



Welcome to UK News 20th September 2017 your weekly update from around CEMEX UK

View UK News on: www.cemexuknews.co.uk
Follow us on twitter too: @CEMEX_UK

BEST FOR FAMILIES

Everyone Went Home Safe Last Week



Dear All,

It is pleasing and self rewarding for all of us to report on a 14th consecutive TRIfree week for employees and 12th for contractors.

Having now performed well in safety for several consecutive weeks, we need to make sure we do not fall in the trap of less risk awareness and/or relaxation that would immediately trigger risks and incidents.

So please, make sure you and your team stays fully alert and demonstrate a safe attitude everywhere, every time. Those are key conditions to consistently deliver on our **ZERO 4 Life** commitments.

Always bear in mind that consistency and risk awareness form the corner stone of consistent safety performance.

Finally, please read carefully the checklist on Winter Conditions that are attached to this document (or in the download section of UK News website). It contains very relevant preventative information as we seem to enter into an early autumn season.

Best regards, Michel

TRI Free Congratulations To....



Everyone in the **hub offices** on reaching 1 year TRI-free last week; this is in addition to passing 11 years LTI-free earlier in the year. The TRI in the offices last year involved a contract cleaner who required stitches to her arm after she tried to catch two cups as they fell from a wall cupboard, one of them shattering on impact. This incident is a reminder that following good Health and Safety practices is just as important in our

offices as out in the operations. We can all contribute to office safety by keeping work areas clean and tidy, clearing any spills, holding handrails on steps and stairways and always reporting any near misses or hazards.

Take Care In The Autumnal Weather



There has been a notable change to more autumnal weather over the last few days, with darker mornings and evenings, and fog and ground frost forecast in some areas before the end of the month. It is important that we take extra care when driving or out on foot over the coming months.

Slips, trips and falls have accounted for one third of our TRIs this year and nearly half of our LTIs, with injuries ranging from a broken leg and fractured wrist to chipped bones in the ankle. Site teams are

encouraged to review the attached Winter Checklist (or in the download section of the UK News website) to ensure they are well prepared and to avoid adding to the 6 LTIs we have suffered in the last 12 months as a result of slips, trips and falls.

Poster Competition Winner



The winner of the Slips, Trips and Falls Poster Competition age group 8yrs – 11yrs was Zoe Collins, daughter of Gary Collins at Concrete Products Buxton.

Paul Kania, Plant Manager at Buxton, presented Zoe with her Halfords Voucher last week and she is looking forward to treating herself.

The poster shows the dangers of wet floors and the attention to being safe around the workplace. Thank you to Zoe for taking part and hope you enjoy your prize.

Les Steps In To Save A Life



Area Logistics Manager, Les Grabarz, received a call on Friday 18th August from employed driver, Iain Dargue, who stated he was not feeling well. Without hesitation Les informed Iain to remain at the services and Les made his way to meet him after calling the Emergency Services. Upon arrival Les waited with Iain until the ambulance arrived. He was taken immediately to hospital with a suspected heart issue and later that afternoon had an operation to fit two stents.

lain is now making a full recovery, thanks in part to the prompt action by Les who stepped in and took control of the situation. A clear example of looking after the health of his colleague and being the best for families and employees. Well done Les and thank you.

CEMEX Marine Celebrate 1 Year LTI-Free



CEMEX UK Marine achieved 1 year LTI-free recently, and celebrated the achievement jointly with one of our contractors who had reached a similar milestone around the same time.

Kevin Williams, Superintendent, said: "As you all know we are all working together to ensure the safety of our staff and colleagues working in an environment where there is risk. On 19th August 2017 A&P Tees marked 1 year Loss Time Injury (LTI) free. This has coincided with CEMEX Marine reaching the same milestone on 23rd August 2017. In addition to this, the Sand Fulmar reached 1 year LTI-

free in April. This is a matter of real satisfaction to all concerned.

