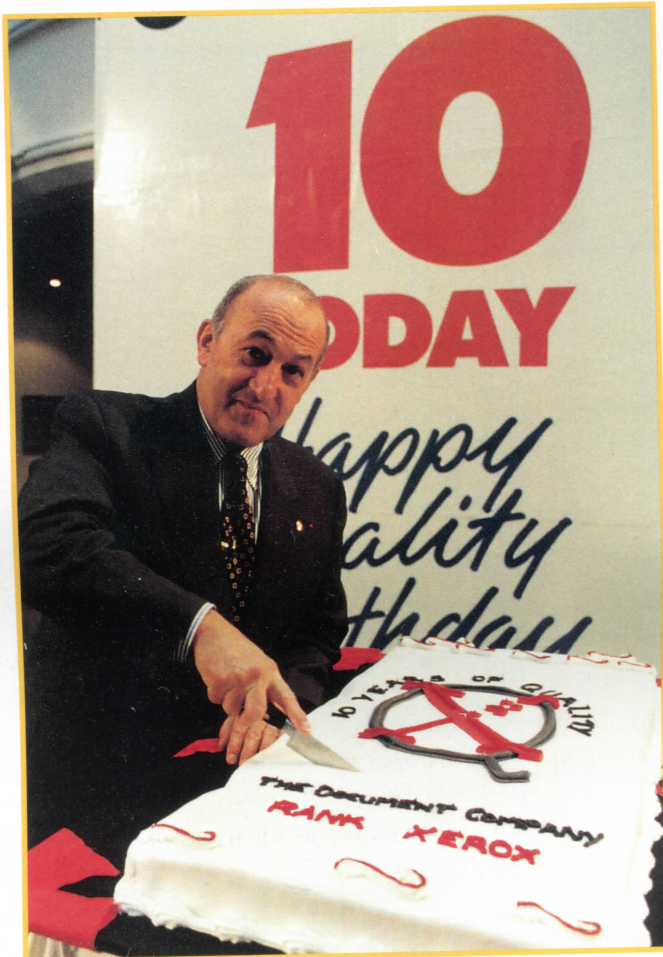
18th November was party day at Marlow as Rank Xerox celebrated 10 years of Leadership through Quality! The building was festooned with balloons and ribbons in the new red and white corporate colours, a giant birthday display was set up in the foyer and all employees received a personal birthday card and 10-year Quality badge. Underlying all the frivolity, however, there was a serious purpose: to acknowledge the Company's past quality achievements and to focus on the challenges for the future.

Looking back ...

Looking back, it is possible to see how the introduction of quality management in the early 1980's helped transform the fortunes of Rank Xerox, then gripped by a crisis of survival, by providing both a set of practical tools for management and also a shared language and culture. Recently the drive for quality has led to the Company's reorganisation into nine business divisions which aim to meet specific customer needs rather than simply supplying a range of products.

Performance improvements have won the Company a clutch of quality awards – culminating in The European Quality Award in 1992 – and have helped it wrestle back market share from Japanese competitors. The introduction of

the Total Satisfaction Guarantee in 1991, giving customers the unreserved right to return a product and to have a replacement free of



Cutting the cake – Bernard Fournier, Managing Director of Rank Xerox Ltd, celebrates 10 years of Leadership through Quality

charge during the first three years of ownership, was the Company's bold declaration of faith in its quality processes.

Rank Xerox's acknowledged quality expertise has led to many requests for help from other businesses. Encouraged by this, the Company launched its own consultancy business, Xerox Quality Solutions, in 1993 and now advises other companies on the business excellence approach.

Looking ahead ...

Looking ahead, Rank Xerox remains committed to its Leadership through Quality training

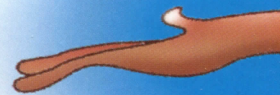
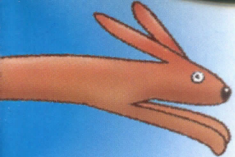
programme, introduced in 1984, which equips every employee with a range of practical quality approaches and tools and ensures a shared approach to satisfying customer needs.

The Company's quality management processes have now been incorporated into its Business Excellence Certification (BEC) programme, reported in previous issues of this Newsletter, which requires each operating unit to be assessed on various performance criteria. An improvement plan of action is drawn up in the light of the results achieved at each stage of the process and then incorporated into policy planning. Following the successful use of BEC within Rank Xerox for almost four years, the model is now to be deployed by Xerox Corporation as the Xerox

Management Model.

The next ten years of quality will no doubt be as demanding as the first. The biggest challenge of all will be to ensure that everyone within the Company keeps moving forward. As Xerox Chairman, **Paul Allaire**, has said "Quality is the entry card for the race for global competitiveness. But what got us here today is not what will take us to where we need to be tomorrow".





A GOOD YEAR FOR RANK XEROX

Overall, 1994 was an excellent year for Rank Xerox and its associate companies, with revenues (before the effect of currency) growing by 8% and pre-tax profits before restructuring costs by 80%. After taking account of the £186 million restructuring costs, pre-tax profit growth was 3%.

