



Welcome to UK News 26th April 2017
your weekly update from around CEMEX UK

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BEING THE BEST FOR FAMILIES

Look After Your Hands



Last week one of our employees suffered an injury to his hand. The employee, who has worked for us for nearly 45 years, suffered a severe cut to the end of one finger which required medical treatment in hospital, when it was trapped between a v-belt and roller while manually turning a fan.

Hand injuries have historically been an issue for us, accounting for over a third of our most serious incidents last year (9 out of 25 TRIs). This is the first such incident this year; it is important that we all take time to

STOP & THINK about the potential for hand injuries before starting any new task, ensuring necessary precautions are in place and completing a Worksafe assessment where required.

As mentioned previously, we have recently circulated training materials to highlight the importance of stopping and thinking and the dangers of being “in the line of fire”, which feature a contractor talking about a hand injury he suffered last year while working for us. In accordance with our Health and Safety Improvement Plan, these materials, which are available via the following link, should be rolled out to employees and regular contractors by the end of July:

<https://1drv.ms/f/s!AI2hYrMQQSswga1o8IBM4328YQmQbw>

On completion of the investigation into this latest incident, a Safety Alert will be circulated to share any relevant learning points.

Stop. Make A Change – Take Time To Talk Mental Health



Did you know that in CEMEX UK 15% of all our sickness absence is because of some form of stress? That equals nearly 4,000 days when a colleague didn't feel fit enough to come to work! Across the industry as a whole 400,000 days are being lost annually due to work related stress, which is why last week's industry wide 'stop make the change' stand



down was so important. For CEMEX the day focused on mental health and fatigue. CEMEX want to help employees by recognising the early symptoms so that we can help individuals. There is a measure your stress levels course available on Shift:

http://shift.cemex.com/wikis/home?lang=en-us#!/wiki/W161e9baa1ac8_4a9b_82ad_a38654a992ab/page/Stress%20Course%20Online

Charlie Schouten, a Journalist from Construction News, went to Dove Holes Quarry to report on the industry wide event and the report makes great reading. Have a look and talk about it with friends and colleagues. Follow this link: <https://www.constructionnews.co.uk/analysis/expert-opinion/stop-to-talk-workers-making-a-change/10019169.article>

or read the article below:



STOP AND TALK: WORKERS MAKING A CHANGE

"Imagine your head is a bucket," says Hayden Gill, Production Manager at CEMEX's Dove Holes Quarry in Derbyshire.

"Think of the things that can add to your stress levels," he continues, before opening it up to the floor. "How would you deal with that stress?"

"Go to the pub," is the first response from one of the assembled CEMEX staff, and a laugh ripples around the room.

And perhaps that's the best way to start talking about mental health – in a more light-hearted, open way, because the statistics make, for some, rather grim reading.

The training taking place at Dove Holes is part of CECA's Stop. Make a Change national safety stand-down, where the industry has been addressing mental health, plant safety, respiratory health and fatigue issues.

The day's session focuses on mental health and fatigue – both issues of vital importance to CEMEX, as the statistics show. "Around 15 per cent of CEMEX sickness and absence is due to a form of stress," Mr Gill says. "That's nearly 4,000 days when an employee didn't feel fit enough to come to work."

Opening up

In the construction industry as a whole, 400,000 days are being lost annually to work-related stress, anxiety and depression. Across the country, one in four people will suffer from some form of mental health issue in any given year.

What's more, 75 per cent of people with a diagnosable mental illness receive no treatment at all – making this training all the more important.

As the session goes on the staff become more open about issues they had experienced in the workplace, particularly around fatigue, with operators on and off the site driving heavy machinery and trucks every day.



"In the construction industry, 400,000 days are being lost to work-related stress, anxiety and depression".

The discussion turns to a former CEMEX member of staff involved in a vehicle accident caused by fatigue, while a member of staff relates that his brother-in-law had suffered from sleep apnoea and had been in a serious accident as a result.

