



## “HAVE YOUR SAY HAVE A CUPPA”

**VOICES  
INTO ACTIONS**

### 2017 Employee Engagement Survey

16<sup>th</sup> → 30<sup>th</sup> October 2017

**Everyone wants to be part of the CEMEX proud, winning team pulling in the same direction. Every two years we hold our Engagement Survey in all countries. It is a chance to HAVE YOUR SAY about the things you like at work, and on areas to improve. Your VOICES are turned INTO ACTIONS by making improvements wherever we can.**

Our next survey runs from October 16th to 30th, completed online for those with computer access, or as a paper copy. Please use the opportunity to HAVE YOUR SAY. Use the teabag attached here to have a cuppa and a chat with your colleagues. Reflect on the improvements being made for everyone, and consider how else we can make CEMEX the best place for employees to work.

In the last 2015 survey our national UK Engagement Index improved significantly from 64% to 76%, with real recognition of our commitment to health and safety, the positive actions taken since the 2013 survey, and the confidence in how our business is managed. Our lower scoring areas were on internal communication, customer service experiences and work-life balance.

#### These improvements have been made since -

- Creating customer service plans & recognising service excellence
- Dedicated service co ordinators solving customer survey issues
- Reducing wasteful & unproductive tasks
- Raising ideas to help workload at 121s & recognising employee efforts
- Identifying channels of communication to get right messages to everyone
- Minimising information overload & out-of-hours contact

Your VOICES have driven many other ACTIONS too – turn to page 4 to see more examples of these. Read the posters we have sent to all sites showing details on business-specific ACTIONS taken since the last survey.

Please take this opportunity to HAVE YOUR SAY - the survey is totally confidential, and all the VOICES are turned into ACTION plans at your sites.

**VOICES  
INTO ACTIONS**

“HAVE YOUR SAY”



**SEE INSIDE...**



**DRIVING HOME SAFELY...**

**3**



**I'LL HAVE AN XXXXXXXXXXL**

**5**



**HIGH PROFILE CHICKS!**

**7**



A MESSAGE FROM MICHÉL

Welcome to this, my first edition of CEMEXpress. I hope that you take the time to read and celebrate some of the good news stories in it. In particular, I urge you to take part in the upcoming Engagement Survey. It really is our chance to have a say in CEMEX, what we like and what could be better.

Of course, safety is my top priority. My most striking observation is that we are able to operate at very high standards in several of our sites which is great, while in some we are still operating at lower standards, which is worrying.

It is also striking that those sites that have really adopted the concepts of LEAN management are consistently operating

at very high safety standards and working well as ONE team. With this in mind we will roll-out LEAN management essentials and management culture in all our product lines and sites over the next 18 months. You can find out a bit more about this in my interview on Page 5.

You can also read about my thoughts on my first 100 days with CEMEX UK and hopefully find out a bit more about me in that interview too.

I look forward to meeting more of you over the coming months.

Be alert, step in and stay safe.

Michél







# LOCK OUT, TAG OUT, TRY OUT, EVERY TIME

Recently there was a worrying incident at one of our plants. A Plant Manager failed to ensure the safety of contractors who put themselves at risk of serious injury. They failed to follow the lock-off and isolation procedures before carrying out work on a concrete plant mixer.

Given the nature of the incident and potential for serious injury, following an investigation, disciplinary action was taken against those involved.

This was a serious potential incident and everyone needs to talk about it with their teams to make sure nothing like this happens again. The picture shows the area teams at Maidstone, Thorpe, Southampton and Brighton having a safety stand-down to discuss isolation, the current perceptions, processes and culture in the light of recent safety alerts. A number of fitting contractors also attended the sessions.



In early September CEMEX teamed up with Les Clarkson Haulage to hold an In-Cab Driver VFL Day at our Leyburn Quarry, involving representatives of CEMEX North East - Aggregates Commercial, Technical, Aggregates Operations, Health and Safety Department (Scotland and NE) and Logistics and Readymix Operations.

The feedback was extremely positive about the skill that our drivers show to ensure the road space is shared safely, and also their professionalism and customer-service focus when they interact on delivery sites. Some of the key highlights recognised at the debrief session were: drivers' alertness and awareness, drivers' attitude and level approach, conduct

and professionalism, attitude second-to-none, consideration and awareness of other drivers/ vulnerable road users, local relationship with onsite customers and overall general approach.

**Driver comment**

One particular comment from a driver highlighted the value of the day: "It was better than any classroom session that I have attended."

All of these qualities went towards appreciating the myriad of challenges our hauliers/drivers need to face hour-to-hour, day-to-day - still keeping up the customer-centric approach on service and quality and the vital part they play in our Supply Chain.

Ronnie Simpson, Northern Contract Haulage

# HEALTH AND SAFETY POSTER WINNERS

Our younger family members can communicate key safety warnings very clearly, as shown in our recent REMEMBER - STAY SAFE poster competition. The message came across loud and clear, demonstrating the multitude of dangers associated with moving vehicles.

The messages apply to all of us everywhere, at home, in our daily lives and at work. We all want to go home safely to our families every day.

Well done to Max and Zoe who were the winners of our Children's Safety Poster Competition. Max won the seven-and-under category and his relative works at the Rugby Cement Plant. Zoe won the 8-11 category and her dad works in Concrete Products in Buxton. They both won £100 Halfords vouchers.



# TILBURY TIPPING FRAMES

Tilbury has invested in installing two tipping frames over the apron belt feeders to ensure the safety of drivers and others should a vehicle tip over.

Tilbury Dock is exposed to the elements and suffers strong south-westerly winds at times but these new tipping frames ensure the vehicles are fully inside the tipping area, protecting them from going over in the wind and/or a ram breakage.

This was raised as a concern by different hauliers and are a great success.

