

INVESTING FOR OUR FUTURE AT DAGENHAM



It won't be news to anybody in the industry that London is currently a bustling hive of construction activity from new high-rise developments and massive redevelopment projects like Battersea Power Station, to citywide infrastructure upgrades like Crossrail.

With the market in such a state of growth, CEMEX has been prompted to expand its offering to the capital's marketplace. With a number of sites located right along the River Thames – major ones being Angerstein in Greenwich and Northfleet – all of which have been running at full capacity – the

company has recently opened up a new site at Dagenham Wharf.

“Despite running at full capacity along the Thames our customers in Central London still needed additional supplies and we identified a particular need to increase sand and gravel capacity further east in Dagenham and north of the river

as our major existing sites were all located to the south,” explains Rob Doody, UK Aggregates Operations Director. “This is the first time that we have installed a full processing plant to import marine aggregates (using our own dredgers) to produce sand and gravel for our customers.”

Continued on P5



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A
WORD
FROM
JESUS



Welcome to another CEMEXpress and as ever our No. 1 focus is on ZERO harm, stepping in and staying healthy. Our third Pedometer Challenge starts in May – good luck to all teams taking part.

I'm proud of our investment in a new aggregate wharf at Dagenham to

increase capacity in the local market, and to see many new products, services and solutions launched to help serve our customers better. We need to keep our customers central in our minds, and our latest segmentation project will help us to meet their needs better and to prioritise our efforts.

I was delighted to see the excellent improvement in our Engagement Index from 64% to 76% – thank you for your feedback. Please don't wait for the next survey to share your ideas or suggestions with your line manager. The new CXME App is one example of improving internal communication. Our communities feature strongly in this edition too with restored nature reserves developed

with our partner RSPB. It is fantastic to see so many people giving their one day per year on Lend-a-Hand projects on page 11 – please keep it up!

2016 is a huge target year for us to be CVA+, and if we achieve the budgets agreed, we will achieve our goal: let's safely pass the CVA+ baton.

Thank you for your sustained hard work.

Stay SAFE.

Jesus

Jesus Gonzalez
UK Country President



SEE INSIDE...



ROADSHOW
SUCCESS

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CENTRICITY

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A NATURAL
COMMITMENT

8

BIN THE BOURBONS AND BITE INTO A BANANA



During the half-hour stop talk held every Monday, CEMEX Rail Solutions Washwood Heath decided to focus a little more on the benefits of healthy eating.

On Monday 18th January the Plant handed out 200 pieces of fruit, along with information on healthy eating and the benefits of 5-a-day, an idea they are going to roll out quarterly.

A DIFFICULT STEP IN AT ELLESMERE PORT



Recently at our Ellesmere Port Asphalt Plant, Dave Sands (Plant Manager) and the team stepped in and spoke with a customer regarding lack of PPE.

Dave and the Team spoke with the customer at length to explain why we need to comply with the PPE request. They used the skills developed at the recent 'Step In' roadshow to conduct the conversation in a calm and non-confrontational way.

Unfortunately, the customer took no notice of the discussion and on the next visit ignored our PPE rules again. The customer was requested to leave site without being supplied material. He has been politely advised that he will not be served in future unless he can convince us of a change in attitude and behaviour towards our requirements.

John MacSween Smith, Asphalt Ops Northern, commented, "Not all step-in instances end up with the text book ending, but this should not deter us or our teams from making the tough decisions and looking after everybody on our sites."

FANTASTIC LTI FREE PERFORMANCE

- 12 years Cumbusmore Quarry
- 12 Years Leith Asphalt
- 10 Years National Technical Centre in Southam
- 10 years Angerstein Wharf
- 10 Years Wickwar

Congratulations to the safe drivers from Wickwar who celebrated a decade with no LTIs with Frank Hogg, Quarry Manager.

This was a significant milestone for the area and Mike Fowler, Area Logistics Manager, decided to recognise this success with a Rugby theme.

He commented, "We decided to record the achievement on CEMEX rugby tops and provide rugby balls as a memento for this great milestone. It's generally a rugby mad area so the gifts were well received. The key now is achieving another 10 years."

8 Years RMX London. Despite the challenges faced by Readymix London not only in the levels of production but also the hazards on the local roads, the team has done a great job in achieving eight years LTI free. The team is working hard to reach 1 year TRI free at the end of September.

8 years Readymix Scotland

8 years Aggregates South East Area. Their next milestone is 1 year TRI free, which they should reach in August.

7 years Aggregates North East Area. They are now focused on reaching 1 year TRI free in September.

6 years Northern Readymix, Cluster 6 (Merseyside / Lancashire) are looking forward to becoming 3 years TRI free in October.

4 Years Aggregates UK Team

4 years UK Logistics are now looking forward to passing 2 years employee and contractor LTI free in July.

2 Years Sand Falcon Crew



ON YER BIKES!

Logistics have started 2016 with a different kind of training. Nearly 200 Drivers, Managers and Supervisors got on their bikes to attend one of fourteen Safe Urban Driving courses throughout the UK.

The course is designed to help give LGV Drivers a cyclist's perspective on the road, as well as undertaking some classroom training regarding Vulnerable Road Users.

Simon Spelman, Area Logistics Manager, who organised the training said, "The Drivers on my course enjoyed the training and had a bit of fun. At the same time it was good to use the highway from a different point of view even though my legs ached the following day!"

Dave Hart, Logistics Director, commented, "We treat the training of our Drivers very seriously, especially when it comes to Vulnerable Road



Users. It was great to see so many of our Drivers experiencing this unique course and finding out how different it is using the highway on a bicycle than it is in a car or a LGV. Hopefully, this experience will help maintain our exceptional performance in this area and, you never know, it also may lead to more of us taking up cycling and leading a healthier lifestyle!"



DON'T FORGET TO REGISTER TO WALK OFF THAT WOBBLE



It's back... the third pedometer challenge is gearing up to begin on May 2nd. To take part you need to register your team with Kathy Willcox (katherine.willcox@cemex.com).

While the company doesn't receive health screening information relating to

specific individuals except where there is a safety-critical concern, general health trends are made available. This helps identify where the business can improve the health and wellbeing support for everyone's benefit.

One concerning trend identified in last year's screening is the increase in people who are overweight. Of nearly 1,000 employees screened in the first eight months of the year, 75% of CEMEX UK employees screened were overweight, with 34% being obese. This is significantly above NHS figures, which indicate that 62% of the UK population is overweight, with 25% being obese.

Being overweight can lead to many health complications such as Type 2 diabetes, coronary heart disease,

some types of cancer and stroke.

If you need the motivation to take a bit more exercise, perhaps lose a little weight and have fun, you might want to take part in our third annual Pedometer Challenge:

- Agree who will be in your team
- Nominate a Team Captain and decide on a team name
- Download the guidance from the Shift community (follow the Pedometer Challenge link from the UK Health & Safety Community)
- Walk an average of 10,000 steps per day (or as many as you can)
- Raise money for charity if you want

So what are you waiting for? Get stepping!

SCHOOL ROAD SAFETY TALK



In mid-January Sharon Baker and Hitesh Patel presented the CEMEX Road & Cycle Safety roadshow to Eaton House School in Clapham. Sharon visited the school before Christmas and spoke to the Head with a view to giving a presentation to one of his classes. Once he had seen it, he was so impressed that he

wanted it to be shown to the whole school!

Sharon explained, "Although a little apprehensive, I agreed. The presentation is designed to be interactive but as I had to show it to the whole assembly of 210 children this was a little difficult. However, the boys got quite involved and were very

enthusiastic and some of the films got quite a reaction, even from the teachers.

We gave out some goodies, which included Hi-Vis vests for the older boys and I think the message of CEMEX Road Safety came across very well and hopefully will help everyone stay safe."

ALWAYS FOLLOW OUR MOBILE PHONE POLICY WHEN DRIVING



The UK Road Safety Group has revised our mobile phone policy document so please make your colleagues aware

by downloading from the UK News website and distributing.

