



Welcome to UK News 11<sup>th</sup> Jan 2018  
your weekly update from around CEMEX UK

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## BEING THE BEST FOR FAMILIES

### 3 Points Of Contact Please.....



There were two incidents last week which, whilst not LTIs, remind us of the need to stay alert in the wet and windy January weather. Last year we suffered from five significant injuries in January, three of which involved slips, trips and falls. Let's make sure that doesn't happen again this January – get a grip (3 points of contact!), stick to designated footpaths and wear the correct shoes.

Here are the incidents from last week:

- \* At one of our offices a car parked outside a designated space in breach of local site rules. This caused one of our employees to have to leave the demarcated footpath onto made up ground. As a result, the employee went over on her ankle and suffered cuts and bruising to her hands and knees. The need to follow Health and Safety rules applies equally in our office environments as to our operational sites. We need to look after not only ourselves but also each other if we are to ensure everyone can return home uninjured.
- \* On one of our Quarries a contractor tried to stop a steel door from banging shut in the wind and, in doing so, trapped and injured the end of a finger. It is important to consider the effects of the weather and take all practical precautions to keep everyone safe.

### Return To Work Focuses Minds



Many of you shook off the Christmas tinsel and refocused the mind on the new work year ahead by holding 'Back to Work' training last week.

Well done to the Sheffield and Nottingham Asphalt Plants (main pic) for taking the time out to remind themselves that safety is our number one



priority and it is all of our responsibilities to keep ourselves and each other safe as we start up again after a short break.

Also to Area 14, led by Matt Yaxley, whose return to work session was held in Kesgrave near Woodbridge in Suffolk. The day was attended by Area employees along with employees from Logistics, a FORS team member and Dry Silo Mortar, and included Health & Safety, Customer Centricity & CEMEX Go, and Sustainability to mention a few.

Thank you to all the teams who took the time out to put safety first.

## Pedestrian Safety Campaign Launched



2018 saw the start of a new safety campaign focusing on pedestrian safety by building materials supplier, CEMEX UK. Following on from their highly successful and market-leading cyclist safety campaign, the company is planning to engage with pedestrians to highlight the potential dangers around large goods vehicles and the part pedestrians can play in staying safe.

This is an exciting and important step for us in helping to ensure the safety of another group of vulnerable road users. In 2016, 25% of all fatalities on our roads in this country were pedestrians while in London it was 53% where 6.5 million journeys are walked each day. Obviously, the vast majority of these fatalities did not involve an LGV but pedestrians should be aware of the possible dangers around large vehicles.

“For the start of the campaign we plan to put our specially designed logo and messages on some of our trucks, the first message being “Look out before you step out”. Incidents often happen in slow moving traffic in towns and cities. Hopefully, pedestrians will see the message and “Look out before they step out,” comments David Hart, Director of Logistics.

We will continue our programme of road safety talks in schools and will be looking to disseminate its safety messages to other pedestrians groups such as the elderly, who are particularly vulnerable.

## BEING THE BEST FOR CUSTOMERS

### New CEMEX Go Digital Support Advisors



Tamsin Rodriguez is delighted to welcome three new Digital Support Advisors to her CEMEX Go team. Amanda Walker, Kirsty Roche and Laura Hogan will all be joining Tamsin and supporting the Readymix and Cement Service teams in the lead up and implementation of CEMEX Go in April. The Cement team will launch CEMEX Go nationally whilst the Readymix team will be a phased rollout starting with the North West.

The team are already busy having had an eight hour live product demonstration from our colleagues in Mexico last week!



## Customer Service Champions Of The Week!



Our latest mini customer survey figures from our own customer poll in December tell us that we are moving in the right direction for customer service. Our mini net promoter score (number of customers who would recommend us to others) was encouraging at 47 (the benchmark we are aiming for in our major annual customer survey is 66).

Whilst there is still a lot of work to be done, and this is only snapshot of a very small number of our customers, it is still heartening to hear that we do get it right a lot of the time. Sometimes we only hear the negatives. These mini-surveys give us information to be working on and improving from.

In particular, our customers mentioned some employees by name as giving great customer service. They deserve our recognition for enhancing our reputation and keeping customers coming back for more. Thank you and well done to: **Helen Kinsella, Andy Shield, Julie Turner-Coates and Hannah Davis** from Asphalt for delighting our customers.

