



Welcome to UK News Jan 21st 2015
your weekly update from around CEMEX UK

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BEING THE BEST FOR FAMILIES

Readymix UK One Year LTI Free!!



Congratulations to the whole of Readymix UK for achieving 1 year LTI free. Bearing in mind the number of plants and daily truck movements, this could only be achieved through the hard work of the Readymix Team and the commitment to Step-In and look after each other. Keep focused on the next year so that we can reach 2 years LTI free.

Don't Slip Up....



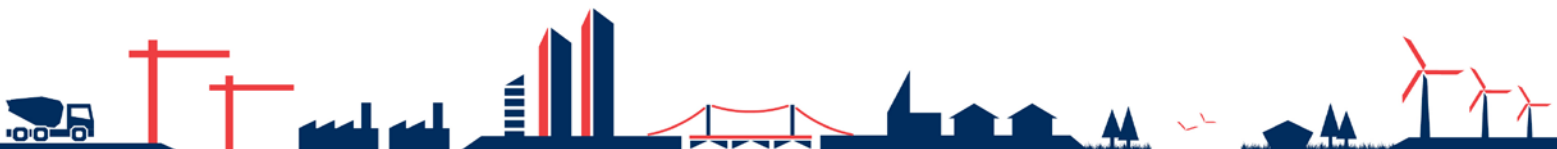
It seems winter has come properly now so in the frosty, icy conditions take extra care not to slip, trip or fall. Always hold on when going up steps or getting in and out of vehicles, don't use your phone whilst walking along - stop walking and take the call. Take care getting out of your car if the car park is icy. **Look after each other and step-in if someone isn't taking care.**

Marine Hold Step-In Safety Days



During the week Marine stopped the Fleet to enable Senior Officers and Ratings, together with those on leave and contractors, to attend the "STEP-IN" Safety Day. "The day started positively with a 100% attendance - and then got better!" commented John Miller, Director, Marine Aggregates. "I was left feeling energised by the commitment and feedback received and I am looking forward to everyone using this empowerment to "STEP-IN" if they see any unsafe acts."

"To reinforce the message, all Masters and Chiefs are to stage/signal unsafe acts and to follow-up with those employees who witnessed but failed to "STEP-IN". It will be extremely pleasing if everyone does as it will give confidence that we are moving more quickly towards our goal of ZERO injuries."



LTI Congratulations To.....



Readymix Southern, Cluster 24 (Kent, Surrey, Hampshire and Dorset) for reaching 1 year LTI free.

BEING THE BEST FOR CUSTOMERS

Eurovia Euphoria With Asphalt



Our great Asphalt Team in Northern received great customer feedback from Eurovia this week when they helped re-surface a road out of hours after a road traffic incident, in time for rush hour. Thanks go to everyone involved, with some great help and support from Trevor Golding (Northern Sales Manager) and Phil Guest and his Planning Team at Preston Brook.

Here's the thank you email for you to read:

Just a quick note to pass on my personal thanks to you and your Team at CEMEX for assisting in the Emergency Response following an RTC on the A534 Sandbach on Tuesday night.

I don't generally make out of hours calls but when you answered my call gone 20:00hrs on Monday night I knew that you would strive to assist.

Thanks, NO, Huge Thanks to your Planners for moving deliveries around to assist in the multi deliveries, especially after the carriageway was deemed unsafe over a much larger area than initially thought, thus increasing the tonnage by a further 100 tonnes.

You gave me times which were pretty good, and with your Teams dedication, we proudly announced to the local Councillor, Mr David Topping, on Tuesday morning that the carriageway would re-open at 16:00hrs, approximately, which would aid the rush hour traffic flows, and I am pleased to advise that the road was re-opened at 15:40hrs.

Please can you pass on Eurovia's thanks to the dedicated Team who made this happen, including yourself.

*Brett Coupland
Operations Manager , Eurovia National Surfacing*

Customer Service - Communication Is Key



Last Friday Paul Rosie, Commercial Director Aggs and Asphalt, headed up a communication with 250 colleagues majoring on developing great customer service. The day focused on:

- The importance of Customer Service
- Where we are with Customer Service



- Where we are going with Customer Service

They focused on our Customer Service Promise and communicated the updated Six Customer Service Standards; they reinforced the "Call Bob" initiative and went over our Aggregates and Asphalt combined Action Plan.