To mark the achievement and recognise the efforts made by all, it was decided to celebrate the occasion with a Hog Roast lunch for both crews of the Sand Fulmar and the Yard which turned out to be a rather wet occasion.

Although the significance of the achievement was celebrated, it was also very important to recognise that hard work begins again to ensure standards are maintained or improved upon to ensure we all reach our ultimate goal of going home safely at the end of the day. Thank you to all."

Care For Your Limbs And Joints



During September our health essential is Care For Your Limbs and Joints... take some time to think about the health of your bones, muscles, ligaments, tendons and other soft tissues on your joints – shoulders, elbows, wrists, hands, hips, knees and feet.



The most common problems are tendonitis, strains and sprains and other injuries in the limbs and their joints. The symptoms are mainly pain, stiffness, numbness or tingling.

The main risk factors are prolonged awkward postures, forceful exertion, repetitive motions, poor flexibility, incorrect equipment and improper adjustment of equipment, infrequent breaks, vibrations, etc.

Risk factors may be experienced during non-occupational activities (e.g. certain sports, gardening, exercising, playing musical instruments, computer use, etc). Some ways to avoid injury are to:

- Know your job. Reduce your risk of injury by improving your work posture, look at your work space, handle loads properly and select the tools that fit the job.
- Take regular rest breaks and alternate your duties. Avoid holding one position for too long.
- Keep fit. Regular exercise will build strong muscles around your joints. Choose low-impact exercises.
- Warm up and stretch routines help prevent injuries and pain.



- Control your weight to take stress off your knees and hips with a healthy diet and good hydration.
- Moderate alcohol consumption and don't smoke to protect your joints.

BEST FOR CUSTOMERS

Improving Our Customer Phone Service



After listening to our customers' opinions we are changing our 0845 numbers to 0345. Some customers have given us feedback about the cost of ringing CEMEX so we are changing to



0345 instead. This lowers the cost to the customer and sometimes provides free calls if compatible with their mobile tariffs, and there is

no cost change to CEMEX.

0845 is the common prefix in use for customer contact lines (CSC and Shipping offices). We have 81 of these 0845 lines along with 43 existing 0345 lines. All business lines are included (with the exception of the 0800 free phone number for Cement).

It's relatively easy to change our on-line and system based information for quotes, contracts, tickets, Web based information (system based info. is currently underway) but more difficult to address is 'in circulation' printed material (brochures, leaflets etc). With regard to printed materials it's worth noting that we have been reducing print runs in recent years so there is less of an issue with cupboards full of product literature. Therefore, as publications in circulation are updated we will refresh the phone numbers.

The change took place on 1st September 2017. We appreciate that we need to inform customers so a short call message advising of the prefix change and temporary automated redirection to the requested number is in place until 1st November. This gives our customers time to edit their phone directories. On 1st November the message will change advising customer of the prefix change and then advising them to re-dial the 0345 number.

From 1st January 2018 all prefix 0845 numbers will cease to exist.

CJE Visits Result In Changes....



As you may be aware the second round of customer journey experience visits took place recently where Senior Managers visited customer facing parts of the business to see how they work and find out about improvements and best practices that can be shared.

These visits have resulted in some really positive changes in every one of our businesses. Here are a few just from Readymix:

Started pilot for new Cash Sales tool in Area 12 and Area 20.



- 2. Recruiting staff into the Customer Service Centre to maintain our Customer Service Promise commitments.
- 3. Cross product training to be undertaken between Readymix and Aggregates Cash Sales Teams to maximise opportunities.

Each change is an improvement to our customer service and hopefully your engagement too!

Thank you to everyone who has been involved in the visits and evolving our customers' journey.

A Hole In One For CEMEX West Midlands!



Back at the start of the month an enquiry was made for 6m of 'Capillary' concrete from a company called Border Sports Services - a national sports turf specialist based in Carlisle. The customer was looking for a permeable concrete with a very specific mix design and voids percentage, for use as a sub-base in a golf bunker. The customer then wanted to add their own Capillary Admixture to help draw moisture from above (when the ground was too wet) as well as from below (when it was too dry).