Summary guidelines are: Try to avoid all use of a mobile while driving. If impossible, it must be safe to take the call, it must be hands-free, it must be urgent and unavoidable and it must be kept to a minimum length.

Never text, email or use a device for other hands-on operations while driving.

BRAND NEW APP FOR ASPHALT



Our Asphalt division has recently created a Value Added Asphalt Solutions (VAAS) app which gives us the chance to promote the sales of our new branded products via real-life case studies.

The benefits of this revolutionary approach are clear to see in that our sales department will be able to use real-life studies (as illustrated) to demonstrate to a potential customer what his initial problem might be and then educate and inform him of the potential solution from one of our new products within the VIA range.

Benefits of the new products themselves are also clear with longer life, reduced laying times, cooler setting temperatures avoiding steam issues on public highways and single-lay, permeable materials with restricted setting times. All can be demonstrated to local councils with evidence from case studies.

The new VAAS app also enables CEMEX to tender and price in previously untouched markets.

Finally there is a full technical back-up service which ensures product quality and enhances our customer loyalty targets.

RUGBY LEVELLER PROVIDES NEW SOLUTIONS

Rugby Cement now has a new addition to its cementitious range.

The current range covers many of the uses of our products outside with its products Postmix, 40n Concrete and General Purpose Mortar. This is the first time we have ventured into the use of cement for indoor use, but the introduction of Rugby 'Deep Fill' Leveller sees us entering what we see as a growth area.

Rugby 'Deep Fill' Leveller is a rapid-setting, self-levelling compound that can be used to a depth of between 5mm and 50mm. If a floor is not level or if you need to match



up two levels of adjoining flooring, Rugby Leveller allows for a higher level of intolerance than many of its competitors, giving the end user a great deal of flexibility in dealing with extreme levels of variation. Its ability to be walked on after just three hours (depth permitting) and to take a finished floor after just 24

hours result in the job being turned round rapidly.

Many of the other levellers on the market cannot match this performance, neither can they all be used in conjunction with underfloor heating systems but Rugby Leveller can! Furthermore, the product can be applied by use of a pump for the more serious floor layer or by trowel for smaller areas. Rugby Leveller also gives the user 30 minutes workability time to gain perfection.

There has been a lot of interest in this product from our stockist who will start to supply it from April onwards and more information is available on cemex.co.uk

SMOOTH LANDING FOR NEW AIRBUS

Cluster 16 recently provided Promptis 50 from Berkswell Plant to be used as the stand at Birmingham Airport for a new, double-decker Emirates Airbus A380. Sales Manager Martin West set up the order early in March.



The A380 will be the largest Airbus into Birmingham airport and was due to arrive four days after the pour. The heavyweight plane's maximum take-off weight is a whopping 577 tonnes and with no fuel weighs in at 369 tonnes, hence CEMEX was called to the rescue to provide a fast-setting and high-strength concrete. The required cube strength to withstand the load

was achieved after just 24 hours so a job well done.

Thanks to the IHC Team for their patience in getting through security, Courtney Ralph Winter for sorting trucking details, David Freebody for supervising the pour and Gordon McDade for a smooth operation.

THE TRAM STOPS HERE

The final 10m³ of Lytag concrete has been supplied to the Birmingham tram line extension from Berkswell Plant.

"Cluster 16 was presented with an urgent request from Balfour Beatty Civil to supply 10m³ of lightweight concrete to an existing bridge that will be used as a tram stop at Birmingham Snow Hill," commented Gilbert Morgan, RMX Technical Manager, Berkswell



ADVANCED DECKING



CEMEX Croydon Plant recently became the first in the country to produce a new branded mix called Advanced Decking. This is a self-compacting, self-levelling, flooring concrete for floors in modular buildings and was designed in partnership with Propex.

Sharon Baker, Sales Rep, was approached by Advance Flooring Solutions to look at two jobs in the Croydon area, the first at a school in Purley. Our Technical Manager, Kevin D'souza, worked with Darren Williams of Propex to design the mix and run trials. Only once we were completely happy did we go ahead with the pours, each load having steel and polypropylene fibres added at the Plant.

Advanced Decking utilises fibres to eliminate the need for conventional steel mesh on site. This value added product has two great selling points: first, Health and Safety as there is no need to spend two days prepping the floor with steel mesh; the second, time saved not having to do this, and there's no need to spend hours power floating the finished surface.

The success of these pours was achieved with the team work of all the people involved at the batching plant and the drivers who had to negotiate the difficult site access.

Other products are in the pipeline and there will be a formal launch.

ADDING VALUE TO READYMIX

Promotion of Value Added Products (VAP) is a core strand of the Readymix strategy. Not only do they bring added value for the company but they also provide a range of solutions for customers providing performance benefits coupled with cost savings and Health and Safety benefits.

There is a wide range of Value Added Products, including high early-strength concrete (Promptis), waterproof concrete (Permatite) and flowing self-compacting concretes (Evolution).

Permaflow success

Sales of Value Added Products have grown steadily over the last few years and 2015 saw the best year ever for sales with just over 25% of sales coming from the VAP portfolio. The latest addition to the portfolio is Permaflow which was launched at the UK Civils show at the NEC in October 2015. Permaflow is a permeable concrete designed for use in surface and storm water management in a wide range of applications from drainage channels on motorways to car parks and pathways.

There has been huge interest in



Permaflow since its launch with several major contracts already completed including 600m³ supplied to a new car park at Bromsgrove train station.

Blackburn plant has also supplied 1,000m³ of Permaflow to the M65 for use either side of the central reservation



barrier to allow quick drainage of water from the carriageway in heavy rain. This solution allowed the customer to complete the installation of the central barrier in less time and at a lower cost than traditional construction techniques. The customer and client were so impressed with the performance of Permaflow that they have since specified it for use on a larger contract on the M6 between J19 and J20 which we will start supplying this April.

Other new products to follow

Several other new Readymix products are in the pipeline and will be launched later this year including a new ultra-lightweight concrete, an enhanced range of Supaflo flowing screed products and a steel fibre-reinforced solution for composite construction.

Steve Crompton, Technical Director of CEMEX Materials, said, "Value Added Products are key to providing our customers with cost-effective solutions for their construction problems. CEMEX Readymix has the widest range of specialist products available but we continue to strive to

develop new products that will offer our customers new and better ways to use concrete. Permaflow is a great example of this, introducing a product that allows quicker and more cost-effective construction of drainage channels on major roads while generating extra revenue for CEMEX. A win/win for the company and our customers."

ECOBUILD SHOW



Mike Higgins (L) and Steve Ruddick (R) waiting for the crowds to descend in the Concrete and Masonry pavilion on the first day of the Ecobuild Show.

MOVEABLE SCAFFOLD SYSTEM USED AT MERSEY GATEWAY

Work is progressing on the Mersey Gateway project approach viaduct decks with the first continuous 34-hour pour of 1,148m³ concrete using 12 trucks having taken place.

An innovative moveable scaffold system (MSS) has been used by Merseylink to build the concrete approach viaduct decks and the CEMEX Team, in partnership with the contractors, is providing the technically demanding concrete and supply expertise.

The MSS is 157m long, 22m wide, weighs 1,700 tonnes and is a giant section of formwork enabling the project team to cast deck spans of up to 70m at every location. Once poured the MSS jacks itself forward to the next span.

The Mersey Gateway road bridge across the River Mersey will provide a new link between the towns of Runcorn and Widnes and shortened journey times for those travelling further into Liverpool and Merseyside.

Due to be opened to traffic in Autumn 2017, CEMEX UK is working with client, Merseylink Civil Contractors Joint Venture, to deliver the project which features a reinforced concrete-decked, three-pylon, cable-stayed bridge linked to approach viaducts on each side of the river.

STOP PRESS March saw the completion of MSS Deck Pour No 2 of 20 with a pour of 1,158.8m³ in 29 hours, fulfilling customer requirements.