# CEMENT LOGISTICS REACHES 100% FORS TARGET

Cement Logistics was 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 haulier 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



# WHAT THE CUSTOMERS SAY...

As you all know one of our aims is to provide superior customer service, everywhere, everytime for all our customers. We have had some great examples of our teams doing just that over the last few months. Some customers have been so delighted with our service that they have taken the time to let us know. Here are just some examples:

**Hole in one...**

"I look forward to working with you again..." The West Mids team received this tweet of thanks from customer director Neil Thompson for supplying specialist capillary concrete for use as a golf bunker sub-base.

**It's simple...**

"I will always give CEMEX my work if I can..." The team at Grimsby Asphalt plant gives such great service to customer Hemswell by always keeping in touch with them, that it makes all the difference.



**Super-duper-flo**

"I am very impressed firstly with the service but especially the product!" Ace Concrete Solutions from Thornaby were so delighted with our supaflo product and service that they told everyone via Facebook!

**Smooth operators!**

"Thank you for our lovely new road! The workmen did a great job. We're not going to let ANYONE dig it up... Thank you so much it really makes a difference." A local resident in York was so pleased with their new road they wrote to us to say thank you.

**Knocking it out of the park...**

"The pour went swimmingly well, I am extremely happy!" Readymix area 20, technical, aggs and cement teams got this great feedback from John Graham Construction on their 650m³ pour for the new Energy from Waste Plant in Javelin Park, Gloucestershire.

**Blazing Blackpool...**

"You put the competition in the shade in terms of planning, communication and efficiency..." we were told by Ward and Burke in Blackpool when the Area 6 Readymix team worked in support of a mass base pour with both Breedon and Tarmac.

**Brilliant Bletchley**

"I'm really happy...everyone at the plant is switched on and very friendly, especially the mixer men." A great comment from collect customer Aylesbury Fencing using our Asphalt plant a Bletchley.

**Water great team...**

"The team at Anglian water would like to thank you for your excellent customer service...Your teams have been a pleasure to work with...With your help and professionalism we have remained on time." Thank you to Steve Ebbelwhite, Plant Manager and the Hartlepool readymix team for showing us how it's done"

**Thanks pour in...**

The Cluster 6 team has been providing a cracking superior customer experience. Three different customers with sites in the Manchester area all contacted the Central Shipping Office to pass on their thanks for the recent good service they had received.

**Cor 'Limey!**

"The service CEMEX has provided, while delivering circa 2300m³ to our Lime Street site in Liverpool, has been excellent - thank you" Andy Wharton, General Manager at Raised Floor Solutions Ltd, posted this on instagram he was so happy with our RMX team in Liverpool.

# GOING THE EXTRA MILES...

Our Asphalt team showed how it can react at short notice to customers' needs in an emergency. Eurovia National Surfacing contacted us about a developing situation on the M5 in August where an incident involving two lorries had closed two lanes of the motorway. Brett Coupland, Ops Manager, and his team had to get the road re-opened as soon as possible as it was peak holiday season.

Great teamwork between Rug by planning, Wickwar Asphalt plant and the logistics team made materials available later that day. The "small repair" soon became 270 tonnes of Viatex to resurface the section of motorway. From receiving the call on Friday the 4th August the section was resurfaced and fully opened early Saturday morning. Amazing teamwork from everyone involved.

But the work wasn't over!! Eurovia called again that day with a further incident on the M5 and needed 60 tonnes of Viatex to resurface the road on Saturday evening. Rugby took control and worked with Wickwar and logistics to ensure the repair was made and the motorway up and running on Sunday.

A massive thank you has to go to lead driver Mark Thompson and drivers, Kevin Hicks, Mark Lovell and Tony Belsten, at Wickwar who had all put in a whopping 25 1/2 hour shifts and had to endure abusive comments from irate motorists when the asphalt lorries had to park up on the side of the motorway while it was temporarily opened to ease the traffic backlog! We've all heard of CEMEX being the best for employees but this is definitely a case of Employees being the best for CEMEX!!!



# BULK CEMENT BEST FOR CUSTOMERS!

The latest Net Promoter Score (NPS) pulse check with our customers 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 will not only tell others to use CEMEX but they will also see from our service that it is worth paying more. Well done to Jane Barker and her team and everyone else involved in our production and deliveries for these improving results.



# I'LL HAVE AN XXXXXXXXXL PLEASE.

Kevin Groombridge, with the local cement plant team at South Ferriby and James Fairclough, Marketing and Submissions Director ordered this size for their enormous CEMEX cycling top. The top was to adorn the field next to the plant as the Tour of Britain cycle race whizzed by. They were all very pleased as the top was filmed by the passing TV helicopter and it was shown on ITV4 and Eurosport with some favourable comments by the commentators!

# CONTINUALLY IMPROVING CUSTOMER SERVICE

By listening to customers and our customer-facing staff during customer journey experience visits our teams have been able to make some changes to improve our customers experience of doing business with CEMEX.

There are too many actions to report in one article but some of the changes include new 0345 telephone numbers replacing our more expensive 0845 numbers.

Here are some more actions that have happened across our businesses. The list is evolving so there are more actions to come:

**Aggs:**

- Trial of 6am planning coverage to support the weighbridges
- New Local area network installed at Preston Brooke
- Call Bob training and video rolled out to planning staff

**Asphalt:**

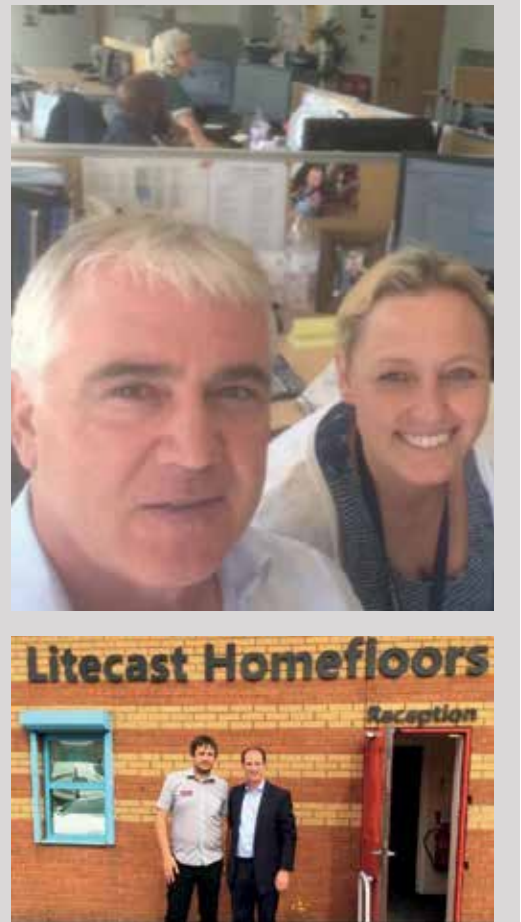
- Collect volumes are now included in the daily draft plan
- An asphalt Call Bob campaign and training is being rolled out