The trend within Rank Xerox itself was particularly encouraging, with underlying profits increasing by 143%. This was due in part to the early benefits derived from the major re-structuring undertaken in 1994, which is already generating profitable revenue growth and permanently reducing overheads.

During the year, Rank Xerox increased its overall share of the copier market and built a significant early position in the colour copier and colour laser printer sectors. On the environmental front, the Company continued to reap benefits from its award-winning re-manufacturing programme, which allowed it both to meet the growing demand for low-priced equipment and to

reduce the cost of incremental raw materials.

In order to streamline its own operations, Rank Xerox transferred two of its major service functions to specialist external companies during 1994. The outsourcing of Xerox worldwide computer and telecommunication services to Electronic Data Systems netted savings of about £9 million for Rank Xerox during the year, with a similar level of savings expected for 1995. Facilities management services have also been transferred, to CBX, which now has a five-year contract to manage Rank Xerox real estate, facilities services and projects within the United Kingdom.

Commenting on the results, **Bernard Fournier**, Managing Director of Rank Xerox Ltd, said: *"1994 was a very successful year for Rank Xerox overall. Because of the actions taken during the year and those planned for the future, I look forward with confidence to an equally successful 1995".*

NEW TECHNICAL CENTRE OPENS

The official opening of the new Technical Centre at Welwyn Garden Centre takes place in April.



READY FOR KICK-OFF

Xerox Corporation is to be one of the sponsors of the Rugby World Cup, which will take place in South Africa from 25th May to 24th June. As official business machines supplier to the event, Xerox will provide document services for all administrative and media centres and for the organising body throughout the competition.

In addition to making a cash payment, Xerox, through its South African distributor, XeraTech (Pty) Ltd, will supply 45 photocopiers and 67 intelligent fax machines together with paper, toner and back-up engineering support.

The sponsorship package will be supported by a rugby development programme in South Africa with Xerox providing multifunctional fax and copier equipment to 17 Regional Development Officers who are working in the provinces to promote the game and its values. Much of this work includes rugby development in the Townships.

Xerox's support for the Rugby World Cup reflects the Company's policy of encouraging excellence and personal development and builds on its recent sponsorship of the Olympics. Announcing the sponsorship, **Toru Nozaki**, Director of Fuji Xerox, said:

"Our corporate culture demands excellence, diversity and a distinct will to win. The game of international rugby instills similar values in all those involved. I look forward to some excellent performances – from the teams and from our Xerox document solutions".



SMALL FIRMS FLOURISH IN THE MEWS

Ten years after the opening of the Mitcheldean Enterprise Workshops – or the MEWS as they are better known – there are now 34 small businesses in residence employing 204 people. Over the ten-year history of the development, a total of 220 businesses have been located in the MEWS and many of these have moved out only because they needed to expand.

The MEWS scheme was devised as part of Rank Xerox's community support programme designed to stimulate enterprise and

Top: The MEWS management team: (from L to R) Mike Cooper, Ruth Morgan, Marion Cornwall and Ferruccio Marangon

Middle: Monty Russell (on the right), with his team at Russtek, was one of the first tenants in the MEWS

Bottom: From the new Mews Bakery comes the smell of freshly-baked bread and cakes

development in the wake of the Company's re-structuring in the early 1980's and to make use of surplus space and assets on-site. The development is located in 19th-century buildings which once housed Francis Wintle's Forest Brewery and which were acquired by British Acoustic Films during the second World War.

Conversion work began in February 1984, the stonework was cleaned and returned to its original beauty and the many windows which are a feature of the building were restored. The project was carried out at a cost to Rank Xerox of half a million pounds and won the Company a major commendation in 1989

"in recognition of its human and social responsibility and environmental quality".

The MEWS team

The MEWS is a non-profit-making, self-financing entity separate from Rank Xerox which is run by a board of directors headed by **Gerry Lane** as Chairman, with **Mike Cooper** as Managing Director and **Ferruccio**



Marangon as Manager. Day-to-day administration is in the hands of **Ruth Morgan**, for whom the MEWS buildings hold many memories, for she worked in the area in the 1950's and later was seconded to **Derek Knibbs** who played an important role in setting up the project.

Ruth is normally the first point of contact for prospective tenants, who are usually pleasantly surprised by the terms offered, which are on an "easy in – easy out basis" and include everything except heating and electricity. "People find it hard to believe that business rates are included in the rent", says Ruth.

Working in harness with Ruth as accounts administrator is **Marion Cornwall**, who comes in three days a week to do the books, read the meters, collect the rents and pay the bills. Marion retired in 1984 from managing RXMP cash

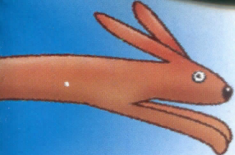
operations and within a few months was working in the MEWS on a self-employed basis. "We are here to help small businesses", says Marion, "and that ties in nicely with my work with the Forest of Dean Citizens Advice Bureau".

Fascinating diversity

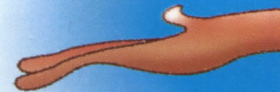
The diversity of MEWS tenants is fascinating. The current list of businesses includes electronics and bridal wear; ceramics and timber products; industrial fasteners and auction rooms; stoves and bathrooms; agencies and consultancies for everything from employment to music; the Wellwisher café and, most recently, a bakery.