A DAY IN THE LIFE OF

NATIONAL RESERVES DEVELOPMENT

We catch up with Stephen Redwood, National Reserves Development Director, who heads up the specialist unit which is dedicated to maintaining and securing new aggregate reserves and landfill void space for us

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Man and boy, I've been with the company for 28 years and enjoyed every minute of it! I'm a Chartered Surveyor by profession and joined RMC in 1988 after completing a Masters Degree in Mining Technology and then working in a Local Authority for just a year.

I am 51 years young, have a wife and four children aged from four to 17, all boys, which keeps me very busy. Like them, I am a keen sportsman, having until recently played 5-a-side football and gained a black belt in Karate. Outside sport I take an active interest in restoring old properties, using CEMEX products of course!

”



Stephen Redwood

Our unit is responsible for maintaining our licence to operate and securing vital new reserves and landfill opportunities. We are also involved with obtaining new sites and planning permissions for readymix, asphalt and building products, as well as providing planning and estates support to the cement business.

32 specialists are employed in the function, from CAD technicians to waste experts.

We have been actively seeking new aggregate opportunities in key parts of the UK through our UK Aggregate Strategy and now the Aggregate Development Plan.

Structure

Our unit comprises four distinct functions: **Development and Estates** who manage the acquisition of new reserves. **Andy Scott** is one of the Development and Estates Managers responsible for the South East of England;

Town and Country Planning who maintain our licence to operate and obtain new aggregate reserves, where **Kirsten Hannaford-Hill**, Principal Development Planner, is one of the team;

Geology, responsible for finding new sites, designing working schemes and ensuring working quarries are designed to operate safely under **Tom Giddings**, Geology Manager;

Waste Management, responsible for securing new landfill permits, maintaining our ability to operate our existing permits and managing our old landfill sites under **Kevin Wilson**, Waste Manager.

We have a dedicated surveyor to manage our rental business units to ensure our costs are kept as low as possible and employ a specialist surveyor and Rating Analyst who saves us circa £1M a year in business rates.

However, we are only one part of the whole aggregates team: without Operations (to make it), Commercial (to sell it), Legal (to secure the rights to work the mineral), Strategic Planning

(to secure CAPEX and guide our strategy), we could not be successful, so a real 'Team CEMEX' effort.

New aggregate reserves

These are the lifeblood of our Aggregate business – without maintaining our ability to extract what we already have and securing new reserves, our business would cease to exist. The challenge for the team is to make sure we have the ability to extract enough mineral each year to meet our budget.

Over the last 10 years we have secured over 144Mt of new land-based aggregate reserves (plus that from our Marine business) – a fantastic achievement. However, due to the significant scale of our land-based aggregates sales, there can be no room for complacency. Although successful, it is something which we have to maintain and improve. Delivering reserves in time to avoid closing quarries is the challenge.

Aggregate Strategy and Development Plan

We need to plan ahead several years in advance and we have had in place a UK Aggregate Strategy since 2012 and more recently have completed an Aggregate Development Plan through the Global Aggregate Network. These plans have identified where we want new quarries and how to achieve this.

One of the key outputs has been a site search programme to identify new greenfield locations which suit our commercial needs, allow us to produce a high quality product and where we can secure planning permission. This has been a massive task identifying over 350 potentially suitable sites, of which over 40 are being actively pursued.

A PLANNER'S DAY



Kirsten Hannaford-Hill

A Minerals and Waste Planner is a specialist role and one I fell into when starting out as a Town Planner. I provide a strategic role, supporting the company's ability to produce and supply high-quality aggregate and products. I also promote and safeguard the interests of the company through the planning process and associated legislation.

My day could include meeting the East Midlands Aggregate Working Party regarding consultations on Local Aggregate Assessments, looking at recent trends and the need for aggregate and permitted reserves. We are promoting several sites to maintain our market position and support the industry's supply of aggregates for the future.

Other tasks might include liaison with the Mineral Planning Authorities about a development project prior to the supply of detailed plans; the formulation and assessment of technical information and its impact within planning policy; engagement with local communities, the Environment Agency and organisation of public exhibitions and monitoring of on-going developments... but to see a greenfield site start or extension works commence or, better yet, final restoration completed, you can see all your hard work was worth it, even those Section 73 variations and Non Material Amendments along the way. I then go cycling or jogging!

WASTE MANAGEMENT



Kevin Wilson

Our daily tasks include the technical and financial management of closed and legacy landfill sites, environmental monitoring of sites and databases, compliance with waste acceptance procedures and support to the CEMEX businesses carrying out landfill and quarrying in accordance with our environmental permit conditions.

With 14 staff members we work closely with the whole of National Reserves including hydrogeologists, geotechnical geologists, planners and developers; also other service departments such as Sustainability and Legal, Commercial, Major Projects, Sales, Business Operations, Aggregates, Ready Mixed Concrete and Cement sites.

Other support work includes landfill design, permit applications, liaison with regulators, legislative reviews and consultation responses and industry representation on inert landfill groups.

In short, we play an essential role in the development of future quarries and landfill sites where environmental permits are required as a licence to operate.

DEVELOPMENT AND ESTATES




Andy Scott

Fortunately, no two days are the same in my job. The work can range from dealing with something as mundane as getting a broken fence repaired, to negotiating the rights for a new quarry. If something involves land that is currently, has been, or is likely to be used in the future it will come across my desk.


My primary focus is to maintain our supply of aggregate reserves, which in the South-East is becoming very challenging due to competing land uses and, in certain areas, well informed objectors who generally have the wealth to fund very effective campaigns against our developments. This can become very time-consuming and projects can take several years from inception to fruition. We need to plan well in advance to make sure that we do not run out of reserves within our market areas.

Licence to operate is also becoming a very real problem around our concrete plants due to incompatible developments, particularly in London where the returns for residential development are huge, and has led to a large increase in work in trying to fend these developments off or ensure that they are designed to mitigate our environmental impact.

GEOLOGICAL SERVICES



Tom Giddings



Heat Map



Taffs Wells Final Design

PAGE 4

DAGENHAM continued

Around £48 million of capital is now tied up in the operation of the site, which took 12 months to complete.

At full capacity, the processing plant is able to produce over 500,000 tonnes of



aggregates over the course of the year thanks to an hourly rate of 200 tonnes. This facility is ideally placed to receive raw materials and distribute finished sand, gravel and hardstone products in that vicinity. This is the most important aggregate site development in recent times and the company is proud to be able to improve what was an old industrial area into a professional production facility offering a range of products.

The new Dagenham Wharf site will also form a key part of CEMEX's national network of production sites, providing the ability to import aggregates from other sites around the UK via sea and river and export its own marine-dredged materials back out.

Putting it at a further logistical advantage within the City of London, the site is installed with a new conveyor system, meaning it can load materials on to barges to be transported to some of the key supply areas around the city centre.



OUR NEW CXME APP TO HELP IMPROVE COMMUNICATIONS



Everyone is now using their smartphones for finding information and keeping in touch. In our 2015 Engagement Survey people asked for improved communication within the business, so we have launched a new App for iPhone and Android called CXME. It is simple to use, provides two-way information exchange and is available for all employees to download to their phones. The App was piloted with more than 90 employees across the business in recent months, and was well-received. There are nine simple buttons on the menu which take you to a wealth of information and links about CEMEX in the UK, including the following:

- Health and Safety alerts and recording Near Miss Hazard Alerts
- A directory of all employees and site locations in our business
- Link to our online weekly news feed UKNEWS
- Links to CEMEX Lifestyle, our website and our Twitter feed
- Information about CEMEX – products and services, policies, values, background
- Tools, calendar and calculators to help with daily activities, and message boards to post ideas or suggestions.

There is also a web version available for anyone who prefers that format.



Instructions for obtaining the App were sent to all employees by UKNEWS, by email and by SMS at the end of March, but if you need a reminder of how to access the App, please go to www.cemexuknews.co.uk and search for CXME. All you have to do is go to www.employeeapp.co.uk/cemex/gettheapp on your phone, choose either Apple (iOS) or Android, enter your employee number (starts with a 0) and create a password; on the next screen enter your employee number where it asks for username, then re-enter the password you created. Or you can scan the QR Code shown here. Only CEMEX UK employees are able use the App.