**Readymix:**

- Pilot cash sales tool is being started in areas 12 and 20
- Staff are being recruited in the customer service centre
- Cross product training between Readymix and Aggregates cash sales teams

**Cement:**

- Introduction of "one point of contact" for delivery ticket enquiries
- Decision not to install queuing camera's at Tilbury (cost vs benefit)
- New chairs for the team!







**The engagement survey, is your opportunity to make your point of view heard by the management teams of CEMEX. Don't waste it.**

The survey is GUARANTEED to be 100% confidential, and is a vital tool in how You and CEMEX, combined, can help forge a company the truly is best for Employees and Families.

Use this valuable chance to make a difference. Fill out the survey. Be frank and honest but most of all, please, please don't sit on the fence. Option 3 neither highlights the good or the bad points and is pretty much a wasted remark. If it's good, then say so, and similarly if it's bad, CEMEX need to know in order to make changes.

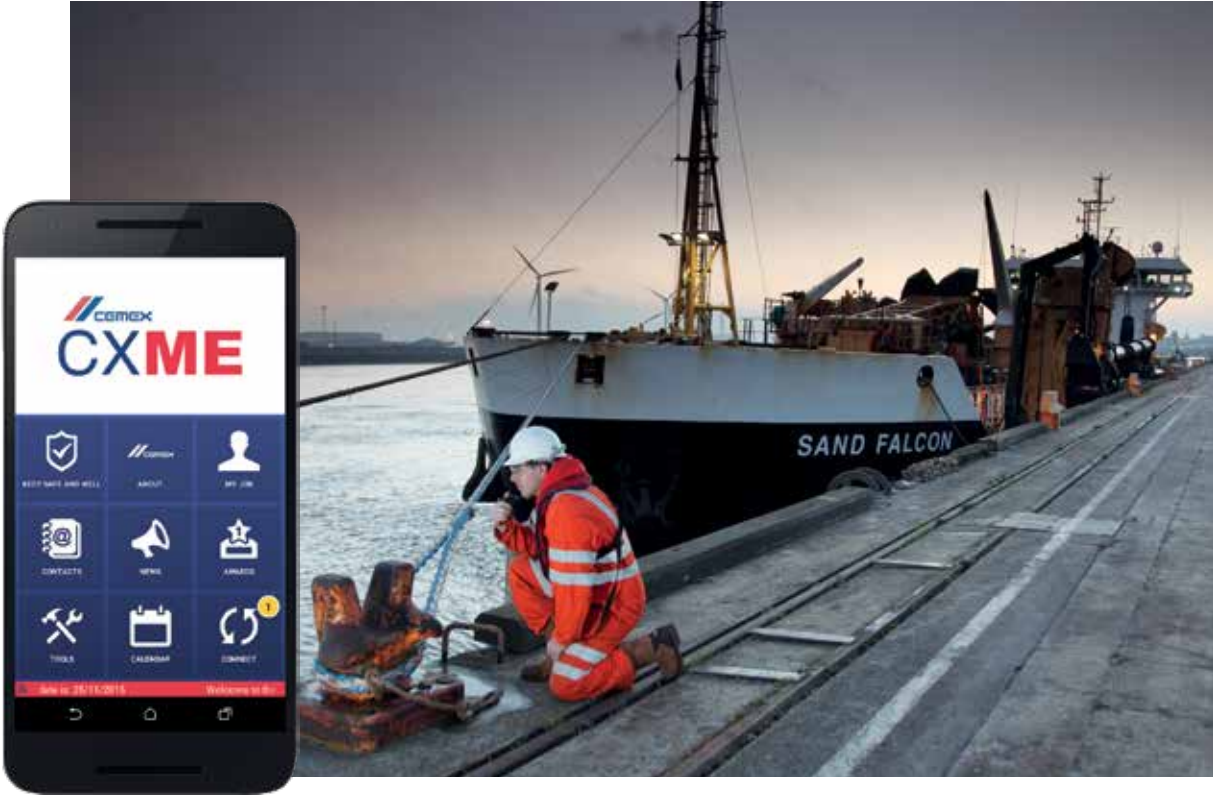
Mark Renshaw, Relief Plant Manager, Yorkshire.

## INTERNAL COMMUNICATIONS IMPROVEMENTS

Here are some of the many internal communications improvements we have made since 2013 in response to VOICES INTO ACTIONS feedback. The Marine business introduced WiFi and Satellite TV as a trial on some of their vessels as a direct result of Engagement Survey feedback from the crews. Laurence Dagley, Director Marine Aggregates, commented, "For some years crews have been requesting WiFi and Satellite TV to help them keep in touch with friends and family and improve entertainment facilities in the mess areas. The feedback from our Engagement Surveys has been that this would help improve morale during the three weeks our crews spend away from their loved ones."

We also brought in the new CXME App - simple to use, provides two-way information exchange and is available for all employees to download to their phones.

We've focused more on combined communications forums, like the one for Commercial Cement, Building Products & Logistics. These forums are a great opportunity for sharing information between employees and business leaders. The employee representatives play the important role of being the voice for their colleagues. With this being a combined businesses forum clearly it is also a great opportunity for collaboration across the business areas.