Matt Doran takes up the story: "After liaising with our colleagues north of the border, who had undertaken a similar project for the

same customer, it became apparent that unfortunately our Permaflo product would not be adequate for such strict parameters. However, we were able to come up with a mix design that met the customer's specification and was feasible to produce from the local Plant (not to mention at a decent margin).

One of the Directors was flying in from Sweden the day prior to the pour so the pressure was most definitely on to produce a top quality product. There were a couple of slight issues on the morning as logistics meant we had to switch supply from Weeford to Aston (meaning a change in aggregate source). However, after some material testing at the Plant we were able to produce 6m of the mix, which the customer was extremely happy with.

After I showcased the mix on social media their Director, Neil Thompson, even tweeted the following: "Thanks for your assistance yesterday. You and Gilbert were very helpful, look forward to working with you again."

Whilst there may not be massive volumes involved, their Director advised that this is very much a growing market for them - and with over 2,500m courses in the UK, and margins of over £26/m achieved on this job, this could be a mix that we take a 'fair way'.

Special thanks should go to Area Technical Manager for West Midlands, Gilbert Morgan; Area Technical Manager for Scotland, Damian McGhee (for his assistance and experience with this mix), and Aston Plant Supervisors, Lee Ingram and Simon Hale."

BEST FOR SHAREHOLDERS

CEMEX Celebrates 25 Years Of Global Growth



CEMEX celebrates the 25th anniversary of the start of its globalisation strategy by commemorating the company's entry into the Spanish market in 1992.

CEMEX began its international diversification strategy by acquiring Spanish companies Valenciana de Cementos Portland and Auxiliar de la Construcción - at that time the two largest cement makers in Spain.

Please read the complete press release: http://cmx.to/2ffBWrx

BEST FOR COMMUNITIES

Strategic Planning Lend-A-Hand



On 30th August, surely the wettest day of the entire month, a team of ten volunteers from UK Strategic Planning and Admin arrived in Crick to begin a day's work helping with maintenance work in the woodlands.

Crick Woodlands comprises two woods: Millennium Wood and Jubilee Wood. As their names suggest, the first was established to commemorate the Millennium in 2000 and the latter to celebrate the Queen's Diamond Jubilee in 2012. They also host

a section of the CEMEX Kensworth/Rugby pipeline which our team noted with interest! Both woodlands are managed exclusively by local volunteers so they are really very dependent upon goodwill and charitable donations in order to keep the project running for the benefit and enjoyment of the local community.

During the day they were able to:

- Repair a fire pit that has been provided so children from the village Primary School can experience a supervised fire during one of their visits to the woods.
- Remove some of the weeds and thistles that have started to establish themselves and were competing with the trees they are nurturing.
- Remove some of the suckers from the boundary hedges that continue to grow among the walking paths and trees.

The chairman of Crick Woodlands committee was delighted with the help that they provided and wrote to CEMEX UK President, Michel Andre, to thank him for his generous support in providing volunteers from CEMEX UK under the Lend-A-Hand scheme: "Having the resources of Hector and his team for one day has made a big difference and we achieved a lot. I hope this will encourage you to continue the Lend-A-Hand scheme as local projects such as ours are happy beneficiaries. I believe your

employees benefit too by feeling they have contributed to a worthwhile cause and hopefully return to work re-energised!"

The team were: Hector Tassinari, Clare Pickering, Emma Needham, Simon Whitfield, Aman Jandu, David Beck, Steve Lankfer, Graham Holmes, Kieran Kuverji and Marcus Hoddinott.

East Leake Restoration Work



Whilst archaeology is holding up overburden removal in the new extension at our East Leake Quarry, (recently in the news for their Bee-eater visitors!), Chunnel (Earthmoving Contractors) are using the time carrying out restoration works on the Lings Farm area.

This will be soiled and seeded in the next two weeks.

Flixton Are Having A Hoot!



