



Welcome to UK News 9th March 2017  
your weekly update from around CEMEX UK

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## BEING THE BEST FOR FAMILIES

### Make sure you Get A Grip



Unfortunately last week one of our IHC's didn't go home unhurt from work. He slipped as he was climbing out of his cab and fractured his wrist. He had to have the bone pinned and will be out of action for a few weeks.

This means he can't drive, and potentially can't earn money. Every accident has a consequence not only for the person injured but their families too.

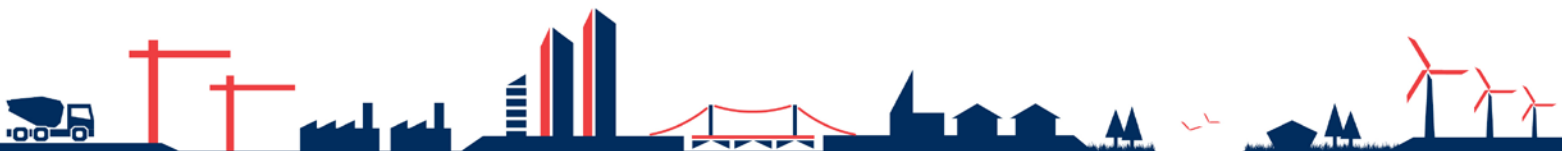
This is the third incident this year (only a few weeks in...) where someone has fallen off a vehicle / mobile plant and suffered serious injury. If we are to stop the ongoing increase in injuries, it is important that we all take care when using ladders and stairways, ensuring we **GET A GRIP** by using 3 points of contact, and look where we are placing our feet when climbing down from vehicles and mobile plant.

We can all help reduce the potential for injury by reminding colleagues to GET A GRIP where we see that they are not taking enough care by maintaining three points of contact and taking hold of grab handles and handrails.

### TRI and LTI Free congratulations to:

The team at Loanleven who are 9 years total injury (TRI) free - nothing that required an entry in the accident book! Not just LTI free.

To the crew of the Sand Harrier on reaching 2 years LTI and TRI free.



## LTI free Rucksacks....



The entire Area 8 Aggs and Asphalt logistics team went 8 years LTI free recently and the team received rucksacks in recognition of their significant achievement.

## The health essentials are now fit for life!



You may remember the health essentials, they have now been refreshed and are being re-launched. Going home healthy, as well as unhurt, to your family after a day's work is important too, so it's time to think a bit more about the 'health' in health and safety.

The **New Health Essentials** have been developed by the Global Health Forum and agreed by the Global Health & Safety Council. They aim to cover the most important issues we all face every day; and to compliment them – a new Fit 4 Life Logo has been designed.



The poster (left) to advertise the new health essentials is at the back of this UK news document, or in the download section of the UK News website for you to print off and put on notice boards.

The plan for the New Health Essentials is to run monthly campaigns to help embed them into our everyday lives. It also means that you and your teams can focus on a specific health essential each month. The materials are especially designed to be practical, easy-to-use and to help promote, explain and give great advice on each of the topics.

Where ever you see the new fit for life logo, it means that there is something to do with health involved or advice to think about.

Many of our team's have already kicked off 2017 thinking about how they can be more healthy at work. If your team is the same please share your stories to encourage others, either on SHIFT or through UK News.



## The Breakfast Club



The London Aggregates team based at Angerstein and Datchet have launched the Healthy Breakfast Club with the aim of ensuring our drivers have the right fuel to start their day.



Once a week the team organises a healthy breakfast before the shift starts with choices ranging from a bowl of porridge, yogurt and fruit.

The breakfast mornings have also created the opportunity for the team to engage in conversation and share with each other their personal health commitments.

## Technical sales team weigh in....



After returning to work in January, Noel Dixon's Technical Systems Team (also known by many as the Raw Materials Team) collectively decided they wanted to try and focus on their health and lose some weight.



Noel Dixon, decided to join them, and they came up with some plans on how they could achieve this and support each other in the office environment. They then had an initial weigh-in on January 5th.

Noel explains some of the changes they've made, "fruit bowls have replaced the unhealthy snacks (biscuits/crisps), the sometimes unhealthy lunches and gone are the traditional Friday morning breakfast sandwich.

A walk at lunch and sometimes a walk up the 7 flights of stairs (apologies to those who have had to listen to the heavy breathing as they have got back to their desk and picked up the phone), has replaced the sitting at their desk and using the lift all the time.

Weekly weigh in's have kept track of progress, which have generated quite a bit of friendly banter and lots of discussion in the office around cooking tips.

As of March 2nd, the team of 8, have lost a total of 27.3kgs (over a bag of cement) or 60lbs, with every member contributing to this total, which is a great achievement.

The challenge continues. Next target 40kgs (a set of 3 cube moulds with concrete in them!)"

## Submissions wanted...MPA H&S Awards



All operations are encouraged to submit entries for this year's Mineral Products Association Health and Safety Awards in one of the categories listed below to **Peter Luxmore (peter.luxmore@cemex.com) by Thursday March 16th**...only 4 submissions have been received so far from across the business.

