



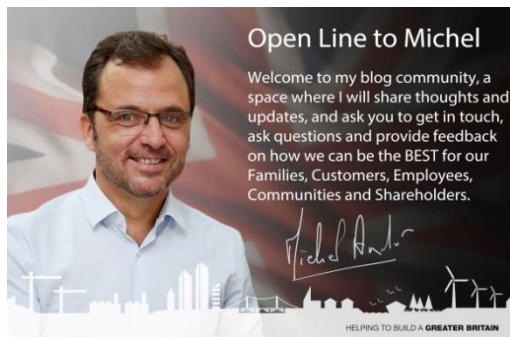
Welcome to UK News 9<sup>th</sup> August 2017  
your weekly update from around CEMEX UK

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## BEST FOR FAMILIES

### Weekly Health And Safety Message From Michel



Congratulations to everyone for a LTI and TRI free week. This is our 8th consecutive week being TRI free for employees, showing that we can achieve this level of performance on a consistent basis - we must aim at replicating it every day on every site. As previously commented, this requires above all a risk-free attitude, meaning: being 100% alert, never authorise anyone to relax on safety, step-in, always plan-do-check-act and apply scrupulously all policies and procedures. The collision of an employee's car with a cyclist, although due to the cyclist's wrongdoing, recalls us of our pedestrians and cyclists

campaigns that I recommend everyone takes an additional look at to make sure all elements are properly assimilated and observed.

I would also like to take the opportunity of this mail to congratulate personally the Aggregates' teams out of South East Area who have now achieved 2 years TRI free, in addition to reaching 9 years LTI free back in February. Well done and congratulations!! Please stay alert especially in the more risky holiday season. Take care. Michel

### Daily Health And Safety Reminders On Rugby Lifts



Simple large graphics have been used to great effect at Rugby on the lifts to reinforce messages about Stepping In and going home safely to our families every day - see the pictures here.

As employees wait for the arrival of the lifts there are clear images of children in safety PPE reminding us all to come home safely, and on the mirrors inside the lifts are large STEP IN decals to reinforce the need for everyone to do just that if ever we see an unsafe act.



One of our employees tweeted: "My safety being thought of as soon as I arrive at Rugby office."

## Cement Logistics Reaches 100% FORS Target



Cement Logistics is the first Logistics function to hit the target of **100% FORS** (Freight Operators Recognition Scheme) in July - a superb achievement - with all Hauliers used being FORS Accredited (95%) or Registered (5%). The stretch target was set for July 2017, ahead of the end of 2017 target, and was reached by strong collaboration with hauliers, Sean Page visiting and sharing his FORS Accredited Auditor status knowledge, completing full gap analysis, and enabling hauliers to fully prepare for their formal qualification audit.

Many hauliers took a lot of convincing that FORS was the best for both their own, and CEMEX businesses and Sean committed a large amount of his time to answering questions/concerns, by being visible to the Hauliers, the majority of whom he had not met before in his relatively new role.

## BEST FOR CUSTOMERS

### More Aggregates Moving On Another New Rail Service To Brandon, Cambridgeshire



Nick Watson reports that we ran the first trial train to a new site at Brandon in Cambridgeshire. This is a customer site but we will have access to the material to supply major works in the area over the next two years. The freight sidings are being brought back into active use having lain dormant for some time and is part of a wider UK Strategy by Network Rail to increase freight traffic.

In a recent survey almost two thirds (61%) of people wanted to see more freight transported by rail. It is also another key factor in our strategy to grow the Aggregates Business and in particular the rail part of our Supply Chain. Watch this space for more new sites to come as we develop this method of transportation that delivers for communities, shareholders and customers.



Chris Leese congratulated the team on this great new "pop-up" railhead, and Mark Grimshaw-Smith thanked Graham Laight and everyone involved for the determined team effort.

### First Porofoam Contract For Berkswell Goes Well

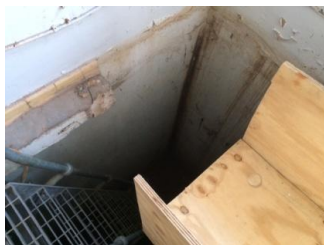


Matt Doran reported that Berkswell Readymix Plant successfully produced its first ever POROFOAM 950 for Costain Ltd, working at Claverdon Sewage Treatment Works in Warwickshire. The customer was looking for a non-structural mix to fill an underground chamber.