This initiative is another example of our Voices Into Actions. Your 'Voices' feedback in the last Engagement Survey was to improve internal communication continuously, so one of the 'Actions' is this new CXME innovation. Let us know what you think in the App Suggestion Box, or contact Jamie Pickles in Communications on jamesgregory.pickles@cemex.com

ROADSHOW SUCCESS



Over 700 of you went to the 10 roadshows recently, which saw Jesus and the Team travel 1,500 miles in five days! The main message for 2016 is 'pass the baton safely'... so that we can reach our CVA+ goal in 2016.

Our finish line is in sight and after a five year 'race' we are now on the final lap.

If you couldn't make the roadshows don't worry, there is a chance to see Jesus's presentation via a video link. The link is on Shift, along with the slides in the Open Line to Jesus section.



PUTTING CUSTOMER NEEDS AT THE CENTRE OF OUR WORK

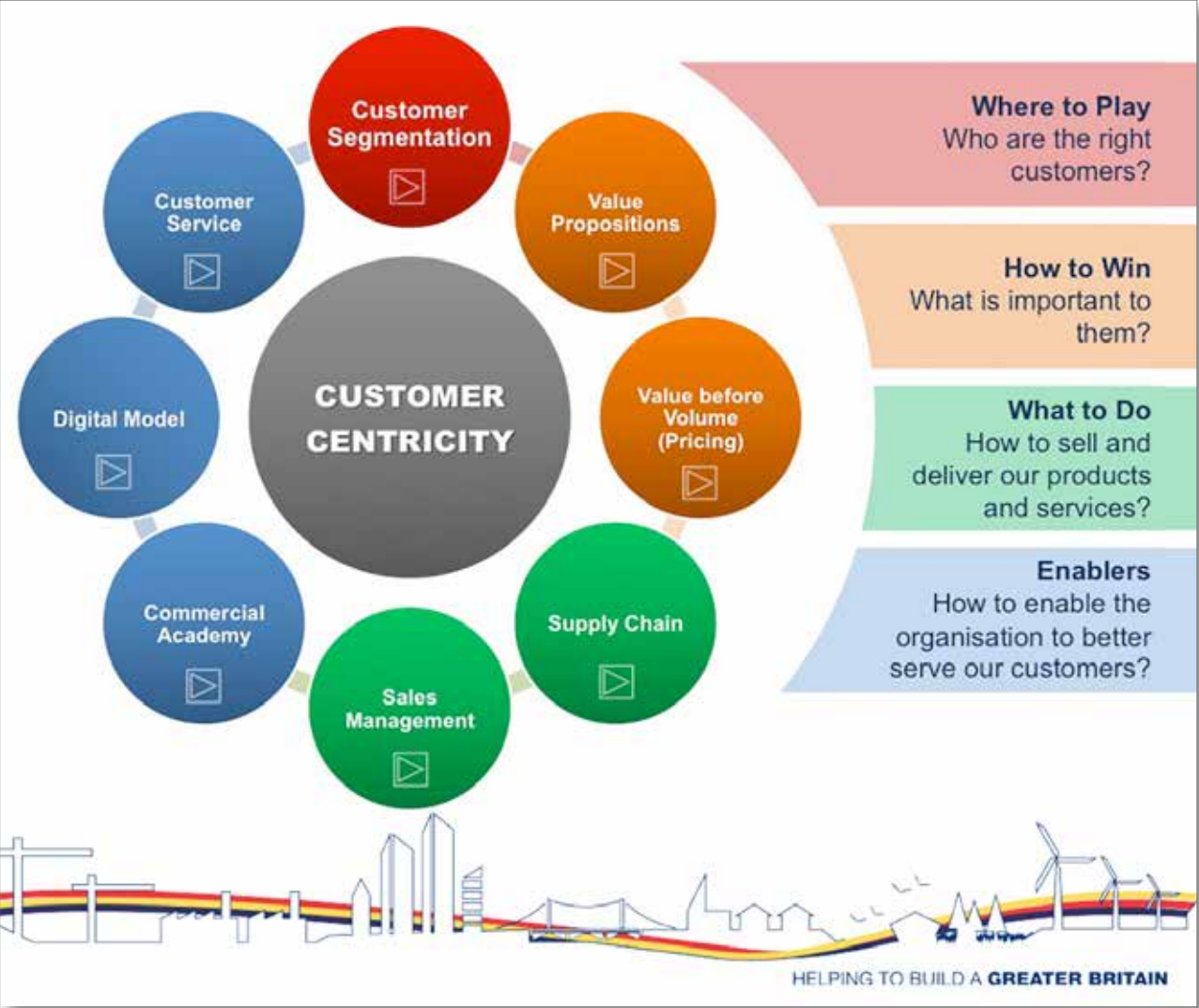
Our CEO Fernando Gonzalez set out customer centricity as one of the four global priorities a short while ago. Just as we all know that safety is paramount and have been on a journey of improvement and education over the last 10 years, so it is now with customer service. So we continue our journey to make ourselves into the most customer-centred company in our sector.

We all know that customers are the reason we have a business, but do we really know what they want and how best to service their needs? And do we share that knowledge with the rest of the UK and the CEMEX family?

Just as successful health and safety needs everyone to be aware and act differently, so customer centricity (putting the customer at the heart of what we do) also needs us to adjust our thinking and behaviour.

Steve Large is heading up the customer centricity work in the UK which involves a large number of people from across all of our businesses working together, in the UK and globally.

There are several pieces that make up the customer service jigsaw and each one has a plan and team leader. You will already have heard of some of them such as value before volume, commercial academy and our customer service work.



A NEW WAY TO OUR CUSTOMERS

The next of the workstreams to come is us using a new language to talk about workstreams – like housing, energy – with industrial manufacturers, builders and do what their specific needs are and do our

It is our challenge to put in place the new Lex Russell, Chris Leese and Matt Wild

UNDERSTANDING

Industrial Manufacturers

Eg: Precast producers
Readymix producers
Asphalt producers

OUR

2016 CVA 16

TARGET ZERO SERVICE COMPLAINTS

Just as our H&S goal is to reach Zero incidents, our agreed UK Customer Service Promise Complaints goal is also Zero.

Ten years ago we had 116 LTIs a year. There would have been people who thought we couldn't reach Zero incidents, but last year we had only three. It is possible to improve our customer service to this level too – we just need to work at it.

We have already improved our complaints monitoring. We categorise each complaint we receive and then review on a weekly and monthly basis. The aim is for each business to have Zero complaints. We do have to get better at feeding back customer complaints though as we want to make sure that we capture them all.

Just like in H&S with Hazard alerts and LTI reporting, it is a good thing to report customer complaints so that we can learn from our mistakes.

CEMEX

"If we can't deal with your enquiry immediately, then we'll get back to you within 24 hours"

Latest"

HELPING TO BUILD A GREATER BRITAIN

CEMEX

"100% of our products meet or exceed relevant quality standards."