Making people talk

Personal stories like this, which only emerged after taking the time to talk about mental health and fatigue issues, are what really bring the importance of Stop. Make a Change to the fore.

"If those stats were safety stats the industry would have been all over it," Mr Gill says. "But that's why this is important – if you break your leg, you go to the doctor, or if you hurt your teeth you go to the dentist, but people don't have the same reaction around mental health."

But perhaps one of the most important aspects, in an industry still prone to a macho culture, is making people talk. "Keep an eye out for your mates," Mr Gill says. "Don't just go down the pub and get leathered. Talk."

And taking the time to talk about health in the workplace is what Stop. Make a Change has been all about.

That change won't happen overnight, but planting the seed and getting people talking are the first steps towards better mental health and wellbeing."

Friends And Family Welcome To Walk Too!



The Pedometer Challenge starts on Monday next week. So far 50 Teams with 420 people have registered. Bearing in mind many people are just returning from holidays, we have extended the deadline for Teams to register until Friday. Registration simply involves a Team deciding on a name and their Captain **completing the attached form and sending it to Julie Welch (julie.welch@cemex.com).**



Following a suggestion by Ian Fincham in Readymix Central, it has also been agreed to open the Challenge up to include family members and contractors. It would be great if we could top the 825 people who took part last year, so let's all encourage colleagues and family members to participate and focus on our health and wellbeing throughout May.

CEMEX Shortlisted For 6 Motor Transport Awards!!



MOTOR TRANSPORT
AWARDS 2017
5 July 2017

CEMEX has been shortlisted for no less than six motor transport awards across various categories. So whilst this is listed under best for families it could just as easily come under customers, employees, communities or shareholders!! The categories we have been nominated for are: safety in operation, apprenticeship of the year, technical excellence, training, operational and compliance excellence, and partnership.



Congratulations and good luck to everyone involved in the work and putting together the submissions for the awards which will be announced at the ceremony on 5th July. We will let you know how we get on!!

BEING THE BEST FOR CUSTOMERS

UK Superior Customer Experience Summit Held



The first CEMEX UK 'Superior Customer Experience' Summit was held last week in Rugby attended by 35 customer service leaders.

Jesus opened the Summit explaining how our future plans build on our existing initiatives of Customer Focus, our Service Standards, Customer Service Promise, 'Remember to Call Bob' and the many other ways we strive to be the best for customers.

Placing the customer at the centre of everything we do is one of our CEMEX priorities, and 2017 sees a global focus on 'Superior Customer Experience'. This brings new performance measures, a programme of Customer Leadership visits and the exciting development of new 'Digital' Applications for Customers.

During the day delegates heard more about our latest internal and external customer surveys, the way we are now measuring Customer Experience, the next stages of our commercial training and development, and how we will ensure everyone is kept informed of latest news.

Interactive working sessions enabled smaller groups to consider important questions.

Watch this space for updates about our continuing journey to deliver a 'Superior Customer Experience' every time, everywhere!

CEMEX Derby A Preferred Supplier...



The Team at Derby Readymix has recently shown Superior Customer Service which has resulted in them being put as the preferred supplier of Readymix Concrete to Browns Builders Merchants. Browns are based in Derby and are the largest independent merchant in South Derbyshire and East Staffordshire. The merchant has several large contractors who only buy through them and in recent years their large collect trade and instant decision work tended to go to Breedons or Aggregate Industries.

David Kent, Sales Representative, commented: Following a visit I made to Browns promoting the excellent level of service they would receive from our local Plant at Derby, they began using us on a trial basis. Every time they rang the Plant Manager, Calvin Sadler, they found him to be most helpful and he was always happy to advise what we could achieve rather than taking on the work and then letting them down. He also ensured whenever the collect trade came on to our facility that we dealt with them in a safe and professional manner. As a result of Calvin's actions, Browns entrusted us to service an order of 250m³ for their largest contractor, who works solely at the large Rolls Royce



Factories in Derby and Nottingham. Following this we have received some kind words from Donna Bosworth at Browns”.

