



Welcome to UK News 22nd March 2017
your weekly update from around CEMEX UK

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BEING THE BEST FOR FAMILIES

Seatbelt Saves Driver's Life



Whilst we suffered No Lost Time Injuries (LTIs) or Recordable Injuries (TRIs) in the week, a Driver working for one of our contract hauliers was involved in an incident that had potential for very serious, if not fatal, injuries.

The Driver's tipper vehicle, which was loaded with asphalt, left the road at high speed with the cab detaching from the chassis as the trailer became embedded in the ground. The Driver walked away from the incident without major injury because he was wearing his seatbelt. The cause of the incident is being investigated and any learning points will be shared,

however, in the meantime Teams are encouraged to display and discuss the poster to remind everyone of the importance of always wearing a seatbelt while travelling in a vehicle.

BBC2 On Bikes....



In case you missed it last time, there is a repeat this Sunday on BBC2 at 6pm of the Inside Factories Series 2 about Bikes. They feature our low cab Econic truck with one of our driver's, Joe, talking about it to highlight the safety of cyclists on the road.

The filming started outside Wembley Stadium. It's one worth watching!

South Ferriby Stands Down For Safety



During Luis Oropeza's monthly visit to site and halfway through South Ferriby's kiln 2 shutdown, the decision was taken to down tools and pick up a broom.



For two hours (longer if required) all contractors and site personnel stopped their work and cleaned up their work areas because a tidy work area is a safe work area. This has been highlighted this year with the number of accidents and incidents caused by slips, trips and falls. The stand down was joined by Luis Oropeza, Henberto Gallardo Fordau and Phillip Baynes-Clarke who were visiting the Plant to look at how the shutdown was progressing.

Luis commented that he enjoyed his two day visit to the site and was happy with how the shutdown was managed, but also pointed out the emphasis and importance of housekeeping to keeping people safe.

So far the shutdown has been progressing well with no first aid treatments or worse having occurred. The stand down proved very successful, this was evident by all of the skips used for waste disposal being filled, but the site is much tidier and with fewer hazards.

Secure Your Site



We are only a couple of weeks away from the school Easter holidays which is a time when we start to see increased evidence of trespass on our operations.

With this in mind, it is a good time for site teams to review risk assessments and control measures related to trespass, ensuring fences and barriers are in good order, signs are displayed warning of danger zones, rescue equipment such as throw lines and life rings are available alongside water hazards, and inspection regimes and emergency procedures are up to date.

In Cab VFL



Matthew Yaxley and Nick Vivian attended the 'In Cab VFL Day' at Ely Asphalt Plant and Depot. Four very good VFLs were undertaken with contract haulier drivers for Geoff Hobbs, who displayed excellent engagement with the business and safety standards/awareness.

On the first VFL of the day the driver spotted a car in the ditch on the A142 which wouldn't have been seen by car drivers, and immediately found somewhere safe to stop and they both went to the aid of the driver. The driver was unhurt but was in the ditch for over four hours awaiting assistance from a friend with a recovery vehicle. An excellent example of Stepping In by the contractor's driver.

Higher Vis High Vis....



Frank Hogg and his Team have just taken delivery of our new work wear for all personnel at Wickwar Quarry and Asphalt, which has additional features and a level of bright phosphorescent visibility in low light and no light conditions.

The traditional High Vis stripes need artificial light to make them show up; our new VisLite stripes are charged by exposure to daylight or artificial light within minutes and can last up to 8 hours.



The photo shows the VisLite stripes working in 'no light' conditions.

Coming Soon – Are You Ready For The Challenge?



Get your walking boots ready and dust off that Pedometer. From Monday 1st May for 4 weeks - **your Pedometer challenge goal is to walk 10,000 steps a day!**



A great way to have fun, increase the amount of activity you do each day, and improve your health.

Details of how to register your Teams will be sent out in the next couple of weeks – so watch this space!