HELPING TO BUILD A GREATER BRITAIN

CEMEX

"We always aim to deliver within the agreed time frame. And if there's a problem, we'll call you"

HELPING TO BUILD A GREATER BRITAIN

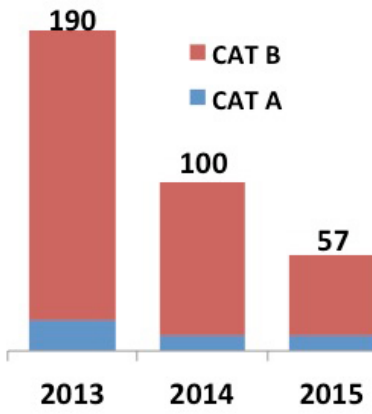
CEMEX

"100% of your issues or complaints will be dealt with within 24 hours"

HELPING TO BUILD A GREATER BRITAIN

2015 CUSTOMER

Serious Complaints Reducing



Late Delivery Con



EDS AT RLD

TALK ABOUT ERS

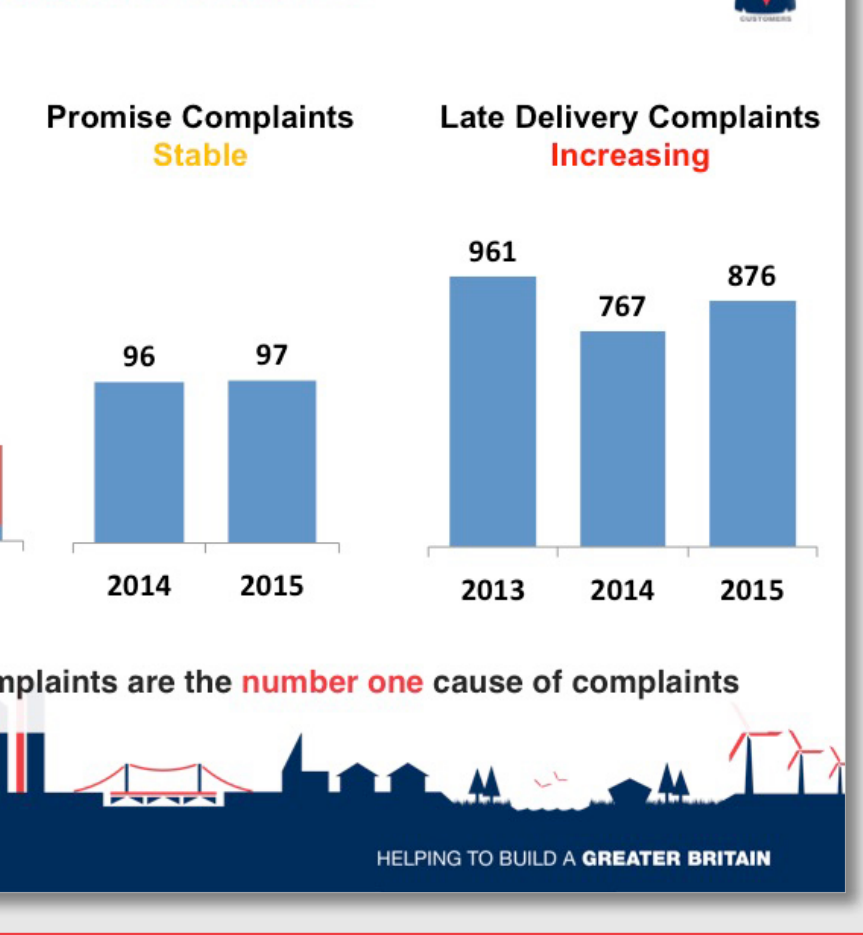
into effect in April is called customer segmentation. This involves and monitor our customers. Rather than talking about our previous we will now be categorising all our customers into segments such as developers, and distributors. For each customer segment we will examine best to meet them and then monitor our performance.

most efficient supply chain and service team to meet those different needs brilliantly. are organising our efforts in this regard.

WHAT IS IMPORTANT TO OUR CUSTOMERS



R COMPLAINTS



EASY TO DO BUSINESS WITH

Looking into the future, we need to make it as easy to do business with us as possible. To this end the UK is developing and trialling a customer app called MyCEMEX and a sales force virtual office app called Sales 360. This will make it possible for customers to see their financial information and the sales force to see information such as customer invoices, queries and opportunities through their phone or device. The MyCEMEX app isn't ready to be launched yet but is in development. Sales 360 is very close to being launched to our sales force.

The vision for the future is for customers to be able to do business with us digitally from order to payment.



Chris Leese, VP Readymix and Mortars, commented, "We are all on a continuing journey to make customer service excellence part of our DNA by placing the customer at the centre of everything we do. We all have a part to play in delivering high standards of service even if we never actually deal with an external customer. That's because in the end we all serve someone whether internal or external, and if we all adopt a customer-centric approach in all our dealings then that will help to create an internal efficiency in the complex CEMEX chain which will result in delighting our external customers by delivering a quality product, on time and to budget, which in turn keeps us all in a profitable business!"



SURVEY RESULTS

When we talk about 'Being the best for our employees', we think about how engaged our employees feel about working for CEMEX. To do this we first need to understand what really matters to each and every one of us, hence our two-yearly Engagement Survey.

Our participation rate was a very positive 72%, but what of the other 28%? This is a question we will address.

The increased response is important to our business as research shows that the more engaged our employees are, then the better our business results.

What employees liked

- Our commitment to Health & Safety
- The actions we've put in place since the last survey
- Confidence in how we manage our business

Frustrations

- Internal communications
- Poor customer service experiences

- Customers' frustrations become our frustrations because we care
- Work-life balance

Results into Actions

The UK is working on an action plan, which addresses common issues across the UK operation.

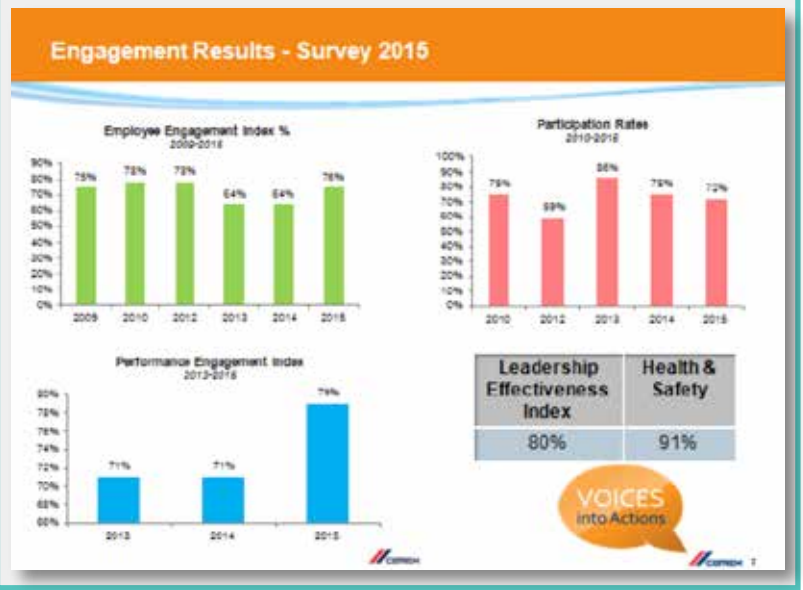
Once this has been defined, we will share these with you.

Our UK local business units will also be working on actions – again similar to the UK Action plan – which will address common issues across our businesses.

We keep all of our employees up-to-date on our progress via our communication channels – UK News, Down The Line broadcast, annual Road shows, team meetings and by this publication of CEMEXpress.

So if you have any ideas how to improve engagement for you, please let your line manager know.

Remember your feedback counts – don't miss out on the opportunity to have your say! And on a final note, we are doing really well. We are all part of a winning team here in the UK!



A NATURAL COMMITMENT

Our CEMEX UK vision is to Help to Build a Greater Britain, which means we support all the essential building for development in energy, housing, roads, railways, flood defences and waste, water and utilities. We also want to be the Best for Communities, by balancing the needs of the built environment with the natural environment. As we own and manage a great deal of land, we can really help the environment by creating lots of different habitats on our sites, and also benefit communities by opening access to them in some cases. But why does a large company like ours support this activity?

The answer is that our business depends on our operating licences. In order to keep working quarries and operating large factories, we must behave in ways which are better for the environment, as well as for the people that live and work around them. We know that the importance placed on creating and preserving places

for wildlife will increase as planning and authorities' standards increase. We also know that many of our staff feel proud about the wildlife that they encourage, and local communities see that we are giving something back. We work closely with organisations and people interested in conservation close to our sites - and we have two advisors, Sam Tarrant and Jenny Oldroyd, from the RSPB who both dedicate around half their time each to help us develop the right conservation areas, work with the right people and show how our work is having a positive impact. Partnership working like this also helps to give regulators and communities confidence that we are operating to high standards, and builds trust.