Good Afternoon David,

I would like to thank you for the exceptional service received by yourselves. When you came in to see us we hadn't really been dealing with you a great deal. I decided to give you a chance to quote on this job and your prompt response and prices were very good.

The Batchers at Derby were excellent and my customer took the time to ring and thank us.

These jobs come up periodically and I will certainly be in touch next time.

Going forward, I have arranged for my customers to collect from your Derby branch as the first option and I will also give you a try on any other jobs that we are asked to price.

Regards, Donna Bosworth

BEING THE BEST FOR SHAREHOLDERS

Down The Line Q1 May 4th 9.30am



Please save the date of Thursday May 4th at 9.30am to dial in to the next Down the Line for a UK wide business update. Find out from the Top Team how we are all doing against targets for this year so far and the key areas of focus for the next three quarters.

Dial in details will be emailed out before the event. Please make every effort to ensure that you or a member of your Team is on the call so that they can ask any questions and share messages with colleagues. The call will last an hour.

A recording of the presentation and questions will be available for download for 30 days after the event.

Bigger Boxes Railing In...



We have recently seen our rail provider, DB Cargo deploy new higher capacity box wagons on our services. The benefits are more tonnage in the same length train and will pay dividends supplying our busy depots. We have started to see the effect of this in our March numbers.

Rob Cunningham, Supply Chain Manager commented: “We moved a record tonnage by Rail smashing our previous best month. Dove Holes performed brilliantly and our tonnage at Cardiff improved. I’m particularly proud of the growth in the Welsh element, now making up 5% of what we move with hopefully more

to come - a small but important piece of the jigsaw.



Nicholas Watson, Elizabeth Dixon and I recently visited the Barking depot (which is supplied from Dove Holes and is our busiest box-wagon flow) to see the new boxes being unloaded, they certainly look the part!"

CEMEX's First-Quarter 2017 Results Live Audio Webcast



You are invited to learn about our global results as they are presented to and discussed with our key financial stakeholders.

Date: Thursday April 27th 2017

Time: 3.00pm

Hosts: Fernando A. González, Chief Executive Officer,
Maher Al-Haffar, EVP of Investor Relations, Communications,
and Public Affairs

Please click on the link below 5-10 minutes prior to the scheduled time of the webcast:

<http://cmx.to/2o9teBx>

- We encourage you to invite your Team members to join you for the live webcast.
- To ensure easy viewing, disable pop up blockers in your navigator.
- If you experience buffering or other connectivity issues, press F5 on your keyboard to refresh the webcast player.
- A replay of the webcast will be available following the live event through the same link highlighted above.

The replay will also be accessible through the Home section of [Shift](#).

Joint Pilot In Halkyn



Recently the Aggregates Ops and Commercial Teams carried out a three day workshop in Halkyn Quarry to review their business using a system devised by the Global Aggregate Networks. The visit covered FVR - which is Full Value Recovery (a way to estimate how much value you can potentially get in a Quarry). They also covered Operational Excellence - reviewing how efficient they are, whether they can produce more or a different mix of products and many other aspects of production.

Rob Doody gives a summary: "All of that is the technical side - but what stood out as always is the commitment from our people and the willingness to improve and take the business forward. It was a great team effort. We have a good set of actions and I'm sure we will continue to improve an already very successful Quarry. Thanks all for your passion and commitment to improve. By the way the picture is in Wales, I promise. Don't let the tropical tree fool you!"



BEING THE BEST FOR COMMUNITIES

Washwood Heath Lend A Lot Of Hands



CEMEX Rail Solutions Washwood Heath took part in a three day Lend-A-Hand at Brownsmead Primary School in Shard End, Birmingham.