BEING THE BEST FOR CUSTOMERS

Superior Customer Service Every Time



Last week our CEO, Fernando Gonzalez, introduced “**Superior Customer Experience ... Everywhere, Every Time**” our global strategy to achieve the BEST Customer satisfaction of any business-to-business company.

Jesus Gonzalez sent this message out to all UK Employees:

“For us in CEMEX UK this is the continuation of a journey that started back in 2010 with our Customer Focus programme, when we established our 6 Service Standards and our Customer Service Promise. For a number of years we have been asking, via Customer satisfaction surveys, what Customers think of our service and that has helped us take actions to improve. From first enquiries and pricing to orders and deliveries and to managing service issues and complaints more effectively. We have also been working to change processes, simplify our sales systems and train our commercial people, adding value both for our customers and for CEMEX. More recently we launched the new Customer Journey Experience (CJE) programme in which Senior Managers are spending more time with Customers to discover their pain points and make our business easier to deal with.

These initiatives have helped us to serve our internal and external Customers more effectively. However, there is much more we need to change in our business to enable us to meet the challenge outlined above. To achieve Superior Customer Experience we will be embarking on the biggest transformation in our industry.

On **Wednesday 29th March** at 10am and repeated at 2pm, there will be a special dial-in **DOWN THE LINE** to give you more details about this Superior Customer Experience transformation and to enable everyone to ask questions. Joining instructions will follow shortly. I will also keep you updated with news both on my Shift Blog as well as UKNews.

I'm very excited about the opportunity that this transformation provides for us to become the Company with the BEST Customer satisfaction. I'm sure you will agree that's a very challenging and ambitious goal and one worth pursuing.



Thank you for everything you do to make our Company a success! I look forward to hearing from many of you on the DOWN THE LINE broadcast.”

If you missed the webcast then it is now available on Shift at the Global Homepage:
<http://myshift.cemex.com/wps/myportal/cemex/home/>

The actual link for the video (on click through from Shift) is here:
<http://edge.media-server.com/m/p/nv9phzqx>

To watch this employees will need to be on the CX system or on VPN. It is just over one hour in length.

Market Leading Whiteness...



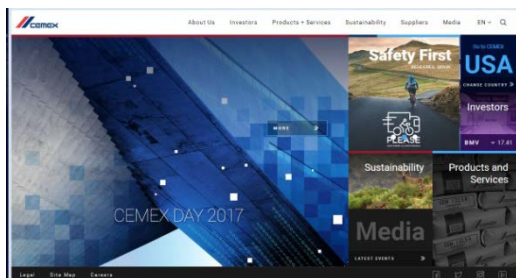
Whiter than white was once only territory for washing powders but our screeds and mortars team have developed and launched a new Dove Holes White mortar recently, and it is proving very popular with Architects.

Historically white mortar has been very hard to produce with such small fluctuations in raw material quality affecting the colour of the product.

We are lucky in that our materials from Dove Holes are perfect for producing stable colours for the mortar. It is a blend of white cement and factory produced fines which are specially selected for their inherent stability of colour.

A flagship project which used this mortar has been the Festival House, Blackpool. To find out more go to: www.cemex.co.uk/mortar

New Look CEMEX.com



www.cemex.com has had a facelift to make it easier to view and use.

Take a look!

Collaboration In Action – One Team CEMEX



Liz Dixon and Dani Cullinane, the new Customer Service Team Leader for the South East Aggregate Planning area, visited Fulham Shipping office.

Liz explains: “Initially this was with a view to looking at the phone software system they run alongside our existing phone system. This



system has shown great benefits into the Fulham office and the customer experience as whole.

It is certainly something we could benefit from using in the Aggregate and Asphalt Planning offices. It would give us the opportunity to customise how our calls are answered and give us a wider window for listening to calls further down the line when there is an issue.

Having looked at this we then moved on to seeing how the shippers planned and if there were any best practices we could share. Having seen RMS, there are certainly some aspects of the system that, if transferable, could be better used to enable us to see customer deliveries more easily.