10-year strategy

We have a 10-year biodiversity plan, and have promised to create 1000 hectares (that's around 1,250 football pitches!) of habitat that is threatened or important for conservation by 2020. We are ahead of our target so far!



Rugeley Quarry

Many of our employees have been trained to help create homes for wildlife – and it's not just about restoring finished sites. We have done a lot of work at operational sites, such as installing bird boxes, feeding stations, wild flower areas and even bug hotels! Keep a look out in UK News as we also regularly write advice for people in their own gardens.

The nature reserves we have created attract around 750,000 visitors every year and we are very proud to have won the first ever Natural England & MPA Biodiversity Award for our outstanding work at Rugeley Quarry. Partnership working for nature is good for us and our conservation partners – we both win. Watch this space for future updates on our progress!



ON THE SECOND DAY OF CHRISTMAS

Forget two! Last year three turtle doves were spotted in CEMEX quarries. The UK population of this vulnerable bird is currently halving in number every six years making it the UK's fastest declining bird.

Knowing that there is a very real chance the turtle dove could be lost from the UK in the near future, in 2014 CEMEX and the Royal Society for the Protection of Birds (RSPB, BirdLife in the UK) embarked on a three-year pilot conservation project at CEMEX quarries in central England.

Though there are many factors thought to be behind the decline, the main contributor is thought to be the loss of suitable habitat and associated food shortages in their breeding grounds. With that in mind, the initial project involved growing a special flower mix

on four of the quarries to provide the birds' ideal food, complemented by the creation of suitable nesting habitat.

Unlike other UK dove species, turtle doves rely upon seeds for food. Changes in farming practices have led to field margins and hedges being replaced by commercial crops – offering very few of the small seeds that they need.

Rob Doody, CEMEX's Director for Aggregate Operations, CEMEX UK, said, "This project is so important in saving this iconic bird. It highlights the positive impact that we can make on the natural world. The balance between the natural and built environment is a delicate one which must be preserved not only for nature but for future generations."



MENT



PERFECT BEDFELLOWS

The partnership between the RSPB and CEMEX UK, now in its sixth year, is continuing to make great progress.

Cement production, quarrying and concrete don't seem likely 'bedfellows' with nature. But last autumn, CEMEX UK reported that it had created 606 hectares of conservation habitats, equivalent to more than 850 football pitches, to encourage wildlife on its land.

The small blue butterfly has come back from the brink of extinction, with five new colonies flourishing at Southam and Rugby cement sites.

Moths galore

Moths are the hidden gems of nature and in the summer of 2015 CEMEX reported finding a dingy footman and a dark smudge at their Southam Quarry! The wonderfully named dingy footman, garden pebble, marbled beauty, small phoenix and wormwood pug are just some of the 120 species of moth recently found on the quarry in Warwickshire, where the RSPB has been working with CEMEX and Butterfly Conservation to improve the habitat. At Southam quarry, the rarest moth spotted so far is the dark smudge, *Ypsolopha horridella*, classified as 'Nationally Scarce'. With further recording, this could be confirmed as one of the most important moth sites (it is already for butterflies) in the Midlands.

Twites and turtle doves

In October, CEMEX UK and the RSPB won the Natural England and Mineral Products Association Innovative Biodiversity award. The partnership won the Innovation category for projects to assist in the conservation of two rare bird species – the twite and the turtle dove. The company is managing hay meadows and creating conditions on its sites to allow pioneer plant species more usually associated with arable land to flourish and provide seeds for the birds to feed at critical times of the year. The twite project has seen a great increase in numbers onsite, following a ringing project.

On a larger scale, quarry restoration gives an opportunity to create significant and sizeable nature sites. CEMEX UK's Lade Pits in Kent have now been added to the RSPB's oldest nature reserve at Dungeness. During its life, Lade Pits provided sand and gravel for local construction projects and now will become a home for nature after CEMEX generously handed over the site to the RSPB as part of the successful relationship between the two organisations.



Twite



Twite ringing programme



Small blue butterfly



Small blue caterpillar



Dingy footman



Dark smudge



Wormwood pug



Marbled beauty



Small phoenix



Garden pebble



SAND FULMAR REFIT

The Sand Fulmar is currently alongside Chatham Docks undergoing repairs and major upgrade of the vessel's electrical systems on-board. Working in partnership with our contractors this project has involved the removal and re-instatement of many heavy lifts of equipment including a 15-tonne electric motor!

As always, safety is our key objective. With our contractors having played a significant part in the continuous improvement achieved in Marine, they now join the challenge of our safety relay in 2016!

Pre-planning meetings and inspections are now routine and as

this refit draws to a close the baton will be going to sea and will then be handed over to the Sand Falcon in April on entering dry-dock for repairs. It reminds us all of the challenges of working in a hazardous environment and the need for teamwork to remain safe!

Pictured on a site visit to the Sand Fulmar, joining forces to plan the next docking, and passing the baton safely, are (left to right) Arron Burrridge, Production Manager for A&P Tees Shipyard, Ben Mansfield, our youngest Chief Engineer Officer, Kevin Williams, the vessel's Engineer Superintendent, and Anisur Miah, Estimator for A&P Tees Shipyard.



KNOWLEDGE MATTERS – SHARE WITH CARE

Intellectual Property (IP) plays a crucial role in today's operations due to the globalisation of industrial and commercial issues. The companies that protect their IP have always had an edge over the competition, which is why CEMEX has a global IP policy to ensure we capture our ideas and protect our innovations.

Find out more about CEMEX's approach to preserving, protecting and outpacing our IP via: <http://cmx.to/knowledge>

Areas of the business which are particularly affected by this include the likes of cement, admixtures, corporate offices and laboratories so if you work in any of these areas make sure you protect your ideas and observe the CEMEX global policy which can be found on Shift: http://shift.cemex.com/wikis/home?lang=en-us#!/wiki/W7b9d6866b023_4cc0_8133_9b05cb6f3028



HULL RMX BACK ON THE MAP

Hull RMX Plant is going great guns and is continuing to grow their piece of the pie. Over the last few weeks they have had several trucks a day running out of the Plant all across the city. The Hull Readymix website is also well under way and they even have their own Twitter feed @HReadymix.



AQUAWALL MAKES A SPLASH AT FLOOD AND COAST EXHIBITION



Good progress has been made in developing our Ready Aquawall blocks that can be used in a variety of flood defence applications. Trial blocks have been produced at our West Calder plant and the testing completed so far indicates very positive results. The product was also launched at the Flood & Coast exhibition in March and as a result we have a number of positive enquiries that are being priced at the moment. Once the final product testing is complete we will be focusing on winning some orders and growing sales volumes.

A TURNAROUND TO MATCH LEICESTER CITY?



At the end of 2014 Dove Holes Asphalt plant was 30th out of 31 Asphalt plants in terms of OCF, having made a small loss.

Following this disappointment, a new strategy was put in place which involved a focus on limestone mixes as opposed to hard-stone, increased use of recycled planings and targeting customers within closer radials in order to help make vehicle planning more efficient. The final piece of the jigsaw was a move away from the established centralised planning model and a move to a more localised planning

model. While the orders are still taken at Preston Brook, the responsibility with planning the deliveries moved to Sharon Lomas located at Dove Holes.

As a result, the combination of all the above actions and all the hard work from all the individuals and Teams involved saw Dove Holes Asphalt become the most improved Asphalt plant in 2015, in terms of OCF (>3000% improvement) – and finished the year 7th in the league table of 31 plants. The target for 2016 is for Dove Holes Asphalt to join the £1m OCF club.

CEMEX BRAND SAFETY WITH A LOCAL FEEL

"It was great to see one of our new pumps on display at the UK Concrete Show", commented Rob Sims, Cluster 20 Manager. "As you can see from the photo, we have purchased a small ro-line pump. It's a new venture for us but something we are very excited about and gives us a great solution to our customers' needs. We have thought long and hard about our value proposition to the small end customer and can now offer to the market 8m³, 6m³, 4m³ trucks, line pumps and a local one-stop shop feel.