After much discussion between all parts of the business, we suggested our 950



mix with good margin. Matt accompanied our IHC on the first load and the site staff were initially apprehensive about using the mix, having previously used our VOIDFILL product for a similar application. However, the engineer on site was very pleased with the product and its characteristics.



Thanks to everyone involved including Area Technical Manager, Gilbert Morgan, for co-ordinating the project with all arms of the business; John Shrimpton and Mike Higgins for specialist technical assistance and guidance on mix design prior to and during the pour; Gordon Mcdade for preparing the plant and ordering of the specialist raw materials; Damian Keogh for batching and managing the pour; David Wetherill and Kevin Davis for foaming duties and on-site technical assistance, and finally David Taylor for dealing with the enquiry commercially while Matt was on holiday. Same

again tomorrow! The photos show the before, during and after.

## Another Happy Customer Loves Our Supaflo Product And Service



Mike Higgins reports that Ace Concrete Solutions from Thornaby were delighted recently with our Supaflo product and service, as uploaded to Facebook:

*"Malton was the place of work for the second of our two jobs today! We used for the first time CEMEX #Supaflo and I was very impressed with*

*firstly, the service but especially the product!! I strongly recommend giving this screed a go."*



Congratulations to our super-efficient teams supplying this happy customer.

## Asphalt Teamwork Gets The Holiday Traffic Moving For Eurovia



Our Asphalt business showed last week how it can react at short notice to customers' needs in an emergency. On Friday 4<sup>th</sup> August the Rugby Planning Team was contacted by Brett Coupland, Operations Manager, Eurovia National Surfacing, of a developing situation on the M5 Motorway near Weston-Super-Mare where an incident involving two lorries had closed two lanes of the northbound carriageway. Brett and his surfacing crew had to get the road re-opened as soon as possible as it was peak holiday season.

Great teamwork between Rugby Planning, Wickwar Asphalt Plant and the Logistics Team focused on making materials available later that day. A "small repair" soon became 270 tonnes of branded Viatex to re-surface the motorway, so Wickwar started mixing the asphalt and the Planning Team looked for hauliers in the area to get the material to site. All this was successfully achieved and despite huge traffic volumes the material was dispatched, laid and the motorway was fully re-opened early on Saturday morning.





Just as the business was reviewing this reactive and successful conclusion, Eurovia called again, this time on the same motorway but in the Bristol area. 60t of Viatex material was required on Saturday evening. Rugby again took control and worked with Asphalt Operations at Wickwar and Logistics to ensure the emergency repair was made and motorway fully operational on Sunday. On Monday 7<sup>th</sup> August Brett Coupland contacted us to thank everyone for their commitment and response to the two unplanned events. As a result Eurovia have opened up dialogue to create a formal arrangement on both proactive and reactive supplies in to their recently awarded contract. The above situations are an excellent demonstration of the environment asphalt operates in at times and how we have to react and work with one of our key customers.

**And our asphalt drivers go the extra miles!** The asphalt drivers at Wickwar (who had already completed their day's work) were asked to take material to the M5 repair, and set off without hesitation despite knowing that this would be 'a late one'. However, due to a decision on site to re-open the motorway to ease traffic backlog, they were left stranded and unprepared on the side of the motorway. After a walk of a couple of miles to the nearest restaurant the team returned to their trucks to wait, having to endure abusive comments of some irate motorists telling them to "get on with it", not realising why they 'appeared' to be not working.... After several hours the work restarted and the motorway finally re-opened.

Well done team and a very special recognition must go to lead driver, Mark Thompson, and drivers, Kevin Hicks, Mark Lovell and Tony Belsten, who, by the time they returned to the Quarry on completion, had all put in a whopping 25½ hour shift each. We are familiar with the strap line "CEMEX, Being the Best for Employees".... and in this case it was "Employees Being the Best for CEMEX". Well done to all involved.

