

hi times

An internal newsletter for employers of Henderson
Investors and Henderson Investment Services



Key new role for Dave Hoffman in London: Senior executive appointment

Mid-October saw a key AMP appointment which will help the development of our administration business, with Dave Hoffman assuming the new role of AMP's Chief Information Officer and Group Executive, Technology Ventures, from 1 November. He will also be responsible for developing eCommerce across the group. Based in London, he will still report to George Trumbull; Tony Solway will continue to run Henderson Investment Services but will now report to Dave. This is a further step in the strategy to run Henderson administration as a separate business, in line with the five year business plan for Henderson Investment Services agreed last year.

An American, Dave has an MBA from Ohio's Kent State University and is a Partner of Andersen Consulting where he has worked since 1979. For the last two years he has worked on secondment as the General Manager of AMPlus, a joint venture between Andersen Consulting and AMP which manages technology functions for AMP's Australasian businesses. He also directed major change initiatives leading to demutualisation and worked on AMP's wider international IT strategy. Dave has extensive experience in consulting with property and casualty, life and health insurance companies. Dugald Eadie comments: "Dave is ideally placed to help drive the administration business forward with the established management team. His considerable expertise in technology and general management will be invaluable to Henderson Investment Services in coming years."

Crucial Countdown: IMRO alert

With less than two months to go, the introduction of the euro is generating a considerable amount of work, interest and questions both internally and among our clients. This has resulted in the establishment of a specialist in-house EMU office to assist with issues that arise. Angela Stephens, on extension 4219, is project director for Henderson Investment Services, while for Henderson Investors, Peter Ford - who is on secondment from PricewaterhouseCoopers - is the point of contact: ring extension 3190. Joanna Varley, meanwhile, on extension 4799, is HI's project director. Together, they can provide presentations, review client communication or provide further information on euro activity. We also have a corporate statement and principles covering EMU which will be sent to all staff. This is also being sent to our clients and it is therefore important that staff are aware of, and understand, the content. Any questions regarding this should be directed to the project office.

The next major stage in our preparation is a visit by an IMRO representative at the end of November, to review our progress.

The new look newsletter!

Welcome to the first issue of HI TIMES, the brand new bimonthly communications forum for Henderson people.

The first thing to say is that it's your magazine; although we'll be featuring a number of regular spots - highlighting departments and individuals, looking at trends across the world's stock and bond markets, keeping up to speed on our competitors, and covering sports and social events - we also want to hear from you. If you have any suggestions for articles (or even feel the urge to write one yourself!) contact the Corporate Communications team, on extensions 4028, 3055 or 4222. We'd welcome any feedback you have on the magazine, plus information for our notice board of joiners, anniversaries, long service landmarks, marriages and births.

HI TIMES has its own designated press photographer! If you know of an upcoming party or external event, give Matthew Rawlingson a call on 5784 and we'll do our best to record it for posterity. We can also use your photos, but since HI TIMES uses a digital camera, the results are likely to be easier on the eye!

We hope you find this first issue informative, entertaining and fun. And speaking of fun, don't forget to enter our caption competition - it's found next to our section on training and client events. With a bottle of champagne to be won, it's too good an opportunity to miss!

Stop Press: Virgin Direct is now offering all Henderson employees special terms with its new Virgin One bank account. See AMP Group News, back page.

Post haste



In each issue of HI TIMES we intend to focus on the work of one department: and we begin with those unsung heroes, the Post Room staff. The Post Room runs so efficiently that it's easy to take it for granted. But anyone who's seen the team in action never makes that mistake again.

In the month of September, for instance, the Post Room handled 84,850 items of incoming post, along with 38,816 outgoing post items and 35,085 pieces of internal post. It also processed 865 courier-delivered items and 1,288 courier-dispatched items; 95,492 hand-delivered incoming items, 3,764 hand-dispatched items, and so on. Then there were stock claims to be received, hundreds of packages to send out and banking lodgements to be made. The total traffic handled in just that one month of September was a staggering 263,130 items. All this was sorted, delivered, dispatched and recorded by just seven permanent and four temporary members of staff.