A number of the tenants are former Rank Xerox employees. **Monty Russell**, formerly manager in charge of electronic tooling for RXMP, was one of the first MEWS tenants, setting up his own business, Russtek, which calibrates and repairs electrical and electronic instruments. **Roger Davies**, an ex-RX apprentice, runs Toolite, an engineering consultancy and tooling supply business. **Barbara Scott**, a member of the Scott family, many of whom have worked at Mitcheldean, recently set up a new business making exclusive bridal wear.





NEWS FROM RX PENSIONS



PENSIONER CHAIRMAN

John Payne is to retire at the end of April from his job as Company Secretary of Rank Xerox Ltd, a post he has held since 1987. He will be succeeded in this job by **Carole Shephard**. We are very pleased that John has agreed, however, to continue as Chairman of RX Pensions Ltd – so now we shall have two Pensioners as members of the Pension Schemes' Trustee Board.

John joined the Company in 1973 as the first Company Secretary and legal adviser to the UK operating company. He subsequently moved to Australia to take on the role of Counsel to the South Pacific operations before returning to Rank Xerox headquarters in 1980.



Trustee Elections

Following the recent review of trustee arrangements for the two Rank Xerox Pension Schemes, the first election – for the UK Company constituency – was held at the end of last year. Reflecting its size, the UK Company was in line to elect two Member Trustee Directors. The successful candidates were:



Ken Ford – A Member Trustee since 1989, Ken was re-elected for a further term of office. He is Programmes Manager in the West London CBU, based in Milton Keynes, and sees the most important part of his job as a Trustee to be “to ensure that the Pension Schemes are managed in a

manner which ensures that all members can look forward to long-term security from their investment”.

Mike Deane – Mike, a Xerox Facilities Management Sales Consultant with XBS, working out of Leeds, will be a new face on the Trustee Board. His election campaign slogan was “*The Wind of Change*” and he believes that his 23 years within Rank Xerox and previous experience as an insurance underwriter will both stand him in good stead when carrying out his new responsibilities.



The election for the Pensioner constituency will be held in December 1996.

XMAS CARDS APPRECIATED

Many thanks to all RXPA members who sent Christmas cards to RX Pensions. Your good wishes were much appreciated!

PENSION PAYDATES

Now that members are not receiving pension payslips each month, we should like to inform you that your pension will be paid into your bank account on the following dates:

May pension	1st May
June pension	1st June
July pension	30th June
August pension	1st August



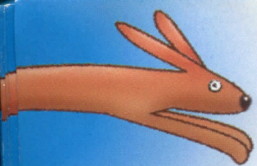
CONSERVING SKILLS & CRAFTS

The Conservation Foundation is trying to build up a database of traditional skills and crafts which may be in danger of dying out. If you have such skills and are interested in becoming involved with this project, please get in touch with the Conservation Foundation, 1 Kensington Gore, London SW7 2AR. Tel: 0171-823 8842.

MONEY MATTERS

- The Money Management Council, an independent charity, publishes a series of fact-sheets on subjects which include “*Where can I get financial advice?*”, “*Making a will*”, and “*The money aspects of bereavement*”. Our Visitors each hold a complete set of leaflets which you can refer to or you may obtain your own copy, free of charge, by contacting the Council at PO Box 77, Hertford, Herts SG14 2HW. Tel: 01992 503448.
- A new leaflet published by the Bank of England entitled “*Know your banknotes*” tells you how to identify counterfeit notes. The leaflet is available from the Bank at Threadneedle Street, London EC2R 8AH. Tel: 0171-601 4878.



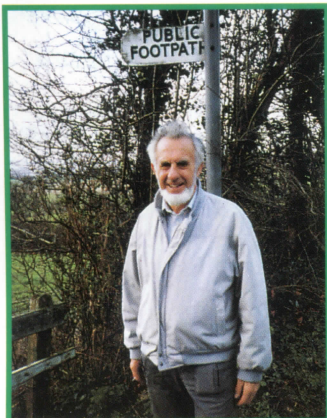


FOCUS ON PEOPLE



COAST-TO-COAST WALKER

Doug Nevell, who retired some five years ago from Systems Business Engineering at Welwyn Garden City, leads an active life walking the uplands of Britain. From spring through to autumn, Doug regularly leads walking groups, often in mountain regions, for a leading specialist holiday company. Doug has also been busy researching an Industrial Archaeology Trail in Derbyshire, which he proposes to publish to a



wider audience. Back at home, Doug is a voluntary helper at Stagenhoe Park Home, a Sue Ryder residence near Hitchin, and supports the occupational therapy team there. The home provides residential care for those suffering the advanced stages of multiple sclerosis and Huntingdon's disease. In order to provide respite accommodation for intermediate sufferers still in the community, the home is planning

to build an extension which will cost £500,000.

To raise money for this project, Doug is at the time of writing about to undertake an original version of Wainwright's famous coast-to-coast walk. Instead of following the classic route from St. Bees Head in Cumbria to Robin Hood's Bay on the Yorkshire coast, Doug will cross at the widest part of Britain, travelling from west to east approximately on the 52°N latitude. His journey begins at St. David's Head in West Wales and ends on the Suffolk beaches, a distance of over 300 miles in all.