They made everyone aware of our Customer Service KPIs; there was an update on Order Fulfilment and they communicated the new structure (Same Day/Next Day) of the Planning Departments. They also redefined the role of the Weighbridge Clerks in the new structure, and highlighted the importance for Customer Service of the Weighbridge Clerks and Planners working together!

Paul Rosie commented: "Going forward, it is all about COMMUNICATION! If we get it right internally then it will be right externally. We are following today up with a series of meetings for all our Customer Service Stakeholders where we can discuss further and develop today's messages. This will be rolled out by the end of March 2015. We are looking forward to being the best for customer service in 2015."

BEING THE BEST FOR SHAREHOLDERS

Cakes And Beanies In Stockton.....



By now a lot of you will have been to one of Jesus's roadshows and are fully revved up for our Target Zero 100 for 2015. In what has become a tradition, Stockton baked some cakes for the roadshow - greatly appreciated by all!

Thank you to all those who have already been to a roadshow, we hope you enjoyed it. Thank you in advance to those of you who will make the time to go to one later in the week.

Although you have already filled in a feedback form, please go on Shift and let us have your thoughts on this year's events through Jesus's open line blog on Shift too or Email:

gb-communicationsandpublicaffairs@cemex.com

Couldn't make it to a roadshow? There will be a recording available next week for you to look at and a slide pack on Shift. Details to follow...

CEMEX USA Visit UK



On Monday through to Wednesday this week we hosted eleven colleagues from across CEMEX USA. Their visit was too understand and learn from our UK business on how we develop, market, sell and produce Value Added Products.

It began on Monday morning with a presentation from Steve Crompton which included: CEMEX UK business and Overview of UK market and CEMEX approach. We then presented on all Value Added Products in

Mortar, Screed and Specialist Solutions through DSM.



Tuesday morning was Readymix VAPs and our colleagues then attended the Southern Region workshop.

They wrapped up on Wednesday morning with presentations and discussions on: Pricing Training and Incentives Promotion and Marketing.

Collectively we got over a very positive message of what we achieve in the UK and hopefully this helped our colleagues further develop their product range and lead to increase margins.

Our visitors have moved on to CEMEX France and then CEMEX Israel to gain further information and knowledge on VAPs.

Sharing The Valuemix Secret



As part of the global project to share best practice Damon Montgomery and the Valuemix Team introduced Jill Delaney, HR Director, to the business and the secrets to its success. Jill and Chris Leese are the UK representatives on the global project to make the most of the “small end” markets - customers involved in smaller projects such as home improvements.

Feedback from our customers has been great with demand for our Valuemix service booming in the Northern region. So much so that we are getting more trucks this year to serve the customers.

BEING THE BEST FOR COMMUNITIES

Cluster 16 Prepare To Lend-A-Hand



Remember these pictures? Hopefully after Cluster 16's Lend-A-Hand next week the area will be transformed for the pupils of Gosford Park Primary School in Coventry.

The area has become overgrown and unsightly in recent years and the school would like to have an area where they can take the children for a 'welly walk'. They will be putting up benches for the kids to sit on whilst they read them stories, as well as having a nature area for the kids to plant their own vegetation, look for worms and generally get them to be more active.



The Cluster 16 Team will be removing the rubbish that the local residents have thrown over the fence, as well as cutting all the Brambles back about 10 feet either side of the existing pathway. The leaves will be raked up and removed, and the ground towards the back of the area will be leveled so that the benches can be safely and securely installed.

Dave And Pete's Dryathlon For Cancer Research UK



Perhaps you could sponsor them the cost of a pint or a bottle of wine??

If so, go to their JustGiving sites and give them a boost!!

<http://www.justgiving.com/owner-email/pleasesponsor/David-Pead-dryathlete2015> or [/Pete-Millar-dryathlete2015](http://www.justgiving.com/owner-email/pleasesponsor/Pete-Millar-dryathlete2015)

Dave and Pete are both Aggregates Planners for Southern Region.

Any Old Childrens Books For Mali?



Have you any old childrens books stored in your loft or garage suitable for 7 to 14 year olds? If so, Chris Leese has a good home for them. His son, Ed, will shortly be deploying to Mali with the British Army to work with the French and Malian Military. His Regiment have decided to establish a library in a local village school as a contribution to rebuilding following the ongoing insurgency there. They need books!! Maybe if you have school-aged children you could ask their school friends to donate too??