- Contractor Safety



- Engineering Initiatives
- Behavioural Safety, Safety Culture & Leadership
- Reducing Occupational Road Risk
- Transport Initiatives
- Occupational Health and Wellbeing
- Worker Involvement
- Bitumen, Asphalt & Contract Surfacing

This is a great opportunity to share good practice across both CEMEX and the wider industry, while gaining external recognition for some of the great ideas and practices implemented by site teams. Further details and copies of the entry forms are available from the Health and Safety Team.

### The 2016 Safety Sword finalists are....



Following presentations by the "Best In Sector" winners of the 2016 UK Health and Safety Awards, the Senior Team have short-listed **Paving Solutions** and **Rugby Cement Plant** as finalists for the coveted CEMEX UK National Health and Safety Award / Safety Sword. The Mineral Products Association Health and Safety Director has been asked to help with the selection of the overall winner.

### Emergency Drills put into action...



On Monday 27<sup>th</sup> February Paul Callaway, Plant Manager, and Allan Pye IHC driver, arrived at North Walsham Plant, cluster 14, ready for the day ahead. Matthew Yaxley, cluster manager, takes up the story. "Around 7:15 they both noticed what seemed like a bad air leak coming from outside the plant boundary. Allan walked outside the plant and noticed that a metal gate post at our neighbour's entrance had been struck and seriously damaged along with a lighting tower in the entrance and this seemed to be where the noise was coming from.

As Allan approached the area it became clear that what was originally thought to be an air leak was in fact a fractured gas main at the neighbour's property caused by the damage. Both Paul and Allan sprung into action, contacted the owner of the Transport Company whose gate had been hit and informed others on the estate of the issue whilst contacting the Gas Board and Emergency Services.

Whilst keeping at a safe distance Paul and Allan restricted entry onto the estate and continued to warn people of the gas leak and kept people safe and away from the area.

Once the Gas Board and Emergency Services arrived, which included 2 fire engines and over 6 Police Cars, they took control of the situation and set up a 300m exclusion zone whilst the leak was repaired.

What a great example of Stepping In and Looking After Themselves and Each Other which ensuring everybody maintained a safe distance and were aware of the situation.



The safety cordon was eventually lifted and the all clear given by the Emergency Services to return back to the plant was given around 11:30am.

All the years of Emergency Drills paid off and I thank both Paul and Allan for Stepping In and ensuring the safety of themselves, each other and that of the general public.

Well Done.”





## BEING THE BEST FOR CUSTOMERS

### Join us for a special live video webcast



**Superior Customer Experience**  
EVERYWHERE, EVERY TIME

**JOIN US FOR A SPECIAL LIVE VIDEO WEBCAST**

Learn how our company is leading the transformation of our industry, and find out why and how we are changing, as well as what it will mean to you.

**Hosts:** Fernando A. González, CEO  
Juan Romero, Leader of our Customer Centricity Global Network

**Date:** Wednesday, March 15, 2017

**Time:** 09:00 Mexico | 11:00 NY | 15:00 London | 16:00 Madrid | 23:00 Manila  
\*Daylight saving time changes apply only for the U.S.

**Duration:** 1 hour (presentation and Q&A)

Please invite your team members and ask any questions you may have during the webcast. The link and more detailed information will be sent the day before this event and will also be accessible via Shift's homepage.

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### Asphalt off the mark with superior customer service



Andy Shield, Asphalt Commercial Manager, met with customer John Williams (Crwbin) Limited at a very wet and windy Sarn Services on the M4 at Bridgend.

During the meeting the customer made reference to the recent asphalt supplies from Lincoln to Tattershall, and went out of his way to ask Andy to convey his thanks to Lincoln asphalt planner Chris Harding, and all those involved at Rugby Planning and Lincoln Asphalt Plant for the quality of the service received at this site.

In particular, the personal involvement of Chris Harding as the customer point of contact in the supply, resulted in the customer stating that his Chris was very helpful and always willing to go the extra mile, nothing was a problem.

The customer was adamant that his feedback was passed on with his personal thanks, especially that whilst a South Wales customer, this was their first inter-face with Rugby and Lincoln, both have made a positive impression.

He further stated we have further visits coming up in March and April and no doubt the same level of service will be required with the support of all involved in continuing the great customer service.



Well done to the teams involved and thanks, superior service does pay off.

## A week of CJE visits for Rugby CSC!



Being an important hub for customer service, order taking and planning for the Aggregates and Asphalt businesses, Rugby CSC is a logical destination and focus for Customer Journey Experience (CJE) visits. The team have hosted 3 in the last 7 days, from Martin Ashfield, Terri Charles, and Phil Guest.

Rob Cunningham, Supply Chain Manager, explains, "if you've hosted a CJE visit at your location you'll know what it's all about, if you haven't then it's likely you might at some point in the future. It's a really useful way of demonstrating how we interface with our customers, our good practices and our challenges. It's good to have an independent and

fresh pair of eyes reinforce what we do well and also suggest improvements.