Remember When?

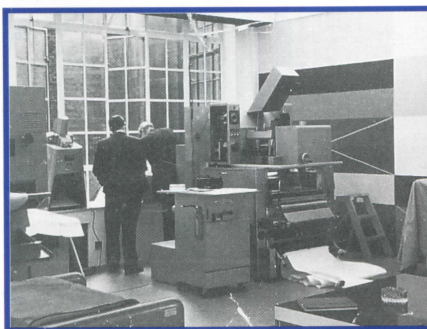
Our request in the last issue for the Newsletter for more photos of past Company events has encouraged a number of members to raid their old albums! Many thanks to **Bob Colvin**, **Henry Spokes** and **Vera Sterry** for sending the following memories.

Bob Colvin sent us this picture of a formidable-looking RX Programme Office cricket team, snapped sometime around 1974; the match between the Programme Office and the rest of the Product Planning Division was held annually at the Friern Barnet Cricket Club.



From left to right:
Back row: Robbie Roberson, Mervyn Sennett, Brian Atkinson, Bernie Horn, David Philips, Brian Forsdick, Bob Colvin.
Front row: Roger Steer, Stewart Jones, Peter Marsden, Richard Royal

Also a photo of the showroom at Mortimer House showing the Copyflo machines, with Bob himself and Norman Crew in attendance:



Henry Spokes has managed to unearth this photo of the first UK national sales dinner which he thinks was held around 1960; see if you can spot anyone you know!



From **Vera Sterry** we received the following photo of her daughter, **Jill**, being crowned "Miss Rank Xerox – Mitcheldean" in 1970.

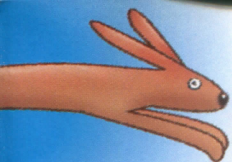
Working for Rank Xerox runs in the Sterry family. Vera's husband, **Harold**, who sadly died at the end of last year, was a former Mitcheldean employee. Both Jill and her husband, **Robert**, also worked there, as did Vera's other daughter,

Heather. Now Heather's son, **Simon Smith**, is also employed there.



Any other contributions most welcome!

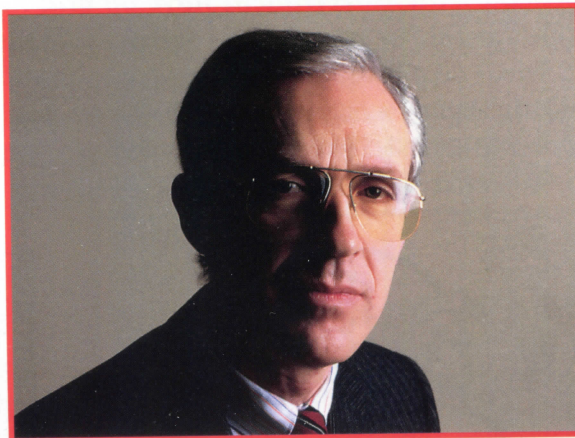




Goodbye Mr Diesel!

Derek Allen, who retired last year as Financial Controller GB Fleet, looks back at his career in cars and ahead to his new "pensionerdom"!

I joined Rank Xerox (UK) in 1973 as a Financial Analysis Manager in Euston Road, then moved to Denham/Uxbridge for the rest of my 21½ years with the Company. A role in capital investment appraisal, including signing off cars, resulted in my gaining responsibility for the car fleet at the end of 1980. Having a keen amateur interest in cars, I was delighted at this prospect.



While Human Resources would establish the general level of cars, I would look for the best deal from the manufacturers who had to be able to supply both the necessary range of cars and nationwide fleet support. We had a good relationship with Rover from 1985, based on the Montego Estate, but when that model went out of volume production this year, Vauxhall won the tender.

The reality was, however, more mundane. We struggled to rebuild in-house processes to replace Gelco's external fleet management services and, in November 1980, were forced by a corporate cash shortage to lease cars instead of buying outright. Controls were very weak at the time, with hundreds of "spare" cars in the field and over 500 unpaid parking fines every month (compared to about 50 now)!

Things gradually began to improve and I was able to see the more entertaining side of fleet management when I went to the launch of the Sierra in Paris. There were not too many other such events over the next few years, although I did get to many UK launches and to several test drive days at race tracks and manufacturers' testing grounds.

The fascination of cars

There is no doubt that cars hold a special fascination for many people. There is a magic in the way they connect with some inner needs ... or perhaps it is just good marketing! Whatever, I have spent countless hours patiently explaining to people why they couldn't have a car just a little bit better than their policy entitlement.

An extraordinary proportion of Rank Xerox (UK) employees have cars. At the start of 1994 there were 2,900 cars for a total headcount of around 4,500 – although both numbers fell by around 10% that year as the Company was rationalised. In my time, car policy was a joint Human Resources/Finance responsibility. I was interested to read the recent Newsletter article by Les Jones, ex-Human Resources Director, whom I advised on car policy for a number of years, and who mentioned the shock of running one's own car in retirement.