Here are some of the positive comments we had:

*"I have worked with CEMEX for 20 years and they are spot on."*

*"The sales team are always helpful and polite."*

*CEMEX are: "always flexible to help and cater to the customer's needs."*

*"Delivery times and ordering times are really good."*

*"We always get what we ask for and the office staff are always very friendly and helpful."*

*"The ease of use and the customer service is great, plus the quality of the products speak for themselves."*

*"Great service, but next time send the engineer with biscuits 😊!!"*

Congratulations to everyone involved and those using the information provided from the mini-surveys to improve on our NPS.

## Europe's Strongest Floor....



December saw CEMEX undertake a large and highly publicised project for Airbus in Bristol. All three of the Area Plants: Bristol, Henbury and Wickwar, exclusively served and successfully completed a 1,450m<sup>3</sup> 24-hour continuous pour. The main contractor for the project was Galliford Try and the subcontractor for the floor was Tercon, a Bristol based local groundworker.



This pour was a UK first as it was being poured for a slab known as a 'strongfloor'. The purpose of this new floor was to allow the UK to become a hub for new airplane wing testing that will be used across the world. The project was heavily funded by the UK



Government and saw 13 weeks' worth of complex steel and rebars being installed by Tercon prior to the pour. There are only three known strongfloors in the world with this being the first in Europe.

The pour was covered by the BBC, Bristol Post, Galliford Try media and Airbus media. It has been branded one of the largest continuous pours in the UK for 2017 and the largest single concrete pour in Bristol to date. Tercon are a groundworker we have been working with very closely with over the past 12 months.

The project created several challenges that were overcome through meticulous planning, teamwork and clear lines of communication across all involved.

Sam Ryan, RMX Sales Manager, talks us through it: "By working as one CEMEX all the Aggregate and Cement deliveries were on time and excellently planned so the flow of concrete was continuous. Area 20 pulled together to ensure success with both the Shipping Office Manager, Richard Dytor, and Sales Manager, Sam Ryan, manning the phone throughout the pour should anything unexpected occur. Ops Manager, Andrew Hoskins, spread his time across the Plants to ensure production was smooth. Sales Executive, Gregory Vaughan, gave a CEMEX representation on site for the full 24 hours and Technical Manager, Stephane Plisson, dedicated all his time to being on site checking quality throughout the day and evening.

A special thank you goes to all the batchers, fitters, and electricians in Bristol, Henbury and Wickwar, along with the 38 mixer drivers that were paramount to the eventual success of the pour."

## Evolving Our Organisation



Chris Leese, VP for Aggregates, posted a blog on Shift just before Christmas announcing some organisation changes in order to better structure our business to help promote our strategic priorities.

If you missed the announcement you can find it on Shift via this link:

[http://shift.cemex.com/blogs/07515462-04b9-4755-9fc0-b6b67f7d9746/entry/Aggregates\\_UK\\_Evolving\\_our\\_Organisation?lang=en\\_us](http://shift.cemex.com/blogs/07515462-04b9-4755-9fc0-b6b67f7d9746/entry/Aggregates_UK_Evolving_our_Organisation?lang=en_us)

## BEING THE BEST FOR SHAREHOLDERS

### CEMEX UK Signs On The Dotted Line For New Marine Aggregate Dredger



Laurence Dagley, Director CEMEX Marine UK, has signed a contract with Frank de Lange, Regional Sales Director of the Damen Shipyards Group, for the delivery of the first Damen Marine Aggregate Dredger (MAD) 3500 in CEMEX's fleet. The new dredger will be the first new CEMEX vessel in 20 years, representing significant investment and ensuring



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supply of vital sand and gravel into the construction market. The main photo shows Frank de Lange (L), Laurence Dagley (R) and the Master and crew of the Sand Heron as the contract is signed.

The vessel, which will be built at Damen Shipyards Galati in Romania, is designed to extract sand and gravel from the sea bed up to depths of 55 metres, including in the challenging conditions experienced in the North Sea. The dredger is the result of extensive market research and customer consultation which highlighted that the UK dredging industry has an aging fleet with increased focus by the market on the need for marine dredging.

