

# VOICES INTO ACTIONS

YOUR VOICE COUNTS

## WE'RE LISTENING!



### BEST FOR CUSTOMERS

Area events improving relationships with customers to aid their **understanding** of our business



### I FEEL INFORMED

...about the business, our objectives & progress. Local Down The Line, team meetings and Shift debates



### I CAN SEE A CAREER FUTURE

Talent and succession plans in place, with 121s identifying **opportunities for development**



### WE HELPED OUR COMMUNITY

We **Lent-our-Hands** – great examples of teamwork across the UK



### HELPING ME TO GROW BE THE BEST

- 8,003 training sessions in 2015 with development programmes in place
- Commercial Academy
- Aggregates Pricing For Value



### COLLABORATING TOGETHER

**One CEMEX** with Commercial, Readymix, Asphalt, Technical, Planning & Logistics developing performance improvement plans

## KEY CHALLENGE

To improve both internal and external customer service



**AGGREGATES  
COMMERCIAL**