Diesel pays off

Recently, the job car choice has been restricted to diesel models and this has really paid off. The total UK fleet cost is now £3 million below its peak figure of over £20 million a year. Although few people prefer diesels, this change was seen as an important way of improving company profitability.

Now in retirement, I too am facing the painful reality of motoring costs. I fancy a new car but have difficulty persuading my wife, **Heidi**, now number one breadwinner and therefore entitled to vote, that all good cars do not carry "prestige" badges.

Which cars are good? Well, the fastest I ever went was in the passenger seat of a Nissan 300 ZX round Silverstone, with racing driver, Richard Piper, at the wheel. Staggering cornering power! The car that made me feel like a million marks during its brief stay with me was a Mercedes S280, good value at £38K if you can live with its size! It was much more impressive than the Lotus Carlton, the fastest car I have ever driven on the road, which had six gears and a very difficult clutch. I have had two 4-litre company BMWs in succession and found them excellent in every way.

At the cheaper end of the market, I like the Citroen AX and the Micra. The Peugeot 306 is lovely to drive and the Mondeo is hard to fault. Particularly good second-hand buys are the 1994 petrol-engined Peugeot 405s with standard air-conditioning. Most recently, I have been impressed by Honda, especially the American-styled and built Accord and Civic coupés.

Yes, I'm afraid I can be very boring on the subject of cars! But onwards and upwards into pensionerdom. Bye for now!



CARING FOR YOUR TEETH

More and more people are feeling pressurised into having private dental care as it becomes increasingly difficult to find NHS treatment. Exactly what does the NHS provide and what impact will the changes now being proposed by the Government have on oral health?

A recent survey by "Which" magazine showed that only 64% of patients got all their treatment on the NHS on their last visit, compared with 80% in 1992. This is despite the fact that the survey showed that 60% of dental practices claimed to be registering new NHS patients, slightly more than in 1992. The problem is that there's no guarantee that those practices which say they are registering new NHS patients will actually take you on after they have seen your teeth. If dentists look at your teeth and don't like what they see, they do not have to register you.

Charges

At the moment you pay 80% of the set fees for all NHS treatment, unless you are eligible for free or reduced-cost treatment (see below). The most that you can be charged for one course of treatment from the NHS is currently £275. There are no set fees for private treatment and no help towards private dental fees from NHS sources.

If you or your partner are receiving income support or family credit, you are automatically entitled to free NHS dental treatment.

If you or your partner are not getting income support but have a low income and no more than £8,000 in savings, you may be able to get help with the cost of dental treatment by applying for a certificate. You should claim on form AG1, available from your dentist, doctor, Benefits Agency or hospital.

Problems for older people

Some older people face particular problems finding a dentist willing to treat them on the NHS. If you are in this situation, it may be worth contacting one of the following organisations for information or assistance: the local Community Health Council; the Family Health Services Authority; the local Age Concern or Old People's Welfare Group; the local Citizens Advice Bureau; or the District Dental Officer of the local Community Dental Service (*look in your telephone directory for details of these agencies or ask at your local library*).

You may have to travel quite a long distance to receive NHS dental treatment. A local Age Concern group or voluntary or community transport service may be able to help with travel arrangements.

Some dentists are able to do home visits to provide treatment for people unable to go to their surgeries. Your dentist must visit you at home if you have been accepted for treatment and your condition makes it impossible for you to get to the surgery, provided that you are within five miles of the surgery.

Any patient who, because of disability or infirmity, cannot receive treatment from a general dental practitioner, may be able to receive treatment from the Community Dental Service, either at a local clinic or at home.



What the Government is proposing

Under the Government latest's proposals for NHS dentistry, outlined in a Green Paper published last year:

- Patients would pay the full cost of complex treatments, unless they are exempt from fees.
- These complex treatments would only be available on the NHS if they were absolutely necessary and if there were no cheaper alternatives.
- The current NHS check-up charge of £3.92 may be reduced.
- Family Health Service Authorities would become responsible for paying dentists in the long term.
- Dentists would be paid for each session in which they treat people rather than for each item of treatment.

The dental profession has turned these proposals down but, if they do go ahead, it seems likely that it might become difficult to get all but a bare minimum of treatment on the NHS. On the other hand, some of the current problems arising from dentists' ability to pick and choose patients and the deterrent effect of the check-up fee might be resolved.

THE NEW INCAPACITY BENEFIT

Jack Bonney, a taxation and benefits specialist and member of RXPA's Executive Committee, explains how the new Incapacity Benefit, to be introduced in April this year, will work.

From 13th April 1995, Invalidity Benefit and Sickness Benefit will cease and will be replaced by the new Incapacity Benefit; the new benefit will be taxable. At the same time, new procedures will be introduced for assessing claimants' incapacity.

However, people who are already receiving Sickness Benefit or Invalidity Benefit will continue to be paid at the same rate and in the same way and their benefit will **not** be taxable (see *Existing claimants* below).

Incapacity Benefit

Like the phased-out Invalidity Benefit, the new Incapacity Benefit will not be "means-tested", so the full rates will be paid irrespective of the claimant's income or savings. The new benefit will be available to anyone who is assessed as being incapable of working and will be paid at three basic rates: Short-Term Lower Rate (*for the first 28 weeks*); Short-Term Higher Rate (*for weeks 29-52*); and Long-Term Rate (*after one year*), of which the latter two rates are taxable.