The team at Flixton Quarry has now installed its second Owl box. Suffolk County Council has been asking Quarries in the East to install these boxes where possible and they have been very successful.

Barn Owls in the East are on the increase due to these projects whilst in the rest of the UK Barn Owls are on the decrease. Suffolk Wildlife Trust visit the sites to measure record and ring the young chicks.

Brian Beales, Quarry Manager, and the team are hoping to hear the sound of little hoots in the near future!!

Welcome To The Launch Of The 2017 CEMEX UK Sustainability Awards



Following the success of the 2016 Sustainability Award scheme, we are pleased to open entries for the 2017 awards. Once again, the scheme is open to all business areas including offices, and there are a number of categories you can enter.

As in 2016, we hope to capture, and importantly recognise, the many great initiatives and best practices that you are undertaking, and also use them for external award entries, our social media platforms, and CEMEX global reporting.

We very much hope you will participate, and have made entering easy by use of the UK Sustainability CDM. The link is below, along with a few slides at the end of this document (or in the download section of UK News website) with additional details on the categories and how to enter.

Following your useful feedback we have opened the entries earlier this year and will accept entries during a longer period, until the end of September. The results will be revealed in the last quarter once the judging panel has concluded.

http://cdm2.cemex.com/sites/UK_Sustainability/Lists/UK%20SUSTAINIBILITY%20AWARDS/UK%20Sustainability%20Awards%202017.aspx

Good luck and best wishes from the Sustainability and Energy team.

BEST FOR EMPLOYEES

Andrew Burne Makes It To 25 Years Service



On 24th August Andrew Burne, Operations Planning Manager for Concrete Products, achieved an amazing 25 years service.

Andrew started with the business back in 1992 as a Lab Technician at Shap, and has worked in different roles during his career including Works Manager at both West Calder Plant and the Burton Roof Tiles factory. He currently plans the day to day production across the six plants within Concrete Products and provides a huge amount of knowledge and support to the whole team.

He is planning to use his long service award towards a trip to Iceland with his partner Christine. The picture shows Andrew being presented with a card by Grant McMillan - Director Concrete Products, Floors & Ash.

Kenny Hangs Up His Hard Hat



Thank you and farewell to Kenny Chapman from Wangford Quarry who retires after 14 years with CEMEX.

On reaching 65 Kenny, whose brother Thomas also works at the Quarry, decided to hang up his hard hat and retire. He intends to spend more time with his daughter and grandchildren in France and also spend more time on his hobby involving vintage tractors! Have a long and happy retirement Kenny.

The picture shows Kenny (right) and Thomas - they are part of the Wangford team who have been LTI- free for an amazing 20 years.

Congratulations to the team on this fantastic milestone.

"ONE CEMEX" VAP APP Update



Following on from the recent integration of the VAAS and VAP APPs into one platform in July this year, we have undertaken the first update to the new ONE CEMEX VAP APP. The APP now includes materials to assist in the promotion and sale of Value Added Products for the Readymix, Asphalt, Paving Solutions, Aggregates and Concrete Products parts of the business. It contains case studies, brochures, datasheets, videos, etc. relating to VAP and also a range of certification, Health and Safety and Customer Service items. Cross business related products are also linked with contacts made available to allow full CEMEX UK materials

offerings to be promoted in order to provide the best solutions for our customers.

The first update includes:

- A new Viacourt Case Study for material supplied to Maricourt Catholic School.
- Updated 'Useful Numbers' sheets for Readymix, Asphalt, DSM, Mortars & Screeds and Aggregates.
- A Viaflex Case Study for material supplied to a quarry road.
- 5 x new Paving Solutions case studies for RCC supplied by the Cementitious Business.
- Updates to 30 x Aggregate Property Sheets with the latest technical data. (Products>Aggregates>Additional Information>Aggregate Data).
- Porofoam supply examples for a range of densities between 400 and 1700kg/m3.

We are currently working on completing the Aggregates content update ahead of the NEOGEM launch in mid October and also the inclusion of the Cement, Floors and Rail parts of the business into the APP.