### Mat Saunders Leads The Way With CPD For Specifiers



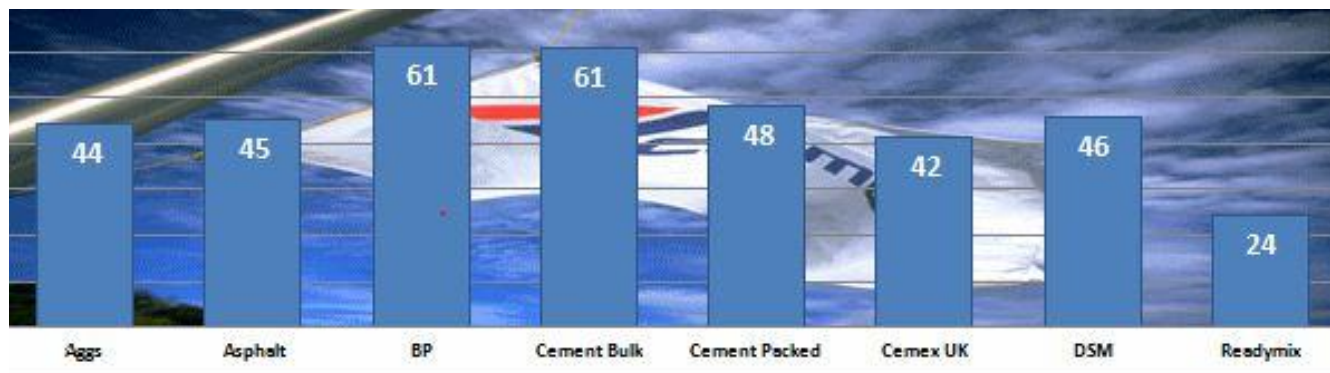
National Product Support and CPD Coordinator, Mat Saunders, updated us recently on Continuing Professional Development (CPD).

Mat explains here: "As part of our ongoing global effort to target the architectural, engineering and specification end of the market and in partnership with our colleagues at the Royal Institute of British Architects, we are seeking to develop and maintain a comprehensive CPD programme. CPD delivery represents an excellent opportunity for manufacturers, like ourselves, to put our products and solutions in front of the people who specify for major projects, and furthermore develop a structured approach to ensuring CEMEX materials are included in specifications first time, every time. Of course, CPD delivery has to represent a symbiosis to CEMEX, delivering effective and insightful information to our target markets while remaining an efficient use of time and resource for the deliverer. We are expecting full support from our manufacturing partners, (Propex and Fosroc, for example) in delivering seminars on our products, but what is also crucial is buy-in from an internal perspective to ensure this programme gets off the ground and expands into the integral part of our business it is viewed as globally.

As part of this ongoing effort, I invite and welcome input, ideas and feedback from you all to help develop this initiative. CPD requests will be co-ordinated and distributed centrally by myself, so any questions or requests for further information can be sent through to me via email, or alternatively feel free to give me a call on 01788 517325."



## Bulk Cement Blazing A Trail Customer Service & Net Promoter Score



The latest Net Promoter Score (NPS) pulse check score with our customers last month showed a significant improvement in Bulk Cement, with some really positive feedback from customers. It's given rise to our highest Bulk NPS score for the year so far. We all know how important it is to have customers who are promoters of our business. They not only tell others but in time what they see from our service is that it is worth paying more for. Well done to Jane Barker and her team and everyone else involved in our production and deliveries for these improving results – it's great to see, and here are some example comments below:

*"ongoing service is good and problems well communicated - we will continue with CEMEX."*

*"any queries are always resolved promptly."*

*"our relationship with CEMEX as a supplier is good."*

There were two other examples of great customer service in the week from two other customers - Nigel Hagan of Gill Civil Engineering commented that the CEMEX Cement team were excellent and that he couldn't fault CEMEX 'full stop'! He mentioned Clairm Seritta and Joel by name and was equally complimentary about our Aggregates service. Secondly, a customer requested technical information to secure a sale and Alan Green responded very quickly which successfully secured the order. Well done to everyone!