In addition, other supplementary allowances are payable where applicable:

1. **Adult Dependency Increase:** payable when a dependent adult is caring for a child or where a husband or wife is aged 60 or over.
2. **Child Dependency Increase:** paid with the Short-Term Higher Rate and the Long-Term Rate of benefit.
3. **Age Addition:** paid only with the Long-Term Rate to those who were incapacitated below the age of 45.

(The first two of these Supplementary Allowances are means-tested.)

Payment of the Incapacity Benefit will cease when a person either resumes work or is considered to be capable of working as a result of the new assessment procedures.

Another major change is that the Long-Term benefit will stop when the claimant reaches State Pension Age (60 for women and 65 for men). (But see *Existing claimants* for exceptions to this rule.)

Incapacity Benefit Rates	Short-Term Lower Rate (weeks 0-28)	Short-Term Higher Rate (weeks 29-52)	Long-Term Rate (week 53+)
Basic Rate	£44.40	£52.50	£58.85
Adult Dependency Increase	£27.50	£27.50	£35.25
Child Dependency Increase:			
First child		£9.85	£9.85
Each other		£11.05	£11.05
Age Addition:			
Incapacity before age 35			£12.40
Incapacity between 35 and 44			£6.20

Incapacity assessment

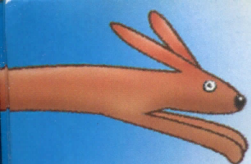
More stringent procedures for assessing incapacity for work will be introduced from April 1995. For the first 28 weeks, the claimant's own doctor's certificates will be acceptable. After 28 weeks, assessment will be by Benefit Agency doctors. After completing a questionnaire providing medical details, the claimant will be liable for examination by an Agency doctor, who will carry out tests on a series of work-related functions. These will probably relate to any work not just the claimant's own job. The Agency is aiming to test 85% of applicants. This assessment procedure will apply to all new claimants and to existing claimants of Sickness Benefit and Invalidity Benefit. You will, however, be exempted from the new procedures if:

- You have been receiving Invalidity Benefit continuously since 1st December 1993 and are aged 58 or over on 13th April 1995.
- You are now receiving the highest rate of the care component of the Disability Living Allowance.
- You are currently receiving the Severe Disability Allowance.

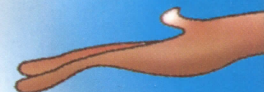
Existing claimants

People currently receiving Invalidity Benefit who are still incapable of work will receive the new benefit at the same rate as their Invalidity Benefit, together with any supplementary allowances now being received. These benefits will be uprated annually. They will also continue to receive any earnings-related Additional Pension paid with their Invalidity Benefit, but this will **not** be uprated. The benefits they receive will **not** be subject to tax. Existing claimants who have reached State Pension Age **before** 13th April 1995 will also continue to receive their Incapacity Benefit up to five years beyond State Pension Age.

However, present claimants **are** liable to have their incapacity for work re-assessed under the new procedures described above.

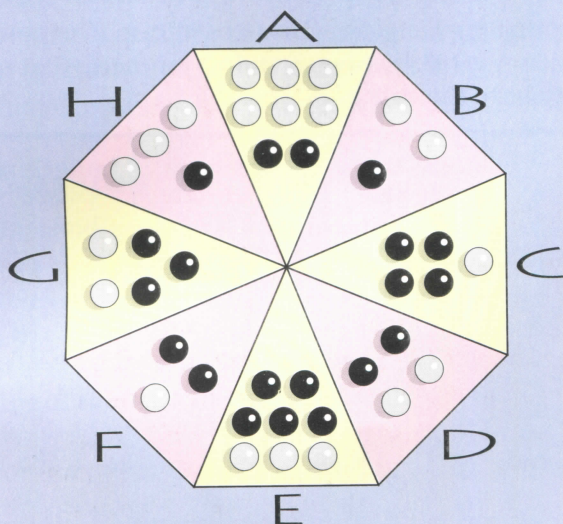


COMPETITION CORNER



LOSING YOUR MARBLES!

11 members grappled successfully with the black and white marbles in last time's Brainteaser! The correct number of marbles of each colour in each of the triangles is shown in the following illustration:



Congratulations to **Harry Burrows** of Herne Bay in Kent who provided the first correct solution out of the hat and who wins the £25 prize!

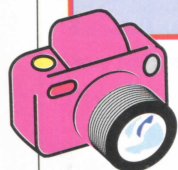
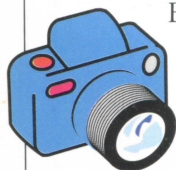


PHOTO COMPETITION

The Camera Club at Mitcheldean will again be responsible for judging this year's Photo Competition; the three categories for entries are:

- *One of the RXPA summer activities.*
- *A close-up (open interpretation).*
- *Pets or domestic animals.*



Entries may be either black and white or transparencies or prints (between size EN and 10" x 8") and should be submitted to RXPA Secretary, **Barbara Keech**, by **Friday, 29th September**.