It was also a great opportunity to introduce Dani into the area that she will be looking after, especially with the fast moving London Ready Mix market. She got a better understanding of the material requirements into London and why in particular there was such a need for limestone in this market.

All in all it was a worthwhile and enjoyable visit and thanks to the Team in Fulham who made us feel incredibly welcome. Thank you to Nigel Bateman, Jason Ellis, Andrew Chennells, Kevin D'Souza, Dennis Hennessy and Danielle Cullinane."

BEING THE BEST FOR SHAREHOLDERS

UK Management Team Meet



43 members of the UK Management Team attended a highly interactive Executive Meeting this month. This was a chance to reflect and celebrate the huge success of hitting our CVA+ target for the UK business in 2016, and Jesus said a clear THANK YOU to everyone in CEMEX UK. Quoting Nelson Mandela, he said how "It always seems impossible until it's done!!

Looking ahead, the focus of the event was to identify the best ways to safely achieve our targets from 2017 to 2020. In the morning following an update from Jesus on CEMEX global performance and priorities, delegates worked in groups to identify the key challenges and opportunities for our five stakeholder groups. In the afternoon the theme switched to how we can achieve more value from initiatives including segmentation, global networks, digital transformation and the new growth optimisation model.

CEMEX Launches CEMEX Ventures



CEMEX announced the launch of CEMEX Ventures, the company's open innovation and venture capital unit. Designed to lead the evolution of the construction industry, CEMEX Ventures will leverage CEMEX's knowledge of the business with new, leading-edge technologies and platforms.

CEMEX Ventures will develop opportunities in key focus areas outside of CEMEX's core business, such as urban development, connectivity



improvements within the construction value chain, new construction trends and technologies, and the creation and development of new project finance resources. What sets CEMEX Ventures apart is its flexible approach to the attraction and generation of innovative ideas that enables the incorporation of initiatives and projects at any stage of their maturity.

Read the complete press release:

<http://www.cemex.com/MediaCenter/PressReleases/PressRelease20170314.aspx>

MPA Conference – Adapting To Change



The MPA are holding their conference on 7th June at the QE11 Conference Centre and it will be all about Adapting to Change and facing the challenges.



The event will explore a range of topical issues around the theme of 'Adapting to Change'. Keynote speakers and panel debates will address the challenges posed by Brexit from UK, European and global perspectives. There will also be a panel debate on the Industrial Strategy and its potential implications for the industry.

Presenting and acting as facilitators for the day will be BBC Business Editor, Simon Jack and BBC Radio 4 Today programme presenter, Justin Webb.

Speakers currently include Sir Simon Fraser (Managing Partner, Flint Global and former Head of the UK Foreign Office and Diplomatic Service); Vicky Pryce (CEBR); Professor Vernon Bogdanor CBE of Kings College London and Oxford University; Professor David Bailey (Professor of Industrial Strategy, Aston University); Daniel Mahoney (Deputy Director and Head of Economic Research, Centre for Policy Studies); and Simon Kirby (NIESR) (tbc).

The price is £150 + VAT per ticket with an early bird discount of £135 + VAT if booked by 13 April. Exhibition stands are priced at £250 + VAT. Delegates will be entitled to claim CPD hours.

Please contact Mary Burling to book your place/sponsor on tel: 07855 958 434; or email mary.burling@mineralproducts.org

BEING THE BEST FOR COMMUNITIES

Middleton Quarry Lend-A-Hand



Members of Middleton Quarry, supported by a couple of staff from Divet Hill (and one escapee from Bletchley Coating Plant – James Burrell), enjoyed the first Lend-A-Hand day in the NE in 2017 supporting the North Pennines AONB Partnership reinstating the worn section of footpath between Low Force and High Force Waterfalls.