## IMPROVING CUSTOMER SERVICE AND IT SYSTEMS

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.

We continue with the programme to replace PCs and laptops when they are four years old and have replaced twenty devices this year. We're also upgrading all servers in the UK and replaced eleven servers used for storing files and

running local applications. We've also provided the new Intellex solution for managing our Health and Safety reporting - this is best-practice in our industry and is hopefully making it easier to upload and manage our information. Our aggregates business has benefited from new dedicated network equipment at 62 sites and data for internet and Lotus is sent via a different connection. We've also increased the number of network connections at 50 sites and network switches at 11 Quarries, and introduced "Hana" on weighbridge screens to raise performance.



## BETTER WORKING CONDITIONS & WORK-LIFE BALANCE

We've made changes at many of our sites to provide better welfare and canteen facilities, and also to update and improve toilet and washroom facilities. A recent example is at Brentwood concrete plant which now has a very smart mess room and toilet block. This incorporates a cess tank below the cabin, saving everyone from walking the length of the site to visit the toilets. And it has improved pedestrian safety.

In response to staff requests there are now two staff showers at Rugby office so employees who run or cycle into work or go for some exercise at lunchtime can now freshen up afterwards - just listen out for any singing in the showers!! This is a great example of Voices into Actions.



## BEING THE BEST...

## HAVE YOUR SAY

**Our Engagement Survey runs between 16th and 30th October, and those with CEMEX email addresses will receive a link from Kenexa to complete it.**

People without CEMEX email addresses will receive a paper survey from their manager. There are 45 questions plus two open questions for comments - it will take between 15 and 20 minutes to complete. The scoring is on a six-point scale as shown below - please choose carefully when responding:

1. Strongly Disagree
2. Disagree
3. Neither Agree or Disagree
4. Agree
5. Strongly Agree
6. Not Applicable

If people select 3 it is very difficult to identify engagement frustrations and engagement factors as no real opinion is expressed. By contrast, it is helpful when a clear opinion is stated and

actions can be taken to improve - we encourage people to select 1, 2, 4 or 5 for this reason. Be careful regarding 6 Non Applicable - please double-check whether something really does not apply before scoring 6.

**Here are some hints and tips to help clarify the meaning of certain phrases in the questions:**

- **CEMEX** refers to the company and to all business units where we operate (global perspective).
- **My immediate supervisor/manager** refers to the person to whom you directly report.
- **Company** refers to the 'Business Unit (country) where you work.
- **Business Unit Leadership** refers to the Country President/Directors and their direct reports (Vice Presidents & Directors).
- **Department/Area** refers to the functional area in which you work.

• **Customers** refers to the people to whom you directly provide services or support. They can be internal and/or external customers

When answering, please think of your own personal experience at CEMEX, working at your site, with your team and with your supervisors & managers.

Reminders will be sent during the two-week engagement survey period, and please check you are up to date with our work to 'Be the best...' via;

- Talking with your line manager
- Reading weekly UK News bulletins online
- Reading 'CEMEXpress' editions at your home
- Logging into Shift
- Listening into business updates
- Attending the annual Roadshows
- Participating in local team meetings

Please make a note of the survey dates and don't miss your opportunity to HAVE YOUR SAY !



## THE FIRST 100 DAYS...

**Michél Andre has had 100 days as our new country president. What are his impressions of CEMEX UK, what is his style and what does he do in his spare time - if he has any! We interviewed Michél to find out.**

**So Michél, tell us more about your career in CEMEX up to now.**

Well, I joined back in 2005 when it was still RMC in France as CFO for the French operations. I remember coming to see Mr Munroe in Thorpe! Then of course CEMEX came along and I became in charge of the PMI (post merger integration) in France and VP of Integrated Functions. I also took on the role of Strategic Planning.

In 2008 I was promoted to VP of Readymix and later, in 2010, I was made CEMEX country president for France. I have also been very involved in the Readymix Global Networks, and was asked by Jaime Elizondo to lead the 'Grow the Pie' initiative for Europe.

**What are your lasting impressions of CEMEX UK after 100 days?**

Good! We have robust fundamentals in terms of teams, organisation, footprint and product range - we have a very large product range compared to France for example. But, clearly there are economic uncertainties around Brexit. This is a journey that we will be going on over the next few years, but we have the perfect ingredients as a business to travel that journey well and we need to be confident we can do that.

**Where do you think our greatest challenges lie?**

As always there are areas we can improve on. We are good at continuous improvement and have a process driven mentality

which is a big asset. I think we need to go further to raise standards, and the team wants to adopt LEAN processes throughout our organization, as the Cement operations teams and some Aggregate teams have already started. I have asked Phil Baynes-Clarke to lead on this. It's also great for team engagement because improvements come from employees and I think we can be the future example for the rest of CEMEX on this.

Customer centricity, value propositions and digital commercial model are also areas of challenge. We need to break the paradigm and go beyond just selling products in £ per m3. It has to be more about service and improving our value proposition to customers. We can take bigger advantage of our product range. We have an opportunity to be bolder with customers on what we sell and how we sell it.

Growth is the final area of challenge. We have to think slightly outside our normal ways of growth. Either traditional growth or via partnerships, I think the aggregates business in particular has great potential for this. I'd like to see us exploring more creative and agile ways to grow.

**How do you see the markets in 2017-18?**

The markets will continue to be soft until there is more clarity around Brexit. But, I do believe the UK market will rebound in a positive way in the years to come. There is still great need for residential and infrastructure projects in the UK, it is just a question of time.

**How would your previous employees describe you?**

Demanding both to them and to myself. Very transparent and agile, I would like to think I have a lot of ideas, they would probably say sometimes too many! I think they would say I am very approachable. Most of all I like to work as part of a team and develop people.



**What are your hobbies?**

I have a country house in France which is my hobby! I love to go there to relax with the family, and do some gardening and cooking.

I am very family orientated and we spend Christmas, holidays and birthdays there. We wanted to create a family home for everyone to enjoy.