The following information should be attached to your entry: name, address, telephone number, and the category you are entering. All entries will be returned after judging.

There will be a £25 prize in each category and the winning entries will be published in the December 1995 issue of the Newsletter.



TRY THESE!

Two different competitions to test your wits.

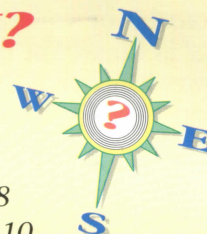
WORDSEARCH

The first is a Wordsearch with a literary bent. You are asked to find the 12 writers whose names are hidden in the grid **and** to identify the one who did not live in this century.

C	D	E	R	A	F	I	L	T	S	M	A
N	U	O	B	R	I	E	N	Q	G	E	P
E	N	R	O	B	S	O	L	S	R	O	
B	E	W	N	K	I	A	L	Y	R	A	W
G	B	E	H	N	W	E	F	L	E	E	C
J	O	L	Y	R	S	G	H	A	Y	P	M
O	O	L	E	S	R	E	M	A	A	S	I
L	T	N	U	O	W	E	L	L	S	E	N
J	C	R	O	R	T	O	N	B	A	K	M
E	S	Y	M	S	H	A	R	E	I	A	S
H	E	R	D	O	P	W	L	E	A	H	B
P	W	F	W	A	H	S	A	M	S	S	R

Where am I?

In the second competition, you are asked to use the following clues to identify a well-known location:



1. *My site covers approximately 18 acres and would accommodate 10 football pitches.*
2. *I took seven years to build and 850 workers were involved.*
3. *My 800 staff look after 115,000 customers daily.*
4. *If all my service areas were laid end to end, they would stretch for 3.4 miles.*
5. *I have 240 car parking spaces.*
6. *My enquiry bureau is open 24 hours a day, 364 days a year and deals with 2.3m calls a year.*
7. *I have toilet, bath and shower facilities.*
8. *1.5 m packages are handled here each year.*
9. *Holiday bookings can be made here to 400 European destinations.*
10. *I have direct access to the London Underground.*

There will be a £25 prize for the first correct entry out of the bag in both competitions. Answers on a postcard or the back of a sealed envelope (a separate reply, please, for each of the competitions) to **Sandra Williams** by **Friday, 28th April**. Don't forget to include your name and address.

RXPA NEWS

NEW DISCOUNT FOR MARLOW PENSIONERS

The Marlow Sports & Social Club has agreed to extend membership of Bisham Abbey to those RX pensioners who worked in the IHQ building at Marlow. If you are interested in membership, please contact RXPA Secretary, **Barbara Keech**, sending a passport-size photograph so that a pass can be created. The subsidised subscription is £75 a year.

BREAKS WITH A DIFFERENCE

RXPA has received information from RCH – The Railway Convalescent Homes – about the holidays it offers at its three country homes. These may be of particular interest if you or your partner are somewhat frail because extra care and attention are always on hand.

The Old Abbey, Llandudno, is surrounded by the scenic beauty of Snowdonia; Bridge House is situated just one mile from the delightful South Devon resort of Dawlish; while Ascog Mansion is set in idyllic surroundings on the romantic Scottish island of Bute.

For more information, contact **Janet Martin** at RCH, 6-8 Hampshire Terrace, Portsmouth, Hampshire PO1 2UD; telephone 01705 736961.



Pensioner Information Pack

Our Pensioner Information Pack is available for all members from RXPA Secretary, **Barbara Keech**. The Pack contains an updated list of holiday accommodation offered by Association members, the 1995 Rank Organisation Discount brochure, application forms for Forte Leisure Cheques, details of Direct Line motor and house insurance, the Travel & Leisure Club brochure and information on the Disney Magic Kingdom. (*Don't forget to renew your Magic Kingdom membership card if you have not already done so.*)

MEMBERSHIP FILE

NEW MEMBERS We are pleased to welcome the following new members:

ASSIGNMENT

John Jones
Eddie Ridge
Julian Stretch

MARLOW

John Broxis
Brian Metcalf

MITCHELDEAN

Jenifer Bishop
Peter Bonney
Peter Braithwaite
David Britton
Gordon Campbell
Dennis Cowmeadow
Barbara Ennis
Robert Harris
Desmond Hoskins

John Jenkins
Carl Joiner
Clifford Jones
Glyn Miles
Diane Morgan
James Pearce
Kathleen Pudge
Michael Purchase
Paul Ricks
Eric Smith
Vernon Smith
Larry Sterrett
Leonard Webb
Neil Williams
Raymond Williams

NEWBURY

Peter Stern

RADLETT

Mike Ashburn
John Bateman
Colin Beeston
Thomas Fordham
John Hill
George Hollingsworth
Peter Kirby
Eric Nowell
Raymond Palmer
John Purse
Stan Seabrook
Anthony Walker

UK COMPANY

Derek Allen
Ian Ambrose
Anthony Ball

Michael Barney
James Barr
Jack Bond
John Boon
George Bowkett
Caryl Brown
Graham Brown
Bryan Carter
Ben Case
Spencer Churchill
John Cocker
David Coyle
Ron Dowling
John Dunkley
Albert Fantom
Jeff Forber
Angela Haskew