CEMEX UK has a pre-existing relationship with Damen having utilised the service of Damen Shiprepair Amsterdam for maintenance of their vessels. When approaching Damen CEMEX had a clear set of requirements, as Laurence Dagley, Director CEMEX UK Marine explains: "We wanted a cutting edge design, something for the 21<sup>st</sup> century with all the safety, efficiency, environmental and on board comfort credentials this implies.

Achieving a maximum uptime within what can be a challenging working environment is also important to us. Damen accepted the challenges that we gave them, delivering a robust, yet innovative design that demonstrates the combined experience and ingenuity of our respective teams. Proudly wearing CEMEX colours, this new ship represents the start of our ambition to modernise our fleet over the coming years, to serve the increasing need for marine dredged aggregates in the UK."

The MAD 3500 dredger will replace CEMEX's *Sand Heron* and will give an additional 20% of aggregates that can be delivered per trip. Further design features include optimal balance between payload and efficiency, overall length of 103.5 metres, a deadweight of just under 7,000 tonnes and a maximum loaded speed of approximately 12 knots.

The MAD 3500 will also have exceptional seakeeping behaviour, offering crew comfort in rough seas and the capability to work in heavy weather conditions. The bow is enclosed, protecting deck equipment and the "user-friendly" design ensures relatively simple maintenance and part replacement to maximise non-operational time.

Damen Regional Sales Director, Frank de Lange, says: "We are honoured to work with CEMEX UK on this innovative project. At Damen we are always happy to embrace a challenge and this vessel which includes a number of never before seen features is a good example of that. We feel confident that the MAD has all the attributes required to bring the aggregate dredging fleet up to date and into the future. We're looking forward to seeing the first MAD in action at the end of 2019."

## Happy Christmas To Local Asphalt Sheffield!



A few weeks ago local Asphalt team in Sheffield got an early Christmas present of a sparkling new Volvo L150H! I wonder how Santa got that on his sleigh?!

The happy team are pictured here with contractor, Martin.



## Dedication, That's What You Need



Despite some very challenging conditions in 2017 Rail movements increased for the 5<sup>th</sup> straight year.

Records we broke in 2017 are:

- Most aggregate moved in a calendar year at 2.65mT
- Moved over 2.5mT from Dove Holes for the first time.
- Moved over 130 KT from the S West which is highest volume from that area ever.

All in all we had a very good year and that is down to a huge effort made from Operations making and loading it; depots receiving, stocking and loading it; local sales teams selling it and planning teams moving it. Special thanks should go to Nicola Drabble who works tirelessly to ensure the Rail part of the chain works as smoothly as possible and goes as unnoticed as it can.

Bring on 2018 and let's do more again

## Cable Thefts – Update



The series of cable thefts recently suffered in the East Midlands area seems to have tailed off for the time being, perhaps as a consequence of the arrest of five suspects in Humberside in recent months. At this time no evidential link has been established against the suspects in relation to offences suffered by CEMEX and there can be no room for complacency.

Our sites are still vulnerable. Colleagues are again urged to take preventative measures wherever possible. By far the most effective measure is to thwart the potential theft of cable by effectively and at all times safely burying it; utilising sleepers or similar to prevent easy removal.

Colleagues are reminded, in the recent spate, offenders were able to remove cabling leaving live ends and/or unearthed live machinery. If your site is victim of a cable theft, please ensure all measures are taken to render the area and affected machinery safe before further action.

‘Our security is a collective responsibility ~ please play your part!’

## BEING THE BEST FOR COMMUNITIES

### Team Willington's Kindness Helps Local Lad



A huge thank you goes out to the team at Willington Quarry, who through their vigilance and kindness helped a young man at risk.

The team spotted a member of the public standing outside the Quarry gates for some time. He was approached several times by members of staff to see if he was OK and he was not very responsive. When he started to make his way to the Concrete Plant the AQM alerted the police and



approached the man again. It then became apparent that Ben (the young man) was very cold and not sure where he was.

The team kicked into action and took Ben into the canteen to warm him up and give him a cup of tea. After talking to him they ascertained his name and a phone number to call his parents. The police were contacted again to cancel the initial call. The team then called Ben's mum, who couldn't drive, and his dad was at work so couldn't come and pick him up either. As Ben only lived around the corner from the site supervisor a lift home was arranged.

The following morning the Quarry Manager phoned to check that Ben was OK. His parents were very grateful for the team's help. The team saved Ben, who has mental health and other medical issues, from hypothermia, and kept him safe from harm.