We have been marketing the offering since the New Year and the interest from customers who have not traded with us before or have left us over the last few years, has been great. We are looking to give the small-end customer the CEMEX brand safety, but give them back the local feel they want."





CLUSTER 3 GETS INTO CRICKET

Terry Scott, Dan Moore and Kelly Brown all volunteered to help with the painting of the local Warkworth Cricket Club.

“We were approached by Shelly, who was looking for help with donation of paint and labour to spruce up the Club. We had a great day with help from the club members and with a beautiful location in the Northumberland countryside.”

CLUSTER 3 AT SEATON SLUICE

Cluster 3 lent a hand in a wildlife area at Seaton Sluice Middle School, an area which is used to help give students a better appreciation of biodiversity and help with science projects, which was in need of some TLC.

The Team was Michael Larmouth, Kevin Russell, Ian Dixon, Paul Brown, Brian Goldsmith, Steve Simm and thanks to Heather for getting the fish and chips.



CLUSTER 14 LEND-A-FARMING HAND



that the school had started. They were asked to supply and lay the concrete.

They arrived in the morning and it was agreed a pathway would also be dug out for wheelchair access.

Everybody was delighted and the project made the local press and CEMEX will be invited to the official launch.

Cluster 14 Operations, Commercial and Planning Team undertook a Lend-a-Hand at Peterhouse Church of England Primary Academy in Gorleston (near Gt Yarmouth) in March.

Following recent publicity in the local press, Toni Keating received an email requesting help with the Farm Project

The Team included Toni Keating, Victoria Vincent and Neil Woolner from Commercial & Planning, Gary Coleman, Rob Conroy, Colin Callaby and Jason Catchpole from the Operations Team. Special thanks also to Geoff Oakley who delivered the load and assisted the wheelbarrowing of the concrete.

A CARING HAND FOR HALTON HAVEN TRUST



Cluster 6 recently lent a hand at the Halton Haven Trust. The hospice has shops in Runcorn, Widnes and Warrington and together with the voluntary work that CEMEX offered, raises money from a wide variety of sources including local businesses and charity events.

Daniel Roberts, NW Sales Manager, continues, “Apart from laying the path, which included digging out and wheelbarrowing soil, clay and stone, mixing, moving and laying sand, cement and small aggregate, we cleared leaves, filled a skip with rubbish and generally tidied up some of the gardens – a day well spent!”

Representing CEMEX were Paul Craven, Jenny Deacon, Cath Livesey (Sales Rep) Alan Hewitt, Joe Barton, Paul Willerton (Operations), Tracey Carden (Technical), Daniel Roberts and Joe Barton who took a lead role in helping to manage the team and lay the footpath.

BRADBY CLUB RECEIVES A HAND



The Bradby Club has been in existence for around 100 years and has a close association with Rugby School who helped establish it. The club's aims are to support disadvantaged young people in Rugby through providing a meeting place and help with social and health problems.

The Rugby Benevolent Fund has provided financial support for the last three years to fund the costs of a Substance Abuse Adviser who works on this issue with local schools.

Jesus and the Team recently spent their Lend-a-Hand day at the Bradby Club in Rugby where they helped to paint one of the meeting rooms.

COWIESLINN ASPHALT BUILD A CAR PARK



Recently, staff from Cowieslinn Asphalt Plant undertook a Lend-a-Hand for Eddleston Out of School Club. The club provides after-school care for up to 40 of the village children and is based in the village hall, being one of the 12 main user groups.


Their car park had deteriorated and CEMEX was initially approached to see if we could supply some material to help fill some of the holes. We declined

this offer and instead provided a load of 20mm aggregate, along with two staff, to scrape back the car park surface and lay the new aggregate. This was also made possible through the assistance of local contractor, Graham Irvine & Partners.

Big thanks go to Linsey Gibson, Coating Plant Supervisor, who lives in the village and brought the project to our attention.



100% ISO14001



At the end of 2015 all CEMEX UK operational sites achieved ISO14001 certification for the first time ever. This is a great internal achievement having gradually improved from a 22% coverage in 2007.

Andy Spencer, Director Sustainability & Security said, “ISO14001 is an environmental management system that helps us reduce risk and cost from environmental incidents and is an essential part of our tender process where customers are demanding environmental credentials as part of our value proposition.”

In December the following sites were certified for the first time:


- Crawley concrete plant
- Waltham Cross concrete plant
- Leith concrete plant
- Tinto concrete plant
- Cumbernauld concrete plant
- Polmadie concrete plant
- Whisby concrete plant
- Gartshore coating plant
- Selby coating plant
- Selby depot

£1100 TO BASSETLAW HOSPICE

During 2015 CEMEX Ash ran a scheme where for every month without a safety incident £100 was accrued for a nominated charity.

Last year the Team decided to support Bassetlaw Hospice in Retford which was relevant for the Ash Team as the mother-in-law of Andy Warburton, Production Operative at West Burton, benefited from their care during early 2015.

Andy has been able to visit the hospice with his son and Grant McMillan, Concrete Products, Floors and Ash Director, to present Ian Hall, the Charity Administrator, with a cheque for £1,100 as a result of 11 months incident-free achievement.



KARTING FOR CHARITY

Tom Colley, Lee Lavery, James Taylor and Steve Broomfield from Readymix Cluster 15 all competed recently in a charity Go Kart endurance race. They finished fourth overall but special commendation goes to Steve Broomfield who got the fastest lap time.

All proceeds from the night were on behalf of the Nene Valley Rotary Club.



SAVING GRACE



Recently Grace, a baby hedgehog, visited Thorpe where Dawn Fox from IT Support became her carer, being a supporter of the Harper Asprey Wildlife Rescue charity in Surrey.

They are passionate about the plight of the hedgehog and are trying to spread the word about their dwindling numbers. The charity will release Grace and her siblings into the grounds at Thorpe later in the year.

CHICKEN SHACK AT CANNOCK




Pete Hember had an ‘eggstra’ bonus when visiting Cannock Concrete Plant where he met up with Lee Cattell, Plant Supervisor, who is a proper chicken fancier. Lee currently has 15 chickens of various types living at the Plant which lay around 10 eggs per day.

Lee and Nigel Pratt, the company fitter, put together a chicken pen in their own time made out of an old shed, used equipment, drums and pallets.

Lee decided that he wanted to support the Stroke Society by selling the eggs after we did a ‘Lend-a-Hand’ there last November and has raised £25 to date, out of his targeted £100.



CARLISLE HIT BY STORM DESMOND



CEMEX donated £5,000 to the Greystone Community Centre in Carlisle at the time of the recent massive floods.

The community centre was a focal point for local families during the floods with over 30 people having to sleep there and hundreds of meals being provided to local families.

The team at Carlisle, Tony, Gareth, Sean and Mick highlighted the good work Greystone had done with the local community and Ian Soutcott arranged the £5,000 donation.

During the floods our own coating plant was under water and was out for repairs for almost five weeks.

JO AND CELAINE GO MOONWALKING



Jo Wright and Celaine Cave from Rugby are taking part in the London Moonwalk, a power-walking event around Central London overnight where all participants walk in decorated bras. All walkers raise money for the charity ‘Walk the Walk’ which gives its funds to Breast Cancer charities.

GOODBYE, BARRIE

Sadly, we had to say farewell to Barrie March recently. Barrie worked in Concrete Products and has been with us for 10 years. Barrie has always worked in the floor business as business manager and more recently as Commercial Development Manager.

We asked him to summarise his time with us...

“My best memories of my time with CEMEX are turning round the floors business after joining and making it profitable. Improving the H&S performance and developing the individuals into a cohesive team. The projects I have worked on and most enjoyed were heading up the ‘kill a watt’ initiative with the energy and efficiency team for CEMEX UK and more recently being involved in developing the Aquawall product.