**What's your favourite film?**

Invictus

**Favourite book?**

I enjoy Blake and Mortimer comic series. It's created by Belgian author/artist Edgar P Jacobs, written in English about the old fashioned secret service in the UK!

**Favourite Holiday location?**

My country house in France, but also we enjoy taking road trips and have been to Greece and South Africa over the past few years.

**What is the headline message you would like to send the UK Team today?**

We have a nice journey to go on, let's make a start. We have all the ingredients in the UK business, to make the perfect bake! We can be the point of reference for the other CEMEX businesses to aim for. There will be turbulence on the way, but we are in a great position to achieve what we want to.





### NEW QUARRY AT WEST DEEPING

CEMEX UK is in the process of constructing a new Quarry at West Deeping with the aim of replacing our Manor Pit Quarry (approx five miles away) which has now nearly exhausted its reserves.

The new facility will produce 350,000 tonnes per annum of finished Aggregates and has been designed to produce eight different grades of sand and gravels. It is estimated that there are some 2.4 million tonnes of reserves at West Deeping which will meet CEMEX's market requirements for the foreseeable future.

This new site will incorporate two weighbridges, a wheelwash and office and welfare facilities for the staff and drivers.



### INVESTMENT ON THE ROAD

Neil Corner from Letchworth Plant, one of our 350 independent contractor hauliers, has just taken delivery of a new six-wheeler Volvo FM11 ready-mixed concrete truck – one of 17 new Volvo vehicles with Hymix mixer units to be branded in CEMEX livery and delivering concrete across the country.

Representing a significant investment by the company, Charlie Stanford, National Fleet Liaison Manager, has worked closely with engineers and mechanics at both Volvo and Hymix to produce one of the lightest and most efficient vehicles on the market while offering the driver greater comfort and ease of handling.

Neil comments, "This truck is fantastic to drive. Everything is designed to make life easier from the lighter vehicle, the automatic gears and the hands-free phone. I've been driving concrete trucks since 1987 and collecting and delivering concrete couldn't be easier."



### MORE AGGREGATES ON NEW RAIL SERVICE

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 and are part of a wider UK Strategy by Network Rail to increase freight traffic.

In a recent survey 61% of people wanted to see more freight transported by rail. It is also another key factor in our strategy to grow Aggregates and the rail Supply Chain.

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.



### BARGING OUR AGGREGATES

June 2017 was a record month for us transporting aggregates by barge down the River Thames, saving approximately 320 road journeys by eight-wheel HGVs. Record tonnages by barge of 10,300t of sand and gravel were loaded at Dagenham Wharf and transported along the Thames to Fulham to meet the increasing demand for concrete by the London construction market.

CEMEX started barging down the Thames in 2012 and today three or four barge loads a week are transported by contractor, Thames Shipping. So far this year, approximately 48,000 tonnes have been transported.

Mark Grimshaw-Smith, Head of Rail and Sea, explained, "Barging is just one of the alternative modes of transport to road transportation. Combined with rail and sea freight this forms a significant link in our supply chain. Barge movements are on course to transport 50% more than last year, producing a great environmental saving."



### BID TEAM WINS FIFE COUNCIL MATERIALS SUPPLY FRAMEWORK

Neale McMaster from the Submissions Team reports that we were successful on our tender for the Aggregates lots of the recent Fife Council Materials Supply Framework. This valuable contract runs until August 2020 and is a brand new revenue stream for the business.

Big thanks to Bradley Murphy for all his help in ensuring the tender was sent back. Not only did we achieve 100% in the quality aspect of the tender, we finished top on price too, ensuring we get first choice at all jobs put through this framework – a real victory for #OneCEMEX.

Drew Crombie in Scotland's Aggregates Operations commented, "Brilliant news. Well done to all the team involved! This is a very welcome order for Scotland and hopefully the start of more to come in the Perth, Fife and Tayside area. Now it's up to us at Operations to ensure the quality and quantity is maintained at all times."



### MANCHESTER METROLINK WIN

Transport for Greater Manchester has formally signed the contract for the £350m next phase of the Metrolink expansion with Laing O'Rourke, VolkerRail and Thales UK. CEMEX UK is set to supply 45,000m³ of concrete over the next 36 months.

The new 3.4mile Trafford Park line, which will increase the size of the Metrolink network to more than 64 miles, served by 99 stops, will branch off from the existing Pomona stop and call at six new tram stops. These include stations at Wharfside, near to Old Trafford Football Stadium, the Imperial War Museum, key business areas through Europe's largest industrial estate and to visitor destinations such as Event City and the intu Trafford Centre for completion by the end of 2020.

### EAST LEAKE QUARRY STARTS UP AGAIN

Quarry Manager, Alan Smith, reports that East Leake Quarry has been inoperative since March 2017 due to planning issues. However, they have at last started soil stripping in the new Rempstone Extension area under Archaeological watching brief.

Once the Archaeology has been cleared there is overburden to be removed while staff have been at other sites to help out and keep contract labour costs to a minimum.



### ONE CEMEX PULLS IN THE PROJECTS

CEMEX Paving Solutions Northern has secured two large schemes in the space of a week totalling over 42,000t of Asphalt, with thanks to many parts of the business acting as ONE CEMEX.

The first scheme won is Peppermint Junction in Lincolnshire for Eurovia Contracting (approx.12,500t). We collaborated with John Godley from CEMEX Materials in Lincoln and after some lengthy discussions with Eurovia, we finally managed to secure the job. Eurovia are working for Lincolnshire County Council who recommended they use CEMEX for the surfacing and also commented on the quality of the HRA supplied by Lincoln Coating Plant.

The second win is the A63 Selby Bypass Reconstruction Phase 3 (approx 30,000t), which was awarded through the North Yorkshire County Council Framework where Jenna Louise Swain did the initial work, completing the quality/submission information 18 months ago. During the tender stage members of the Paving Solutions team including David Duszczak, Thomas Dav Mason and Matthew Crowder collaborated with Trevor Golding from Asphalt, Graham John Wilson, Marie Tiernan and Miranda Dunsden from Aggregates, along with backing from Garry Gregory and Martin Ashfield.

