

# The Encore Years: How P&G Retirees Can Stay Engaged

After retiring from full-time employment, if you feel you still have skills, expertise and experience to offer, there is a new partnership that provides opportunities for P&G R&D retirees to stay engaged. In 2003 in the United States, P&G helped start YourEncore, an independent company dedicated to accelerating innovation at Client Companies by providing the expertise of technical retirees.

P&G has been a Client of YourEncore since its inception, and the two companies are now collaborating to expand their relationship to include the UK.

We put a number of questions about the program to John Sampson, Vice President and General Manager of YourEncore's European Operations, so that he could tell us more about the program.

## **What is YourEncore?**

YourEncore helps our Clients accelerate innovation by connecting them with the skills and expertise of retired scientists, engineers and product developers. These Experts are positioned to make significant contributions to P&G, where the current Connect and Develop strategy has resulted in more than half of new product and technology innovations coming from outside the Company.

YourEncore's role is to work with companies to identify and develop their needs, and to then match these needs with the skills of the Experts in our proprietary community of retired technologists. In some cases retired P&G experts are engaged on a project basis, while in other instances retired experts from other companies are engaged. This is all done in a confidential manner, and we support all administrative, human resource, legal and compliance requirements throughout the engagement.

## **How can enrolling with YourEncore benefit P&G retirees?**

YourEncore helps P&G R&D retirees stay engaged and intellectually challenged by connecting them with opportunities for interesting short-term projects. Assignments encompass a wide range of the Clients and technical needs,

and allow retirees to utilize the knowledge and expertise they developed over a lifetime of work, for various companies in the YourEncore Network.

Some of the most important contributions by the retirees have involved reapplication of their personal experiences to the needs of unrelated industries. The value contributed by the retirees is reflected in the compensation they receive for their efforts.

The retirees have been uniformly positive about their YourEncore experiences – examples include “I loved it all the way” and “I was especially pleased I could contribute to solving a problem for P&G. I enjoyed the experience and look forward to my next assignment.”

## **Can you give me an example of a YourEncore project?**

A leading marketer contacted YourEncore because they were developing a refrigerated mashed potato product to be sold through large retailers. To achieve this distribution, the product needed a 45-day shelf life; however, testing showed that the product was not meeting its shelf life goal.

YourEncore identified and engaged two retired experts in food microbiology and food processing to review plant processes and recommend changes. The Experts visited the plant where the potatoes were processed, reformulated the product, and made recommendations for changes in production, sanitation and quality control. After the changes were implemented, the Experts conducted a shelf life study to confirm that the new 45-day target was met and exceeded.

## **Has this model been tested anywhere?**

P&G as well as Eli Lilly, Boeing, General Mills and many others, rely on YourEncore extensively in the United States. The Company currently has more than 4,000 retirees in its Expert database and has completed more than 600 engagements.

## **Why did YourEncore elect to expand into the U.K.?**

P&G U.K. was interested in replicating the success it has experienced with YourEncore in the United States. In addition, YourEncore sees an opportunity to expand its operations to include other U.S.-based customers that have operations in the U.K.

## What is the relationship between P&G and YourEncore?

YourEncore is a private company formed in response to several Fortune 500 corporations that recognized the value of outsourced innovation as a means to accelerate growth. P&G was a founding member of the YourEncore network, as were Eli Lilly and Boeing. YourEncore works with managers within P&G, as well as other firms, to identify projects where our Experts can make a difference. By carefully defining the scope and deliverables of each project, we are able to identify and match the right Expert to the Client need.

## If someone is interested in participating in this program, what should they do?

They can go to the Experts' section on the YourEncore website at <http://www.youencore.com/becoming-an-expert/> and enrol as an Expert.

## What is your responsibility in this program?

My job, initially, is to ensure that YourEncore establishes a base of operations to serve P&G U.K. particularly. My aim is to match retiree talent and skills with business needs. I will be working with other client companies across Europe to connect them with retirees who have the expertise to address interesting and challenging projects.

I recently retired from 3M, where I was Vice President and General Manager of the Pharmaceutical Division. I am at a similar stage in my career as the retired experts we seek to engage, so we have much in common.

For more information please contact [mike.burns@youencore.com](mailto:mike.burns@youencore.com).

Mike joined YourEncore in 2003 and is currently their Chief Technology Officer and Executive Sponsor for its Procter & Gamble relationship. He retired from Procter and Gamble in 2002 following a 35-year career in technology development, product design, and technical brand management.



Mike Burns

# IN MEMORIAM

**Eileen Bolton**, Norwich Eaton R&D, Woking (retired 1988), on 20th September 2007.

**Emma Harrison**, widow of the late Clifford Harrison, Manchester Plant, on 22nd February.

**Bill Carrick**, Management Systems Department, Gosforth (retired 1995), on 24th February.

**Gwendoline Hutchinson**, widow of the late John Hutchinson, Manchester Plant, on 24th February.

**Rita Searl**, widow of the late Arthur Searl, London Plant, on 27th February.

**Beryl Greenly**, widow of the late Raymond Greenly, P&G Geneva, on 27th February.

**Richard McMann**, Packaging Department, Cramlington (Clairol) (retired 2003), on 28th February.

**Winifred May Richardson**, widow of the late John Clement Richardson, Newcastle Factory, on 4th March.

**Mavis Bailey**, Noxell (retired 1990), on 11th March.

**Queenie May Collins**, widow of the late Harry Collins, London Plant, on 14th March.

**Alice Armitt**, widow of the late Thomas Armitt, Manchester Plant, on 20th March.

**Cyril Brough**, Health & Beauty (Richardson Vicks) (retired 1986), on 22nd March.

**Leslie Robinson**, Skelmersdale Warehouse (retired 2005), on 3rd April.

**Joyce Lucy McClure**, widow of the late Harold McClure, Manchester Plant, on 1st April.

**Eileen Burgess**, widow of the late Stanley Burgess, Manchester Plant, on 5th April.

**Alfred Griffiths**, Manchester Plant (retired 1991), on 14th April.

**Rose Morris**, widow of the late Frank Morris, Product Distribution Department, Goodmayes, on 16th April.

**Alan Roscow**, Manchester Plant (retired 1990), on 18th April.

**Bob Jamieson**, Manchester Plant (retired 1989), on 18th April.

**Graham Oliffe**, Retail Sales (retired 1989), on 24th April.

**Elizabeth Lumsden**, widow of the late Ralph Lumsden, Newcastle Technical Centre, on 27th April.

**Stella Bendall**, Tambrands (retired 1983), on 29th April.

**Jim Elliott**, Tyne Tunnel Plant (retired 1990), on 8th May.

**Peter Taylor**, Gosforth, Sales and Marketing (retired 1993), on 21st May.