If you have any questions or suggestions for making the APP more useful then please get in touch with Mike Higgins.

Outstanding Performance The Institute of Concrete Technology



The annual ICT Concrete & Aggregate Technology examinations took place recently at CEMEX House, Rugby office with candidates from across the UK business taking part.

To complete the programme candidates have to undergo fortnightly assignments and an end of programme examination whilst keeping on top of their day jobs. This is a great achievement for each of the successful candidates gaining an internationally recognised qualification.

The Learning & Development team are extremely pleased to announce the latest set of results from CEMEX candidates. Successful Candidates were:

Candidate	Business	Course	Grade
Emily Moon	Readymix	General Principles	Distinction
James Taylor	Readymix	General Principles	Pass
Stewart Smith	Building Products	Practical Applications	Pass
Liam Hare	Readymix	Practical Applications	Credit
Sean O'Donnell	Readymix	Aggregates in Construction	Credit
Fraser Tannock	Readymix	Aggregates in Construction	Credit
Aaron Mcarthur	Building Products	Aggregates in Construction	Pass

Nominations are currently being taken for the next round starting in September 2017.

The courses benefit staff from all areas of the business including technical, sales and operations as well as employees within our customer contact centres.

For more information please click on the links below. Please send your nominations to:

GB-Cemex Learning/GB/Cemex

Concrete Technology Part 1- General Principles

Concrete Technology Part 2 - Practical Applications

Aggregate Technology - Aggregates in Construction

If you have any queries please contact the Learning & Development Team.

September's Great Lifestyle Bargains



Don't forget to look at the CEMEX Lifestyle website for the latest bargains and savings you are entitled to for just working for CEMEX UK!



This month savings include Boots, Ask Italian, Wyevale Garden Centres and New Look. You could also win £100 to spend at Wickes.

Go to www.cemexlifestyle.co.uk or call 01908 352133 to find out more.

Please put the poster attached to this document (or in the download section of UK News website) on a notice board at work for this month. Thank you.

What To Do With Your Company Phone If You Leave Us



It is important that when people with company mobile iPhones leave CEMEX UK the proper process is followed otherwise the phone cannot be used by other employees.

Here is what to do:

How to complete Leavers Forms

The Manager completing the Leaver's paperwork must ensure:

- The Leaver Form instructions are followed see this link for Leavers Form, under HR Forms on Shift http://myshift.cemex.com/wps/myportal/cemex/services/
- The iPhone is returned from the employee to the Line Manager.
- The Leaver deletes their iCloud account from the company phone to enable another user to take the phone see detailed instruction below.

How to remove iPhone from iCloud

- 1. Go to https://iCloud.com/find and log in with the iCloud account on the device.
- 2. Click on the all devices group at the top and find the device in the drop down list.
- 3. Click the erase iPhone/iPad option.
- 4. Type in the iCloud email and password again.
- 5. Don't enter a phone number. Click next.
- 6. Don't enter a message. Click done.

That will remove the device activation lock and wipe it if the device is online and reachable.

If you don't want to wipe the device, the only way to disable activation lock is on the device itself, just go into settings and iCloud and log out.

This will avoid the extra £250 cost of supplying a new phone each time we have a new starter, and on some occasions the phone may only be a few months old.

If you need any further help please contact your HR Business Partner.

Internal Vacancies

IVC Ref	Position	Company	Location	Closing date
265-09-2017	Multi Skilled Quarry Operative	Aggregates East	Wangford Quarry	21/09/2017
266-09-2017	Class 1 Driver	Cement Logistics	South Ferriby Works	06/10/2017
267-09-2017	Planner x 4	Aggregates Scotland	Uddingston Office	28/09/2017
268-09-2017	Shipper/Planner	Readymix Southern	Bedford (Shefford)	02/10/2017
269-07-2017	Multi Skilled Operative	Asphalt	Divett Hill	29/09/2017
270-09-2017	Plant Manager	Readymix Northern	Crewe Concrete Plant	03/10/2017
271-09-2017	Aggregate Planner x 2	Materials Southern	Rugby	03/10/2017
272-09-2017	Shipper/Planner	CEMEX UK Operations Limited	Fulham	03/10/2017
273-09-2017	Quarry and Coating Plant Manager	Aggregates Scotland	Cowieslinn Quarry, Eddlestone, Peebles	30/09/2017

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.