The thing that has changed most over the last decade is the focus on the customer. We are now more honest with our customers. As a result the relationships are better and we have a higher percentage of repeat business.

I am looking forward to travelling over the next 12 months to New Zealand, Australia and India. I'll not be short of interests in retirement and will continue with my classic cars, writing songs and playing my guitar as well as spending more time walking with my wife.

The thing I'll miss most about being at CEMEX is the camaraderie with the team and the challenges that working life throws up. Thank you for a great time working at CEMEX and good luck to you all for the future.”



LONG SERVICE AWARDS

40 years

A Man with a Vann for 40 Years! **Martin Vanns** has been with CEMEX for 40 years and is part of the Maintenance Team for Central Region.

We asked Martin what the biggest changes have been over his 40 years in the business. “The biggest change I have seen in my 40 years is the huge improvement in Health and Safety within CEMEX. I can remember the times when we didn't get things such as gloves and eye protection. These days we get every piece of PPE we need and we have always got the training we have needed to do our job safely.

Another area which has greatly improved is the way CEMEX has supported health issues. We get regular health checks and our levels of exposure to things like vibration, noise and dust are monitored and exposures are kept to a minimum level.

I have enjoyed working for CEMEX. I have made many friends and acquaintances over the years and have felt part of a bigger team. I feel that my work as a Maintenance Fitter (and as an Operations Supervisor for 16 years) has helped the company to be successful.”



25 years service

Andy Cox has recently reached the milestone of 25 years service. Andy started at Staveley Coating Plant then moved to Chesterfield Macadam until it closed. He's now a key member of the Team at Sheffield Coating Plant and Depot.

Andy Scott, Development and Estates Manager for National Reserves Development, reached 25 years in March.

Andy started with the company as a Geologist back in 1991 and is now responsible for all the estates and development work for the South East of the UK.



Steve Mitchell, Plant Supervisor for RMX Scotland, recently received his 25 year award – he decided on John Lewis vouchers.



20 years service

Kevin D'souza is one of our Readymix Technical Managers covering London and in March he celebrated 20 years of service. Kevin is very experienced in our systems and the London market, and has developed or helped to develop some very high performance, high specification concretes to a variety of customers both big and small.

Kevin is a valued member of the Southern Region Technical Team and we look forward to the next 20 years working with him.

Bill Clarke started in Scarborough as a Batcher in 1991, then a couple of years as a relief Batcher in North Yorkshire and from then had a couple of years of being a Mister Readymix, looking after the ops, tech, and sales predominantly within the farming community. He also looked after mixer truck logistics as Supervisor and five concrete Plants.

Project Rock required a role change for Bill so he set about achieving a CPC in transport and became Transport Manager for Readymix Aggregates and Concrete in North Yorkshire. The CEMEX take-over required another role change and Bill was about to take up on the CEMEX Way project before becoming Ops Supervisor in Teeside covering five Plants, which grew quickly to 11 Plants, and even more quickly to 22 Plants. This gradually reduced to 15 concrete Plants and one bespoke mortar Plant, which is his current position as Operations Supervisor for Cluster 3.

15 years service

Jim Sievewright, is an Operative at Cowieslinn Quarry. Jim originally started on the face excavator at Hillend Quarry under RMC and now continues with the same role at Cowieslinn. Over the years Jim has also worked for short periods at other Quarries such as Bonnington and Hyndford.



Richard Holmes and Jim Smith both from CEMEX Rail Solutions Washwood Heath have completed 15 years service.



Noel Gibbs started in his Rail Solutions career with crossing bearers at the Washwood Plant in Birmingham, but when the operation moved in 2003 to Somercotes in Derbyshire he was keen to stay and moved with the operation. When the move took place Noel took a leading hand position within the business and has the responsibility of managing a small team looking after the pick and place and the complete casting process.

Works Manager, Terence Clair, said, “I have had the pleasure of working alongside Noel for all his 15 years. Noel has always had a passion for his work and I have never met such a hard-working chap. Noel's contribution to this business and CEMEX has helped develop a safer operation and this is a true reflection of his 15 years service.”



Congratulations to **Mick Tighe** from Asphalt and Paving Solutions for reaching 15 years service.

WELL DONE CHRISTINA!



Christina Wilcox, our first female driver apprentice and first Cement Driver apprentice, passed her C+E (Class 1) test and was the first in this year's group to pass the Class 1 driver licence.

Christina was delighted to have passed and said she was a bit nervous but the training was good and she passed with flying colours.

IHC SCHOOL SUCCESS

After several months on the IHC School Scheme, Tom O'Neil (below right) hands the truck over to our new IHC School Driver, Zoltan Marosan. Tom will now be taking on his own truck as an IHC and Zoltan will take the role of the next IHC School Driver.

We wish them both the best of luck in their new roles in Cluster 16.



THE PIED PIPER OF FLIXTON



Flixton Plant has recently had its mess room replaced after rats decided they liked the look of the old one and tried to take up residence. Matthew Yaxley, Cluster Manager, explains, “With the Plant Welfare & Housekeeping Improvement Project it was decided that a new mess room would be undertaken.

Due to the mains electrics being housed within the mess room, careful consideration was needed as the costs to move the electrics from their current location would have run into thousands of pounds. It was decided that we would work to enclose the area and create a separate, steel electrical shed leaving the mains supply where it was and making it ‘rat-proof’.

By using our own labour rather than contractors, again saving money with the exception of an electrician, the old mess room was destroyed, a separate electric shed and a new steel container were put into place. The results are better Welfare facilities for everyone as part of the Plant Welfare & Housekeeping Improvement Project.”

IMPROVED SAFETY STANDARDS

Congratulations to Dann King from National Logistics Support and Simon Spelman, Area Logistics Manager, who won February's £100 Thanks For Your Effort vouchers. The pair took it upon themselves to update the aggregates logistics software package which had become out-of-date. Dann identified a new package called Articulate to host the training package and they both spent many hours transferring the package over. However, it is now up-and-running and has significantly improved the safety standards of all new starters and agency staff.

TOO CUTE FOR WORDS

Customer Service Development Manager in Aggs Barinder Sandhu's newest addition to the family just couldn't keep his eyes open during this photo shoot!



NEW WELFARE FACILITIES

Following many years of under investment, the time had come to invest in new equipment to improve plant reliability and achieve better customer service. Using the principles of Just CI and Kiesen, we based our new purchases on a solution needing less maintenance and reduced total life costs, resulting in new dryers at Selby, Fridaythorpe, Grimsby and Springetts.

We have also invested in new filler silos at Nottingham and Lincoln with plans to install a new one at Grimsby to enable us to produce the new range of VASS products.

The fuel tank upgrades allow us to exceed current environmental legislation but also provide a better solution to the previous single skin tanks in an open bund that need regular cleaning. This process has now been eliminated and reduces operating costs. Specialists are no longer required to remove oil-contaminated water.

We have also upgraded our welfare facilities at Fridaythorpe and Ely where

the old ones were affecting staff morale. We recognise that our staff are key to success and our investment programme is part of improving engagement. Another new building is planned for Nottingham coating plant in the second half of the year.



THANKS FOR YOUR EFFORT CHAMPIONS!

The 'THANKS FOR YOUR EFFORT' champions for January are Anthony Graham, Gareth Council, Michael Little and Sean Evison – the Asphalt Coating Plant Team in Carlisle.

Garry Gregory explains why. “On December 5th there were major floods in the north west of England. Included in this, our Asphalt Plant at Carlisle ended up being under 5ft of water, causing huge destruction and devastation. The flood waters were so high that our Asphalt Plant was inaccessible until midway through the following week. Since being able to access the Plant the Team at Carlisle has worked tirelessly (and safely) to get back to normal and ultimately back up-and-running.

The Plant was operational again less than six weeks after the original floods. Allowing for the fact that Christmas was in between and it was five days after the floods when the site could be accessed, this is a tremendous response and turnaround. Thanks for your amazing effort, guys.”