CEMEX secured this major scheme which will see many parts of the business benefit. All parts of CEMEX can continue to work together as one and show North Yorkshire County Council and the Selby public what a great company we are!

### NEW GLOBAL AND UK R&D COMMITTEE

Research and Development plays a critical role in the innovation process - it is an investment in technology and future capabilities which are transformed into new products and customer solutions.

Mike Higgins, UK R&D Chair, explains, "This year a multiproduct Global R&D Committee has been established and I am pleased to represent the UK. The format of this committee is that country representatives submit and present on project proposals for evaluation, shortlisting and coordinated execution. The benefit of the Global Committee is that we are able to utilise the expertise and capabilities of the wider ONE CEMEX global community."

## BEST... FOR COMMUNITIES



The seven rare Bee-eater birds at our quarry in East Leake are becoming major celebrities in the media with coverage recently on Radio 4's Today Programme where they topped the bill!

The birds have successfully hatched some chicks and over 10,000 visitors have been to view the seven adult birds and their offspring. The CEMEX team has been magnificent working with the RSPB staff to manage the enormous numbers of visitors.

The birds have had 24-hour surveillance from RSPB wardens to protect the eggs from predators and people and it was RSPB wardens watching the nests who noticed parent birds flying to and from one of the nest holes with food, indicating that young were being fed. The other two nests were also on the verge of hatching and the RSPB expected all three to produce young.

#### Fox deterrent

Mark Thomas, RSPB Senior Investigations Officer, explained, "By day, the nests were at risk from egg collectors and by night the eggs – and now the chicks – are at risk of being taken by a fox. Fox prints were seen in the sand so we

posted wardens armed with torches on night watch to deter any predators. Sure enough, one night a fox appeared near the nests but was scared away by the torchlight. If we hadn't been present it would almost certainly have got the chicks."

Bee-eaters are rare visitors to the UK. Before the Millennium they had only appeared twice but have since nested in Cumbria (2015), the Isle of Wight (2014), Herefordshire (2005) and Country Durham (2002). It is thought they are expanding their range north due to climate change.

#### Perfect home

Mark Thomas comments, "These exotic birds – a kaleidoscope of greens, yellows, reds and blues – are much more likely to be seen in southern Europe or Africa rather than Nottinghamshire."

Andy Spencer, Sustainability Director at CEMEX, enthused, "Working quarries like this one offer the perfect home for Bee-eaters and other birds like Sand Martins. On CEMEX quarry sites we build dedicated sand piles away from the operations where birds can make their nests and breed without interruption. We're delighted to be hosting these charming visitors for the duration of their stay in the UK."



Every CEMEX UK employee can take one day's paid leave a year to do community work either on your own or with a group of colleagues. If you need a few ideas, a short guide telling you how to do a Lend-a-Hand has been put on SHIFT or you can email Ellen Boylin at Rugby hub office for a copy or telephone 01788 517000

#### LEYBURN AND PALLETT HILL LEND-A-HAND

Recently a special North East task force was assembled to help out at a local nature reserve, Foxglove Covert. The reserve encompasses 100 acres with over 2,600 species of plants and animals.

Vegetation needed to be cut back with special attention to maintaining footpath access. The work was arduous but rewarding.

#### LANCASHIRE LEND-A-HAND

Area 6 Lancashire has taken part in a Lend-A-Hand day at a church in Darwen. It was a successful day despite the bad weather.

A great team effort from all involved - Damon Montgomery, Paul Cheeseman, Damian Jenkins, Paul McKimm, Andrew Howart and Martin Simons.

#### BEACH CLEAN UP

The Business Performance Team in Preston Brook lent a hand at the Marine Conservation Society Beach Clean Up Event at Formby beach. They collected 134kg of waste/litter during the day.

#### PAVING SOLUTIONS LEND-A-HAND

Fantastic effort by all from Paving Solutions Southern to re-paint a perimeter fence as per the school's requirements. The work was based over two days with various operatives, supervisors and project managers working on the job. The finish looks fantastic.

#### IT'S IN OUR NATURE

CEMEX Logistics & Supply Chain had a great day supporting the Cumbria Wildlife Trust at their South Walney Nature Reserve for their Lend-A-Hand day.

The team included Paula Sedgwick, Jane Walsh, Dave Rogers, Julie Welch, Dave Hart, Carl Milton, Ian Claridge, Rob Wilkinson and Scott Jones.

#### DIGGING A HOLE...

Mark Norton recently organised a day to break out a stretch of ground in front of the local scout hut that is prone to flooding, ready for CEMEX Permaflow concrete.

Liz Bowden, Neil Adams and Mark Grimshaw-Smith from Supply Chain joined Mark from National Commercial and Sean and John from Southam Lab Technical team.

#### MARKETING & BID TEAM GO TO THE DOGS

In August the Bid and Marketing teams (James Fairclough, Jenna Swain, Neale McMaster, Aman Kundi, David Elston and Helen Hart) were involved in a Lend-A-Hand day at the Dogs Trust in Kenilworth.

The day allowed the teams to exercise and look after neglected dogs and support the behavioural work of the centre, resulting in most now having found new homes.

#### THE CONSEQUENCES OF COMMITTING CRIME

The Security Dept has concluded two enquiries involving internal crime. First, a site manager had been stealing fuel and using company assets, along with evidence of bullying and intimidating behaviour. Second, an employee had been entering cash sales at a lower rate than received from customers, pocketing the difference. The Security Dept has a number of intelligence-led techniques to detect such crimes and also carry out surveillance to gain evidence.

Both individuals have been dismissed and also reported to the police. While we will prosecute individuals who are caught, the consequences can be devastating.

#### TEAM ASPHALT AT SELKIRK STABLE LIFE

John Macsween reported that the Asphalt team completed a Lend-A-Hand at Stable Life in Selkirk, a charitable organisation working with horses and animals to provide a safe, nurturing environment.