Tony Coughlan is the Mail Room Services Controller. He joined Henderson 11 years ago from British Steel. During this time he has seen volumes of traffic handled by the Post Room increase many times over. This has been met by Tony's staff working harder and more productively. As Tony says: "The volume just keeps on rising. In September 1997, for example, the average daily traffic per messenger was 1206 items based on actual man days worked. This September, the figure was up to 1336. And I'm sure that next year's figure will be even higher."

I don't like Mondays

Although busy throughout the day and all week, the Post Room hits its working peak during Monday mornings. Tony, who arrives in the office at 5.45 on Mondays, takes us through the routine. "Most Mondays, we have around 4,000 letters to sort into the departmental racks. We can look at receiving between 14 and 18 sacks from the Royal Mail's timed delivery service. All of this will be delivered to all floors by 9.15. We also have a very large volume of papers and magazines, the majority of which will be on the relevant floors by 7.30 am." The morning may be the busiest time, but work continues throughout the day. Every 30 minutes, messengers take all incoming mail to every floor. In and out trays are emptied at regular intervals until 4.40 pm. After that, items can be brought to the Post Room and franked or couriered up until 6pm.

Counting the cost

Tony is also responsible for all our UK and international couriers. This involves keeping a close eye on both price and service. As a result of this scrutiny, many rates are actually lower than when Tony joined the company. He prefers to use lesser-known but more dependable companies, rather than the much-advertised big names - as a result, Henderson retains two companies on the international deliveries and one for UK overnight dispatch. They benefit from a close working relationship with Henderson; nevertheless, Tony is constantly monitoring their performance.

The right stuff

Tony pays tribute to his colleagues. "You have to have the right people to do this job properly - particularly when you realise we handle banking, cheques and even cash on a daily basis. We also need dependability. Take for example our daily run between Treasury at 3 Finsbury Avenue and the Banking Department at 55 Moorgate: even a five-minute delay can result in financial losses."

Having the right team is vital to the Post Room's smooth-running efficiency. Remarkably, each one of the permanent staff members has worked for the Post Room for over 10 years: 15 years for John Sheehan, 13 for Arthur Budd, 15 for Ken Tucker, 23 for Peter Long. Laurence Boddington has been with the company for over 25 years, having previously worked for both Pearl and AMP. David Fish also worked for Pearl and AMP and has now worked for us for 23 years. Ken Ritches has been with us for 15 months following a period with AMP. Tony adds: "I'd like to take this opportunity to pay tribute to John Sheehan, who retires in February 1999. He's been a huge asset to me and he will be greatly missed. As will Arthur Budd, who retires next May."

In addition, the Post Room has its own in-house contract biker and an external walker for hand-delivered mail. Also reporting to Tony are Pat Putt's team of telex and fax operators. They too provide an invaluable and often under-appreciated service, handling ever-rising volumes of work. Rigorous reporting systems allow Tony to stay on top of all the traffic. "We keep a check on all internal mail, so we can tell by week and by month how much is being taken from each department. When it comes to invoicing, with the invaluable help of Peter Long we are able to tell each department head every week or every month what the department is spending. And there are a number of other reporting checks. Many companies can't offer such a service."

Past, present and future

The work of the Post Room has been complicated over the last 12 months by both the refurbishment programme and the merger. "We need to keep ahead of the deadlines and ensure that departments always receive their post on time - wherever they are! We are also making from eight to 10 trips every day between 3 Finsbury Avenue and 55 Moorgate, and I'm sure this number will only increase."

Looking to the future, increasing traffic is the one certainty in Tony's life. However, a brand new post room at 55 Moorgate should help: manned by a staff of five, this was scheduled to start operations by late November. Initially this will add to Tony's workload, since he will need to be there for several hours each week.

Once it is up and running at full capacity, though, it will certainly improve productivity and working effectiveness... giving Tony and his colleagues a breather before they tackle the next challenge!