If you have any suitable books then please arrange to get them to Chris Leese's office at Rugby or Thorpe, or just get them to him somehow by mid-late Feb. He'll ensure that they get put to good use. Any number, large or small, can be accommodated. His son deploys in **late February** so let's see if CEMEX can also extend its reach to the children of Mali and help to rebuild their country too!

Potential MP Visits Barrington



Hiedi Allen, prospective parliamentary candidate for Conservatives in South Cambridgeshire, visited Barrington to find out more about our plans there for a potential housing development.

Thanks to Ian Drayton for showing her around.

Don't Forget The RSPB's Big Garden Birdwatch This Weekend.....



Register for your site or garden at www.rspb.org.uk or download the app.



BEING THE BEST FOR EMPLOYEES

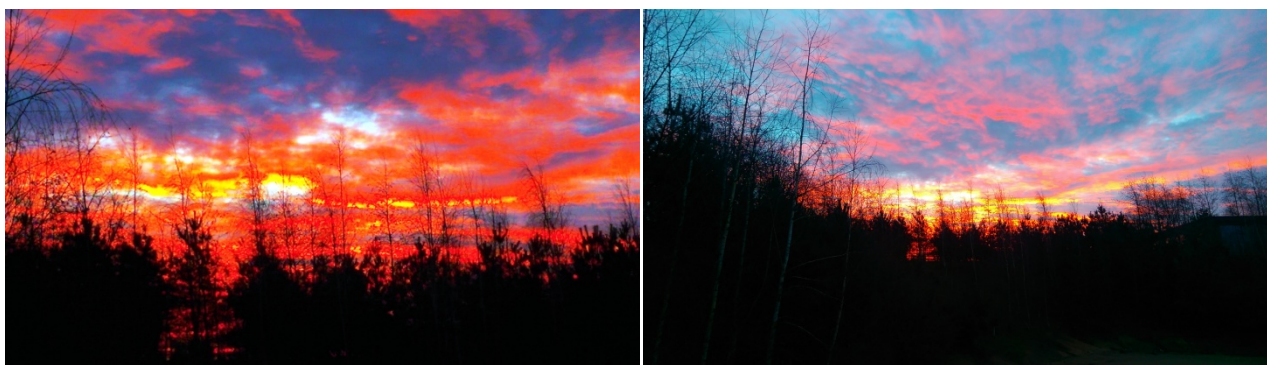
Matt Moves House.....



Mathew Tranter, current Technical Writer, has been appointed Manager Housing Solutions, reporting to Laurence Dagley, Director Concrete Products, Floors & Ash, with effect from 1st February 2015. In this role Matt will be working to launch new products and to promote existing products within the housing market.

We congratulate Matt on his appointment and wish him every success with his new responsibilities. Please give Matt your full support as we progress this exciting new area of our business, as for this role, in particular, collaboration between departments will be key to our success.

Congratulations Dave On 30 Years Of Sunrises!!



Dave Rowely, Assistant Manager at Costessey, reached an impressive 30 years service this week. He pondered his 30 years whilst capturing some shots of the magnificent sunrises at Costessey. For those of us stuck behind a desk it's a welcome view!!

Watch MPA Videos On YouTube....



MPA has a rich resource of 157 videos on its YouTube channel which can be accessed through: <http://www.youtube.com/user/MineralProducts1>

The videos cover subjects from Health & Safety and Biodiversity & Restoration Best Practice (with videos from our Award events), to videos on MPA's Stay Safe and Cycle Safe campaigns, as well as our 'Make the Link' video and films about the industry for youngsters.

These videos can be very helpful tools to support meetings, conferences and outreach work such as school visits and open days. There have been 39,992 views of our 157 YouTube videos since we launched the channel and this is increasing all the time! With just **8 views to go until we reach 40,000**, will your view take us to this mark?



Useful Playlists:

- Following MPA's successful Health & Safety Conference and Awards last year we added 29 new videos to our YouTube channel related to this event. These videos can be viewed on our Health & Safety Awards 2014 playlist.
- We also posted up the opening video from the recent CBI Living with Minerals 5 Conference.
- MPA Stay Safe Campaign videos.
- MPA Cycle Safe Campaign videos.
- MPA Restoration & Biodiversity Awards 2013 videos.

What are you waiting for? Check out our video resources now!

We would love to hear from you for the next edition 27th January

To send us a story: either click on 'submit a story' on the UK News website or email gb-communicationsandpublicaffairs@cemex.com or call us on 01932 583 217/006.

If you can, please include a photo too (taken in super fine landscape setting and saved as a jpeg.) Thank you.