In total ten members of staff filled potholes and boggy areas of the footpath with approx 3T of 10mm-dust aggregate by hand. Access is not good as the footpath runs parallel to the river on the opposite side to the main road. The aggregate had to be bagged and either carried or wheel barrowed to the point of use (the furthest point was estimated to be 1500m from the closest access point by our company pick-ups) so not a small task. To put it in context, the last time a similar task was attempted helicopters were used.

Kevin Cage commented: "It certainly kept us all fit (for the day at least) and luckily the weather was kind. Many thanks to Maurice Burrell for arranging the day and to all those taking part. We received multiple thank yous on the day from members of the public using the route which I think made the guys realise it was a worthy task. The picture was taken from the local Teesdale Mercury paper."

Paving Solutions Lend-A-Hand



Last week the Paving Solutions Team from Sheffield headed to the local nature reserve (Shirebrook Valley) on the outskirts of Sheffield to Lend-A-Hand for the day.

Their efforts involved lots and lots of scrub clearance and thankfully the weather was exceptionally kind. The Park Ranger, Tom Broadhead, was very impressed with the work ethic so big thanks to all the Team for your efforts.

BEING THE BEST FOR EMPLOYEES

The Winners Of The February Thanks For Your Effort Award Are...



Gareth Carr and Karl Woolf from Readymix Cluster 20.

This month's winners and nominees again demonstrate what a fantastic Team CEMEX UK is and that we work with some really exceptional people. Thank you to everyone nominated for this month's award.

Great commitment was shown to the company by Karl and Gareth during a large pour for a key customer. Gareth batched 427m³ of concrete in a day, starting at 4am and leaving the Plant at 6.20pm. This was a tremendous effort for what was a very important 630m³ pour for the Cardiff Plant as part of a large contract with 4D structures from London. Gareth kept going all day long and communicated well with site as well as fellow colleagues in order to ensure that stocks were full, and there were no interruptions to the job. This was the most concrete batched by the Plant in a single day.

At the end of the pour the customer had under-measured the site and needed an extra 2m³ of concrete to finish the pour. The Plant had been closed and a Batcher was needed to batch the last 2m³ of



concrete. Without any hesitation Karl went out of his way to go back to the Plant and finish the job. If he had not it could have left CEMEX in a very difficult position with the customer on a very important job. Karl had also been working since 4am and arrived at the Plant to finish the job at 6.45pm.

Thanks For Your Efforts Too...



Also nominated for this month's employee award and deserving of thanks were:

Danielle Allen, Emma Housley, Jessie Ryan, Maureen Govan, Margot Orme, Beverley Sale and Barinder Sandhu all from Internal Sales for Aggs and Asphalt. The Team worked during the Christmas break to ensure that the price increase for aggs and asphalt ran smoothly from day one. In the past we have lost out on a few days of increase whilst the business updates their rates. This year it ran smoothly and we managed to recover about £25,000 which would otherwise have been lost.

Frank Kehoe, Plant Manager, Local Asphalt Liverpool. Demonstrated great Customer Service for the Asphalt business by reacting quickly to a break down at Halkyn Coating Plant late on in the day for a job in Ellesmere Port. Alan O'Connor and Frank Kehoe kept Liverpool Plant running to mix the last load of 20mm after hours so the customer could finish the job. After loading the 20t Frank noticed one of the roller bearings had collapsed on the dryer. With Halkyn now closed Frank knew that Liverpool need to be running the next day, called the fitter out and stayed until 8pm whilst the dryer was fixed and the Plant back up running for the next day.

Abbie Smith, Andrew Carrick, Danielle Allen, Wendy Williams and Gillian Williams, Aggs and Asphalt - Planning, Sales and HR. Asphalt Internal Sales Representative, Helen Kinsella, fell ill while working at our Preston Brook Office. First Aiders, Abbie Smith and Andrew Carrick, along with Gillian Williams, Danielle Allen and Wendy Williams, came to Helen's aid. Planning Team members, Abbie and Andrew, had recently completed a St John Ambulance First Aid course and were able to put their training into practice while waiting for the ambulance to arrive. Helen was taken to hospital and was thankfully discharged later that day and recovered at home for the remainder of the week.