In summary the feedback from all 3 visitors was very positive. Some of the comments included; 'the telephone manner of all Planners was exemplary', 'can visually track the company trucks with GPS giving good up to date information' and 'good rapport with customers who they knew and with new ones'. Some of the suggestions centred around working more closely with Readymix for forward information, better use of truck KPIs and more use of OF enquiry screens.

Here's a photo of Terri with Garry Hornsby, note that Terri is wearing a training headset, something our visitors did so that they could listen to interaction with customers, weighbridges and drivers.

Thanks to Elizabeth Dixon , Tommy Hall , Mark Brightwell , Gary Hornsby , Stuart Riddell and Michelle Gibson for being great hosts."

## One Cemex grows customers



Gilbert Morgan highlights a great example of where great customer service coupled with a great product grows customers. Cluster 16 recently provided a renowned Tarmac customer with Evolution Foundation (reported a couple of weeks ago in UKNews.) After experiencing our great customer service and quality product we have now delivered to another of their sites and have firm orders for the future.

The customer commented that using these products prevents the need for a machine loading bucket, and the ease of placing this product reduces their labour costs so is great for their budget.

The customer has even recommended us and our product to another builder who has also placed an order with us.

It just goes to show that great customer service and working together as ONE CEMEX to provide great solutions is the way to grow more customers.



## BEING THE BEST FOR SHAREHOLDERS

### Ferriby breaks a kiln (record)



Kiln 2 at South Ferriby Cement plant has had an operational campaign lasting for 28 months. It was first fired up for this campaign on the hour of the first anniversary of the flood on December 5<sup>th</sup> 2014.

Since then apart from a very short intermediate outage for repairs it has operated continuously. Usually at the end of any campaign a kiln is tired and being limped towards its outage but this time apart from losing a small amount of bricks at the back end it has kept producing clinker at its design output!

This is a remarkable performance for a kiln that's produced 120,000 tonnes of clinker more than expected. Well done to the team at South Ferriby for keeping it running smoothly for so long.

### New Rail Wagons Keep us on track



Last week we received and ran the first 16 new 'Bigger Box Wagons' for CEMEX rail journeys.

The new larger wagons offer us a 20% increase on our current wagons and will be soon followed by another 20. This will mean that 50% of our box wagons will be these higher capacity spec.

They are the first step in a commitment by DB Cargo to move to new higher capacity wagons across our whole fleet. This means we can either move more material to crucial rail

depots to provide more precious rocks for our customers, or we can run the same amount on fewer services. Either way it offers a significant CO2 saving and is a great benefit to our Environmental and financial balance sheet.





## BEING THE BEST FOR COMMUNITIES

### Avoncroft Museum Lend a Hand



Lend a hand days really do make a difference. If you and your team have yet to complete one, please get your thinking caps on and try and arrange a day. Jesus received this letter from Avoncroft Museum after a lend a hand team had spent the day there - it says it all...

*Dear Mr Gonzalez,*

*I would like to thank you for the fantastic work your company carried out for Avoncroft Museum as part of your 'Lend a Hand' initiative.*

*Avoncroft is a museum of historic buildings which, as a charity, has very little in the way of resources.*

*Thanks to Cemex 'Lend a Hand', you have helped us incredibly with one of our historic building projects which we are trying to complete with insufficient funding. The team from your Bromsgrove based Readymix centre were absolutely amazing both in terms of project planning and execution.*

*The work put in by Peter Hember, Jim Wainwright, Nigel Marston, Andy Parkes, Gilbert Morgan and Matt Jones was way beyond what we expected; they are a credit to your company.*

*The project was very unusual but your team pulled out all the stops to help us and the result was brilliant.*

*Schemes such as your 'Lend a Hand' mean such a lot to small local charities and we will now certainly be recommending Cemex whenever we can.*

*Once again many thanks Hamish Wood Deputy Director*

### Cannocks natural pigeon controller



Plant Supervisor Lee Cattell at our Cannock Readymix site took this shot of their resident sparrow hawk pigeon controller, discovered after the kill.



## BEING THE BEST FOR EMPLOYEES

### New Technical Graduates join us!



Welcome to our four new Technical Graduates, Andlyn White, Francis Eni, Lewis Reavey and Marek Behnke, who have recently joined the Company. As part of an 18 month programme, they will spend time in the different functional areas of Readymix, as well as in other related business areas and departments. This is a new programme, which is intended to complement our existing Technical Development Programme by further strengthening our growing pool of talent for future Technical Manager roles.

### Goodbye and Adios



Farewell to Sergio Rodriguez who left the company last week as Production Co-ordinator at South Ferriby.

He had been at the plant for 9 years working firstly within the Task force that came to the plant in 2008. Later he stayed taking the position of coordinator within the production department.

We wish him good luck for his future. Sergio is pictured here with his production department colleagues, L to R, Bob Laughton

(Coordinator), Phillip Stockdale (production manager), Sergio (coordinator) and Stuart Robinson (Coordinator).

For a full listing of vacancies, together with information on how to apply, please log on to CEMEX Shift > My Services > Internal Vacancies>New IVCs.

### We would love to hear from you for the next edition

To send us a story: either click on 'submit a story' on the UK News website or email [gb-communicationsandpublicaffairs@cemex.com](mailto: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.