## Thanks For Your Effort Leith Team!



At our Leith, Scotland Cement Import Terminal the cement arrives in large vessels and any stoppages increase the risk of demurrage charge, so when the 14,000t Siwertell vessel arrived it was a 12 hour day shift for the team with Keith Buchan and Tony Wright starting at 6.00am.

After stoppages, due to rain, the covers were removed from the vessel to start extracting the cement. In the first three hours the electricity supply tripped out many times and the electricians diagnosed a motor failure on the horizontal screw feed to the cement shed. Following calls to various suppliers it appeared a replacement motor could take a week to arrive.

Whilst manning the control room Keith spoke to the vendors to find the best deal with the fastest delivery to site - a replacement finally arrived the following morning. Keith and Tony were still loading vehicles for customer bound deliveries whilst the new motor and gear box repairs were made. Hoping for a 4.00pm re-start the team then realised that the



motor key was the wrong size! After searching everywhere at Forth Ports for assistance, finally Tony Wright took the key home to his own lathe to make the required alteration. He made it back to site at 10.00pm (after 11 hours on shift) where he was joined by Scott Williamson who changed his plans to help Tony complete the overhaul. The Port finally started to unload the ship shortly after midnight.

Well done to the whole team for their hard work, dedication and resourcefulness to avoid two days of potential downtime.

## BEST FOR SHAREHOLDERS

### Record Month At Hamer Warren



Christian Murphy reports yet another record breaking month for Hamer Warren Quarry in Hampshire. Congratulations to the ONE TEAM CEMEX in Sales and Production - a new record of 19,354 tons sold in July.

Well done everyone at Hamer Warren and keep up the fantastic work keeping everyone safe every day.

## BEST FOR COMMUNITIES

### BBC Autumnwatch Visits Our East Leake Quarry



The mess room at East Leake Quarry was busier than normal at lunch time recently when the site hosted the film crew, including Michaela Strachan from BBC's Autumnwatch, with support from Jamie Pickles in Communications. They were filming the Bee-eaters on the site for the October programmes.

The crews arrived early but the birds remained out of the sight for over 4 hours, probably due to the windy and damp conditions. However, they did arrive early afternoon and they captured some good shots and interviews with the RSPB. The team took advantage of Michaela's very approachable nature and many selfies were taken during proceedings - Alan Smith's picture on the right. Thanks to Scott, Alan and the team on site for keeping everyone safe and for hosting the crews.



CEMEX were mentioned on many occasions during the interviews so be sure to watch out for the coverage during October!

### 'Wear It Pink Day'



Georjia Lawes from the Rugby office is organising the 'Wear It Pink Day' on behalf of Breast Cancer Research. This is always a great day where everyone gets involved with the lots of great prizes on the raffle.





If anybody has any ideas or would like to contribute to the raffle (or know any local businesses that would like to contribute), please let Jeorgia (on the third floor at Rugby) know by email: [jeorjiamai.lawes@cemex.com](mailto:jeorjiamai.lawes@cemex.com)

Everything will be greatly appreciated!

## BEST FOR EMPLOYEES

### Technical Development Team Visits Southam National Technical Centre



The Technical Development Programme (TDP) visited the National Technical Centre in Southam to complete training on concrete mix designs, including producing concretes in excess of C80 for high rise applications. The delegates: Jack Tipper, Luke Topp, Jamie Deere, Aaron McArthur and Fraser Tannock undertook concrete mixing; fresh

property testing and hardened properties testing using a range of CEMEX produced materials from across many business units.

The TDP would like to thank Special Products Manager, John Shrimpton and National Laboratory Manager, David Webb, for their time in training the delegates.

### Bonus Update



In May we wrote to all employees communicating a change to the bonus scheme, where we confirmed a new metric for this year which results in one UK bonus target for all business areas. A key driver for the change relates to one of our core values, that we work



together as '**ONE CEMEX**' to achieve our goals and objectives. The annual bonus will be calculated based on the performance of the UK and global CEMEX business and will reward our achievements for this year (2017) and paid in the 2018 April payroll (paid 1<sup>st</sup> May). We will provide regular updates on the performance of the business and how this impacts on the bonus result. **The current estimate for the UK bonus is a payout between 90% to 100% of target.** Please note that for the General Bonus scheme population the target is 4%. Payment of the bonus is subject to scheme rules.