Painting several stables, the team worked with a member of the Scottish Borders Council. Present on the day were Garry Gregory, Jason Barker, Brin Sandu, Ed Hobbs, Douglas Hunter, John Smith, Bryan Walkinshaw, Jackie Macdonald and Rob Cunningham.

#### OVER 100 VISITORS TO RUGBY PLANT!

Rugby Cement Plant has hosted another successful Heritage Day with a tour to celebrate the industrial heritage of Warwickshire.



### BBC AUTUMNWATCH VISITS EAST LEAKE QUARRY

East Leake Quarry was busier than normal at lunchtime 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 sight for over four hours, arriving early afternoon. They captured some good shots and interviews with the RSPB, taking advantage of Michaela's very approachable nature.



### A SWIFT FUTURE

At Rugby Cement Plant Mick and Alex have attached 12 new 'homes' on a building to house swifts. Incorporated into the 'homes' is a 'caller', a pre-recorded sound of a swift's call that plays at dusk and dawn to encourage new occupants to move in.

Swifts are the perfect house guest. They are in the UK for three months of the year, make no mess and help get rid of flying insects. Sadly, their numbers have been declining, due in part, it is thought, to the lack of homes in our urban environments.

Rebecca Pitman, RSPB Swift Cities Project Officer, says, "The swift is truly an urban bird and sadly they have declined by an alarming 47% between 1995-2014. When they arrive from Africa they return to the same location year after year. Development often destroys suitable sites but hopefully these homes can offer this great bird a great home."



### CAMBUSMORE BIODIVERSITY DAY

Cambusmore Quarry has hosted more than 50 biodiversity stakeholders for a full day of information and two-way dialogue on their successes in managing biodiversity. Our visitors learned how Cambusmore balances the needs of the built environment with the natural environment.

Sean Cassidy worked with Ian Kerr, Drew Crombie and the team to attract a wide range of interested stakeholders including our biodiversity partner, RSPB.

### ENRAPTURED BY RAPTORS

It's good to see Raptors continue to flourish with breeding pairs returning for another year. The RSPB have located all the Peregrine Falcon chicks and placed identification rings on each one.

The site teams see them as a special addition to site diversity and do whatever they can to protect them.



### CEMEX RECOGNISED AS A WORLD CHANGER

CEMEX is proud to announce that we have been recognised by Fortune Magazine for our efforts in improving people's lives through our housing and cookstoves initiatives in Latin America.

Fortune recognised CEMEX's efforts to foster sustainable building practices by highlighting the company's "Growing" platform, which encompasses our social and inclusive businesses such as Construyo Contigo (Building Together), Construyo Apoyo, Yo Construyo (I Build), and Clean Cookstoves.

We are committed to creating shared value through social innovation, by creating and strengthening alliances with think tanks, the private sector, universities, NGOs and community partners.



### 5-STAR BADGER ACCOMMODATION

At Hyndford Quarry three members of staff built a new artificial sett for our resident badger family with help from Local Ecologist, John Derbyshire.

The badgers needed to be relocated away from our excavation site so it was a great opportunity to learn about their habitat. They are also now experts in identifying a Willow Warbler and a Yellow Hammer by bird song!





## THANKS FOR YOUR EFFORT AWARD

### May Winner

**Rory Clark**, an HGV bulk cement tanker driver out of Tilbury was named TFYE winner for May. He 'stepped in' to help a lorry driver who had passed out behind the wheel while driving on the M25. Following his actions, Rory averted a major traffic crash.

CEMEX received a letter of thanks from the third party's CEO commenting on the commendable actions of Rory "who through smart and excellent reactive driving probably saved the lives of the lorry driver, his passenger and maybe other drivers who would have been involved in the RTA".



### May nominees

There were an impressive twelve nominations for May's award, all of whom went above and beyond their daily remit.

**Dave** – Batcher at Scarborough Plant who helped a deaf and dumb customer. His manner was friendly, helpful and he went out of his way to ensure the customer got what he needed while also taking a delivery at the time!

**Andy Beresford** – Quarry Operative at Dove Holes. Andy offered to come into work on a Bank Holiday Monday to make sure that there was sufficient stone on the surge pile to cover trains for the Monday night.

**Jenna Swain** – Submissions Manager, for her pivotal role in organising and running the recent Asphalt Conference which was the best one ever according to feedback from the attendees.

**Noel Dixon and Tony Connolly** – Technical Systems Manager and Process and Automation Manager. Noel and Tony are always at the end of a phone for help and advice no matter what time of day you call them.

**Michael McGrath and Stephen Cuthbert** – Wharf Operative and Assistant Wharf Manager at Jarrow. Due to a 'perfect storm' of circumstances beyond their control, of the usual five site Operatives in work there was only Michael and Steve on Monday 15 May but they successfully dispatched almost 2,000th that day!

**Karen Jamieson and Simeon Winston** – Aggregate Sales. Short staffing meant that Karen and Simeon had to step up to the plate which they did brilliantly.

**Elizabeth Dixon, Danielle Cullinane, David Rogers, Emma Broome, George Davison, Bradley Attwood, Scott Gedrim and Alistair Smith** – East Customer Service & Planning Team, Aggregates Supply Chain. Earlier this year we announced that the Aggregates Customer Service & Planning office in Thorpe would close and this function for the South East would move to our Rugby office. After much planning, recruitment and preparation, this move went live and the team performed seamlessly.

**Nicola Drabble and Nicholas Watson** – Aggregates Supply Chain. Nick and Nicola are the core of the Rail Team coordinating over 2.5 mt pa. They both work together quietly and conscientiously. Working together since 2012 rail volumes have grown 35%, last year being a record.

**Melissa Whitby** – Next Day Planner Aggregates. We were having continuous issues handling the orders of our biggest Asphalt customer, Resurf. They have many jobs each day and make many amendments so mistakes are easy to make but Melissa has taken on the role of 'Key Account Manager' and things have gone a lot more smoothly.