Weighbridge and Operation staff at Wickwar and Asphalt Planning Team at Rugby. Thank you to the Teams for displaying great customer service recently with a returned customer, Coatstone Surfacing. CEMEX had just completed our first Asphalt order for a few years with Coatstone. Jason, Coatstone's MD stated: "It all went smoothly with good communication and it was easy and pleasant to phone our orders into your Planning Team at Rugby."

We also need to say a big thank you to Frank Hogg and his Team for repairing the Plant when we had our down time recently which could have affected this customer. On the strength of this great result we have secured a second ongoing housing site with this customer after a number of years of them not trading with us.

David Sowden, Readymix, Lead Planner Cluster 7. David also showed fantastic customer service when a customer based in Sheffield placed an order for 90m3 of concrete to be delivered on Tuesday 28 February. On the Wednesday the customer rang the Central Shipping Office to cancel the order on the basis they were unable to source a pump for the job. They mentioned during the call they would be placing the order with a local independent. Dave, on receipt of the call, asked the customer could they give him 10 minutes why he tried to source an external pump. The customer agreed and Dave rang a



local contact to book a pump for the customer. The order was retained and CEMEX Sheffield supplied the full order as planned on Tuesday 28 February.

40 Years For Mark Bowthorpe!



Congratulations to Mark Bowthorpe for reaching a whopping 40 years service with us. Mark joined RMC at 17 and worked as a Laboratory Technician and moved onto Field Technician before becoming a company driver, starting on a concrete mixer. He now drives a tipper for Area 8 out of our Costessey depot in Norwich. He met his wife who was working for RMC at head office in Norwich.

Mark will be spending his money on a new television and surround sound system.

All-Aboard With Lex And ONE TEAM CEMEX !!



With Lex Russell's recent change of role to be VP for Readymix, Mortars, Asphalt and Paving Solutions, he wanted to introduce himself to anyone who doesn't know him in those businesses and explain a bit more about him and his priorities and vision. So he developed an information sheet to encourage all his Teams to contact him at any time and to explain his priorities in our five CEMEX UK stakeholder groups.

He also used a picture of a train to show how he wants to create a Team of engaged, passionate employees who will work together as ONE TEAM CEMEX with colleagues in aggregates and cement, to create sustainable profitability.

If you would like to download a poster for sharing with your Teams - please go to the download section of UK News.



Internal Vacancies

IVC Ref	Position	Company	Location	Closing date
077-03-2017	Business Planning Manager ***Maternity Cover Timing to be confirmed***	Strategic Planning	Rugby Office	30/03/2017
078-03-2017	Internal Sales Representative ***7 months Maternity Cover***	Asphalt Northern	Preston Brook	31/03/2017
079-03-2017	Senior Area Geologist	National Reserves Department	Rugby Office	31/03/2017
080-03-2017	Multi Skilled Operative – Finished Products Backshift	Aggregates Northern	Dove Holes Quarry	27/03/2017
081-03-2017	Plant Supervisor	Readymix Northern	Sheffield Concrete Plant	27/03/2017

For further details on other roles and a full listing of other 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 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.



WHAT ARE MY PRIORITIES?

#1 YOUR HEALTH & SAFETY – this comes before everything. We must all go home safe and healthy at the end of the working day.

#2 OUR CUSTOMERS – a superior customer experience is our objective and this needs all of our support.

#3 OUR EMPLOYEES – an engaged team is a high-performing team, so please help us turn your “Voices into Actions”.

#4 OUR COMMUNITIES – we should be seen as a good neighbour that looks after the environment that we work in and gives back to the local communities.

#5 OUR SHAREHOLDERS – we must be a sustainable and profitable business that attracts investment to grow.



WHAT'S THE TRAIN ALL ABOUT?

This is my vision – a passionate engaged team creating happy customers and sustainable profitability together with our colleagues in cement and aggregates as **ONE CEMEX**.

