

VOICES INTO ACTIONS

YOUR VOICE COUNTS

WE'RE LISTENING!



LOOKING AFTER YOU

H&S awareness training for customer service centres and advocates appointed



MAKING LIFE BETTER

Many of your facilities improved – lockers, changing rooms and messroom equipment



ON THE ROAD

Annual roadshow to keep you informed



BEST FOR EMPLOYEES

Customer service centre **meetings on ideas to improve work life**



GETTING BETTER

Progression programme to improve your skills and job opportunities



CUSTOMER SERVICE STANDARDS

Better 121s and recruitment to make sure **all our people are customer focused**

FUTURE TARGETS

Our actions are not finished and there are still things to do. We all know that some tough decisions have been made to improve our profitability so we hit our CVA+ target in 2016. Thank you for your hard work, if we keep going we will meet our demanding targets



CONCRETE PRODUCTS