Ken Holmes
Inga Houdkova
Patrick Huggett
Stan Hughes
Anthony Hyde
Brian Jackson
Valerie Keen
John Kelley
Derek Kettle
Maxwell Maider
Patsy Marshall
Jimmy McMillan
William Moore
Robert Nicolson
Kenneth Ormshaw
Gerald Paler
Bill Pinkney

Brian Pirrie
Maria Rickard
David Rogers
Ian Sherdel
Derek Shewell
James Ward
Brian Wells
Elizabeth Williams
Vernon Williams
Hans Witt

WGC

Lucy Daniel
Frederick Dyason
Jeffrey Millen
Frederick Passfield

IN MEMORIAM We record the deaths of the following members whose last place of work is shown and offer our sincere sympathies to their families:

AYLESBURY

Henry Berry

IHQ

Irene Hedgecock

MITCHELDEAN

James Baker
Olive Bennett
Wilfred Bennett

Royston Brooks
Samuel Cocker
Fred Fifield
Mary Goode
Ruth Hatch
Ernest Holmes
Bob Hughes
Ivan Jones
David Mason

Clifford Meek
Jack Merry
Colin Perry
Michael Sherborne
Jacqueline Smith
Harold Sterry
David Thompson
Albert Walton
Henry Webb

READING

Dennis Dinsey

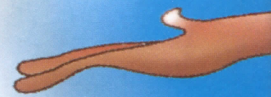
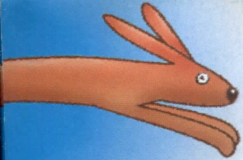
UK COMPANY

Fred Beasley
Herbert Drury
Frank Foster
Nellie Hawkes
Charles Humphrey

Richard Occleshaw
John Shepherd
Patrick Street
Donald Watts
George Wiseman
Maria Zurek

WGC

Sidney Hopkins
Betty Kinnock
Alan Knight
Maurice Rea
Violet Walker
Alwyn Wray



Aims

1. To establish and maintain a two-way personal link with all Rank Xerox pensioners, who are automatically members of RXPA.
2. To be informed about pensioners' needs and problems in order to assist where possible.
3. To help pensioners keep in touch with each other.

Regional Co-ordinators

WEST: *To be advised in the next Newsletter.*

EAST: **Paul Johnson**, 49 Brandles Road,
Letchworth, Hertfordshire SG6 2JA.
Telephone 01462 686736.

CENTRAL: **John Wellemin**, 9 Winchester Drive,
Pinner, Middlesex HA5 1DB.
Telephone: 0181-866 1355

RXPA Secretary

A reminder that our Secretary,
Mrs Barbara Keech, now has a
new dedicated RXPA telephone
number – which is also a fax line.

**PLEASE USE THIS NEW NUMBER AT ALL TIMES
AND CALL ONLY BETWEEN 9 A.M. AND 5 P.M.
(unless it is an emergency).**

If Barbara is not available, you will either hear an
answerphone message or your call will be switched
automatically through to RX Pensions.

Barbara's address is 84, Swakeleys Drive, Ickenham,
Uxbridge, Middlesex UB10 8QG.

RX Pensions

Our main point of contact at RX Pensions is
Mrs Sandra Williams who can be reached at
Compton Court, 20-24 Temple End, High Wycombe,
Buckinghamshire HP13 5DR. Telephone 01494 461700.



ADVICE TO OLDER DRIVERS

If you want to continue driving after the age of 70, you
must renew your driving licence every three years and
make a declaration about your health. Application forms
are available from the Post Office.

PHONEDAY

Don't forget that Easter Sunday, 16th April, is Phoneday. On that day, virtually
every telephone area code will change with the number 1 being inserted after
the 0. So, for example, the area code for Liverpool, which is currently 051, will
change to 0151. Five cities – Leeds, Sheffield, Nottingham, Leicester and Bristol
– will receive totally new codes. The outgoing international access code will
change from 010 to 00.

If you have any queries about the changeover, there is a BT helpline on
Freephone 0800 01 01 01.

ACCESSIBLE TRAVEL

The Holiday Care Service has published a new guide to travel for people with
disabilities. "The Holiday Care Guide to Accessible Travel" rates 1,500 UK
hotels and self-catering establishments on the basis of three categories of access.
Details of accessible attractions and places of interest are also included.

The guide costs £9.95 and is available from bookshops or direct from Holiday
Care Service, 2 Old Bank Chambers, Station Road, Horley, Surrey RH6 9HW.

THE THINGS THEY SAY!

Barbara Keech writes: "The
other day I was taking my
grandson, aged 5, on the
Underground to Waterloo. It
was quite a tedious journey
and he kept looking up at the
station names to see where we
were going to change lines. I
told him we were to change at
Oxford Circus and he replied
'Will we see some lions and
tigers there?!'"

If your grandchildren have
made remarks that amuse, send
them in and we'll print them in
the Newsletter.



DON'T FORGET ... if you've got an interesting hobby, are involved in voluntary work, run your
own business, have had an exciting holiday or indeed have any news which you think might be of interest to
other members, we should like to hear from you! All contributions please to **Barbara Keech** or **Sandra Williams**.