Thank you for your commitment. So far this year we have a number of challenges for the remainder of 2017 so please stay focused and - take care of yourself and continue to look after your colleagues for a safe and successful 2017.

### Congratulations To John Harding On 25 Years Service!



On 3<sup>rd</sup> August 2017 John Harding reached his long service milestone of 25 years. It was with great pleasure that the RMX North West and



Valuemix Commercial Team were able to thank him for his hard work and commitment to CEMEX over the years.

As Sales Executive in Cheshire, John has great knowledge of his local market and has good relationships with local customers and CEMEX colleagues. John continues to demonstrate a good understanding of his market and his role in the team. Pictured is John kneeling down in the front with his colleagues from the Commercial Team.

Many thanks John for your loyal service and we hope you enjoy your reward.

## Stuart Woods Celebrates 25 Years Service



Congratulations to Stuart Woods from Cement Logistics who reached 25 Years Service on 1<sup>st</sup> August 2017. Stuart left school at 16 and joined Rugby Cement on a Youth Training Scheme and at the end of the Scheme he was permanently employed and has held a variety of roles since.

Stuart is currently a Supervisor within the Cement Logistics Customer Service and Planning Team. He is an avid Formula 1 fan and is intending to use his gift from CEMEX to fund a visit to the Belgian Grand Prix next year. In the photo Stuart is receiving a cake and gift from Carl Platt and Jane Barker.

## Tips On How To Identify Malicious Emails

### Tips on How to Identify Malicious Emails

The sender's email address is from a suspicious domain.

The scammer tries to instill a sense of urgency. The email contains an attachment and a link you didn't request.

If you hover the mouse over the hyperlink, the preview link that appears is suspicious and different than the link in the email.

Lack of details about the signer or how you can contact a company. Legitimate businesses always provide contact details.

To deceive potential victims, criminals create email accounts similar to CEMEX accounts, invent a story, and tried to instill a sense of urgency.

- Do not open unsolicited attachments / click on links from unknown senders.
- If you want to open an unknown attachment, use a different communication method to contact the sender and verify the message's legitimacy.

Enterprise Information Security Management

Please read this latest advice and information from our Global Security Team.

## ASDA Now Added To CEMEX Lifestyle – Chance To Win £100 In August



ASDA have now launched on the CEMEX Lifestyle site and are offering 4% off their reloadable cards. There is also a competition running with a chance to win £100.

To be entered into the prize draw, employees need to simply purchase an ASDA card between 4th – 31st August.





## Internal Vacancies

IVC Ref	Position	Company	Location	Closing date
233-08-2017	Operations Manager	Dry Silo Mortar	National Braintree or Buxton preferred	16/08/2017
234-08-2017	Sales Executive Mortar and Screed	Readymix Northern	Yorkshire	16/08/2017
235-08-2017	Multi Skilled Operative	Aggregates Northern	Middleton Quarry	18/08/2017
236-08-2017	Day Shift Plant Operative	Aggregates Northern	Angerstein Wharf	25/08/2017
237-08-2017	Multi Skilled Quarry Operative	Aggregates - East	Hadfield Quarry	15/08/2017

For details on roles and a full listing of weekly 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.



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# Save 4% on an ASDA reloadable gift card!

Now available on your benefits platform

**Order an ASDA gift card between 4th – 31st August and win £100\***

Competition runs between 4th – 31st August 2017. Simply order an ASDA gift card and be entered into a prize draw to win £100\*

## How to order your reloadable gift card?

- 1) Log in to your benefits website
- 2) Select reloadable cards or alternatively search by retailer
- 3) Select the amount you would like to load onto your gift card (minimum load amount is £10)
- 4) Add to your basket and checkout
- 5) Your gift card will be delivered to you by Royal Mail first class for you to spend

Visit your benefits website at  
[www.cemexlifestyle.co.uk](http://www.cemexlifestyle.co.uk)  
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9,000 offers or call 01908 352 133 and speak  
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