**Gary Morton** – Plant Supervisor, Readymix Cluster 4. A spot environmental audit at the Asphalt Plant left the unit short staffed during a busy day as the Unit Manager had to attend. Gary Morton volunteered to help on the loading shovel at the Asphalt Plant to ensure that the Plant could continue to supply without interruption.

**Carl Milton and Paula Sedgwick** – Regional Logistics Manager and HR Business Partner. Carl and Paula have demonstrated leadership, passion and commitment in delivering this successful third intake of DGV Apprentices.

### July TFYE winner

**Gabriel Usuerlu** - Independent Haulage Contractor in Area 15. Gabriel was delivering a load to a Laing O'Rourke site in Cambridge and STEPPED - IN when he was concerned for the safety of a traffic marshal. The marshal had stood in a blind spot danger zone in front of Gabriel's lorry prior to reversing to a concrete pump. Gabriel very sensibly turned off his engine, exited the cab and called to the traffic marshal, explaining the danger. He then invited the marshal into his cab to explain the visibility issue who very much appreciated this explanation and care for his safety.

### ... and other heroes

**Matthew Wootton (Plant Manager) and Dave Ruddy (IHC Driver)** were extremely helpful and showed great attitude to resolve a breakdown at High Wycombe Plant. Both Matt and Dave worked on the Plant while Hannah Hyslop kept Sarah Hawker in Shipping updated.

**Michael McDonagh (Plant Supervisor), Dave Roberts (Company Driver) and Steve White (IHC)** helped to ensure our valued customer, Malin Flooring, receive their 150m<sup>3</sup> of concrete from Huddersfield Plant after various issues on the customer's site. The last load was delivered at nearly 10.00pm.

**Martyn Johanson (Production Supervisor), Gary Cox (Wharf Operative) and Gareth Beechey (Wharf Operative)** acted quickly when Area H&S Advisor, Duncan Hargreaves, became unwell during a SHE Audit. It was decided that the best course of action was to take Duncan to the hospital straight away to fully assess him and it saved the day.

**Kieran Hancock (Customer Service Agent, Concrete Blocks)** was nominated because he "works his socks off every single day" for the customers and also for his team.

**Marcus Hollingworth (Contract Draughtsman/CAD, Engineering)** took over at a time when developing a number of new railheads. This is a complex job but Marcus has stepped up to the plate.

**Daniel Gibson (Transport Planner, Supply Chain (Asphalt))** is based in Rugby and works in the South West Area, predominantly taking orders and planning deliveries for Wickwar Asphalt Plant. He shone in a very challenging week, ensuring all the customers affected were kept fully informed, even when it was bad news.

**Siobhan Edgar and Michelle Bolan (Next Day Planners, Aggregates)** offered to work an extra hour early in the mornings due to issues with the weighbridge staff who could not dispatch early deliveries. Lorries were stacking up and creating safety problems.

## LONG SERVICE AWARDS

### 40 Years!

**Dave Way, Yard Operative** CEMEX Floors at Wick, Bristol, having worked at the site for the whole 40 years



**Graeme Barton, Cement Commercial**, receives a cake and vouchers from Carl Platt, VP Cement Commercial.



### 25 Years

**John Harding, Sales Executive** in Cheshire, has great knowledge of his local market and has good relationships with local customers and CEMEX colleagues. John is pictured with his Commercial Team colleagues.



**Stuart Woods, Cement Logistics** left school at 16 and joined Rugby Cement on a Youth Training Scheme. After a number of roles he is currently a Supervisor within the Cement Logistics Customer Service and Planning Team. He is pictured receiving a cake and gift from Carl Platt and Jane Barker.



**Alison Wise, Principal Landscape Architect**, recently completed 25 years.



### 15 Years

**Simon Whitfield**, recently hit the 15-year milestone.



**Jamie Pickles, Communications and Corporate Reputation Manager**, joined us in 2002 in a marketing role, moving to strategic intelligence and ERM, and finally to his current position. He is pictured receiving his vouchers with Martin Casey, Public Affairs and Communications Director.



**Alan Flippance, Driver Development Officer**, joined the company in 2000 as an agency driver. He has progressed through the ranks to his current position.



**Eric Scammell, Environmental Compliance Officer** within the Sustainability Dept.

**Lee Thompson, Cement Miller** at Tilbury receives his award from Tony Drake, Operations Manager.



**Maurice Burrell, Quarry Manager** at Middleton and Divet Hill, achieves 15 years.

**Jason Neale, Cement Miller** from Tilbury received his 15-year award from Tony Drake, Operations Manager.



**Stuart Challinor**, at Washwood Heath.

## RETIREMENTS

**Al Green**, recently retired after an amazing 38 years!



**Mick Bamford**, from Billingham Wharf, Billingham Coating Plant and Hartlepool retired after 28 years.



**Danny Cairns**, from Hyndford Block Plant retires after 26 years and is congratulated by Tom Tennant, Plant Supervisor.



**Bryan Hayhoe**, from Ely Coating Plant retires after more than 17 years.



**Alan Walters, AQM** at Taffs Wells Quarry retires after 49 years!



## SOUTH FERRIBY WINS AGAIN!

South Ferriby recently entered a soapbox team into the Worlaby Downhill Challenge, hosted by Apple Head Gravity Racing and sponsored by CEMEX South Ferriby.

With tough competition, the event saw participants on homemade soapboxes, sidecars and gravity bikes hurtling down the hill into Worlaby at speeds of up to 45mph – and we won again!

## APPRENTICESHIP OF THE YEAR AWARD

CEMEX UK has won the prestigious Motor Transport award for Apprenticeship of the Year, beating off competition from the likes of BT and Royal Mail!

The event, attended by over 1,500 industry professionals, celebrates outstanding achievement in the road transport industry and we were recognised for our contribution to reduce the skills gap and the UK driver shortage and provide young people with a sustainable and rewarding career in CEMEX.

This comes on the back of Christina Wilcox recently winning the Talent in Logistics Apprentice of the Year.