Terry Gillooly, Plant Manager, reports: "Over three days 22 employees took part and we painted the assembly hall and put a park area in place for the school mini bus. Taking on the

assembly hall was a massive challenge and the school had asked if we could change the colour scheme which left no room for error, but the guys did a fantastic job and the parking area will make walking through the school yard much safer."



BEING THE BEST FOR EMPLOYEES

Thanks For Your Effort March Winner Is Debbie Martin



The nomination was initially received by a member of the public; you may also recall seeing the article in UKNews.

Debbie bravely 'Stepped In' to help a member of the public when their car caught fire, competently dealing with the surrounding traffic, the emergency services and supporting the family - clearly demonstrating that behaving safely is a way of thinking both in and out of work.

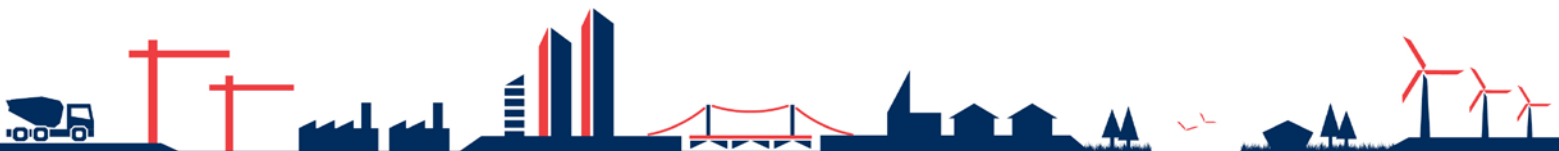
Thanks For Your Effort Heroes This Month.....



Several colleagues went over and above their normal work requirements last month and were nominated for a 'thanks for your effort' award. Thank you to them all for their amazing contributions. They were:

Martin Pearce, Plant Supervisor, Totton RMX Plant. For his tireless positive attitude! Martin has batched and organised the transport for a record volume of screed from our Totton Plant in February 2017 (even though it is a short month!) This involves VERY early mornings, six days a week, and all with a tireless positive attitude towards our internal staff and our customers.

Paul Cooke, Martin Fellows and Eric Nicholls, Readymix Supply Chain: Led by Paul Cooke. A small Team came together from across Readymix with the purpose of implementing the global initiative Order Management Certificate training. The completed materials are now being rolled out across



This isn't the first time by any means that Steve has gone above and beyond and is another example of the great commitment the staff have here at Stourton. 'Enthusiasm, Attitude and Pride'. Thanks, Steve."

Jason's Mobile Asphalt Plant.....



Phil Guest, Supply Chain Manager, commented: "We were recently very grateful to Jason Barker for coming to Preston Brook to train some of our newer starters in the Planning Office over the workings of an Asphalt Plant. Jason's session definitely brought a unique hands-on approach to training. He used plastic cups to represent the bins on the Plants so that attendees soon become very acquainted with the cost and inconvenience of having to 'empty out' the bins when different products are scheduled in the wrong order."

Pictured in action are trainees Amanda Young and Lucy Enright. Everyone is now more aware of the implications for the production process of scheduling the orders in the right order and can communicate this to our customers better.

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.





PREVENT STRESS

Be aware of stress. Know its causes, symptoms and signs and recognise if you suffer from it. Know how to manage your stress levels, learning and practising relaxation and meditation techniques. Seek advice early if needed. Care for those around you.







PEDOMETER CHALLENGE



TEAM REGISTRATION FORM

TEAM NAME

Team Captain

Team Member 2

Team Member 3

Team Member 4

Team Member 5

Team Member 6

Team Member 7

Team Member 8

Team Member 9

Team Member 10

Team Member 11

Team Member 12

Team Member 13

Team Member 14

Team Member 15

Team Member 16

Team Member 17

Team Member 18

Use additional sheet(s) if more than 18 team members

Team results will be based on average steps per member

Team Captain Contact Details

email

Telephone

Registration form must be sent by email to

julie.welch@cemex.com

Closing date for registration is Friday 28th April 2017