This checklist is prepared for use by managers and operatives, as a check to examine and consider what precautions are necessary, or in place, to avoid the risk of injuries.

ICE/FROST						
Has adequate provision been made to combat ice and/or frosty conditions Is the mains water supply protected against extreme temperatures Are arrangements in place (or required) to grit selected areas Does the site have adequate stocks of grit-salt	Yes □ No □ Yes □ No □ Yes □ No □ Yes □ No	0 🗆				
Comments						
PERSONAL PROTECTION						
Does everyone have suitable footwear	Yes □ No □					
Is there adequate winter PPE for employees (and visitors) for the site/task	Yes □ No □					
Are there requirements for additional PPE to combat extreme temperatures	Yes □ No □					
Do welfare facilities provide effective drying/heating for clothing/PPE	Yes □ No □					
Is there a need to provide "additional" First Aid provisions (hypothermia)	Yes □ No □					
Are there adequate stocks of special winter PPE	Yes □ No □					
Comments						
WORKPLACE						
Is there sufficient lighting (fixed, mobile or portable) for work areas Is there sufficient frost protection for plant water supply (dust suppression) Are there adequate grit salt bins, (inc spare salt and spreading scoops) Are walkways kept clear from excessive water/ice Is there adequate supply of de-icer/anti-freeze for vehicles/mobile plant	Yes No No No No No No No No No N	0 🗆				
Comments						
PHYSICAL CONSIDERATIONS						
Would the workforce benefit from, pre task warm up exercises	Yes □ No □					
Does the work/task risk assessment encompass winter conditions sufficiently	Yes No					
Is a specific "work rota" required, to ensure regular drying/heating is provided	Yes □ No □					
Does anyone have and physical limitations that need to be considered	Yes □ No □					
Is there ready/easy access to warm drinks, (remote working!)	Yes □ No □					
Comments						

Winter conditions can be very harsh, with the application of the above checklist, help everyone have an accident free winter.





Visit your benefits website at www.cemexlifestyle.co.uk today and enjoy savings from over 9,000 offers or call 01908 352 133 and speak to one of our team





Welcome to the CEMEX UK Sustainability Awards 2017!





The award scheme

- Sustainability Award scheme
 - Designed to reward by recognition
 - Simple criteria
 - Little effort to enter
 - A chance to share good practice
 - May generate material for us to use in external awards, social media, communications, global initiatives, and with trade associations
 - These awards are not mandatory
 - There is no limit to the number of entries per site or business area





- Waste management
- Biodiversity/Conservation
- Energy and CO2
- Resource Efficiency water, raw materials
- Community relationships
- Emissions minimisation
- Site improvements/ new techniques

Categories













Judging criteria









- Benefits to CEMEX, community, environment
- Innovation what is new in terms of approach and subject.
- Effectiveness and results reduction in cost, waste, emissions, energy, CO2 and benefit to the EP&L
- Engagement participation from employees, community, other stakeholders
- **Transferability** can it be used in other business areas, best practice.
- Other supporting information and attachments (in particular photos)

Administration



Scope

Open to all UK business areas – including offices.

How to Enter

• On line in Sustainability CDM – easy to complete drop down entry boxes. Link:

http://cdm2.cemex.com/sites/UK_Sustainability/Lists/UK%20SUSTAINIBILITY%20 AWARDS/AllItems.aspx

- Click on 'new item' and add a reference (year/next number in sequence, e.g. 2017/001)
- Ability to upload photos which we encourage

Rewards

 Winners will get a high level of recognition for efforts across the UK and Global business