Well done to the team for stepping in and helping a member of the community.

### Leith Lend-A-Hand



The Leith Cement Terminal team: Peter Horsburgh, Keith Buchan, Tony Wright and Sean Page, started off the New Year with a Lend-A-Hand. Their task involved putting up a fence for the disabled access at Musselburgh Rugby Club.

Sean commented: "We thought it was a good idea to burn some of the calories off after the festive break!"

Well done to the team for using their day for a very worthy cause – and improving their health a bit too!

### CEMEX UK 2017 Sustainability Awards



The second annual awards were presented by Michel and the senior team this week.

The awards, which were open to all business areas last year, saw 33 high quality entries from the whole of the business covering the sustainability areas of Biodiversity and Conservation, Community Relations, Emissions Minimisation, Energy and CO2, Resource Efficiency, Site Improvements/New Techniques and Waste Management.



The judging panel from the Sustainability and Energy teams, along with independent judges, had a very difficult decision selecting the following winners in the individual areas along with a Special Commendation and overall UK Winner:

Biodiversity and Conservation Highly Commended: East Leake Quarry – 'Bee Eaters'

Biodiversity and Conservation Winner: Cambusmore Quarry – 'Biodiversity Day'



Community Relations Highly Commended: Middleton Quarry – ‘Pennine Way footpath support’  
 Community Relations Winner: Buxton Concrete Products – ‘local school initiative’  
 Emissions Minimisation Highly Commended: Washwood Heath – ‘dust sprayer’  
 Emissions Minimisation Winner: Logistics – ‘telematics’  
 Energy and CO2 Highly Commended: Pallett Hill Quarry – ‘pumping load reduction’  
 Energy and CO2 Winner: South Ferriby – ‘live energy price monitoring and load management’  
 Resource Efficiency Highly Commended: Pallett Hill Quarry – ‘water storage’  
 Resource Efficiency Winner: Trafford Park – ‘water saving’  
 Site Improvements/New Techniques Highly Commended: Chorley Concrete Plant – ‘sleeping policeman’  
 Site Improvements/New Techniques Winner: Readymix West Midlands & Staffordshire - ‘admix 1 way valve’ and ‘spray bar pulley system’  
 Waste Management Highly Commended: Readymix South Wales - ‘wash pit and waste management’  
 Waste Management Winner: Jarrow Wharf - ‘concrete waste recycling’  
 Special Commendation – Aggregates North East

The Overall Winner 2017 UK Sustainability Awards – SOUTH FERRIBY ‘live energy price monitoring and load management’.

The UK Sustainability Department, Michel and the Senior team would like to thank all entries.

## BEING THE BEST FOR EMPLOYEES

### How To Unlock Our Potential - Book Your Place

**ONE TEAM, ONE CEMEX**  
**UNLOCKING**  
**OUR POTENTIAL**

As a business CEMEX UK has all the perfect ingredients to make us a flagship company in the CEMEX globe. Come and find out what those ingredients are and why this is good for us. We want your opinions too. Please use the link below to book your place at a 2018 Team Talk Roadshow. Michel Andre and the Top Team will be touring the country to meet you. They want to discuss their plans for the year ahead and listen to your comments and thoughts. It’s your chance to feedback to

the Top Team, meet Directors you might not know so well, shape our year ahead and network with colleagues from other parts of the business.

There will be food and drink at the venues which is why we need you to book please. Any problems with the booking form then please contact [gb-communicationsandpublicaffairs@cemex.com](mailto:gb-communicationsandpublicaffairs@cemex.com) who will be happy to book you on.

Booking link: <http://bit.ly/2juqGga>

In direct response to your feedback we have increased the number of events at each location this year so more of you can attend without disrupting the business, and the events are slightly longer to allow more time for discussion.

In addition, Michel would like to talk about “what made you proud at work in 2017” and there is a short form attached to the UK News pdf or in the download section of the UK News website, to help you formulate your thoughts to share if you would like to.





Anyone is welcome to attend from any part of the business. Please check with your Line Manager, however, to make sure it's co-ordinated with the rest of your team!

Here are the dates and locations:

MONDAY 29 <sup>TH</sup> JAN	VENUE	TEAM TALK ONE	TEAM TALK TWO
RUGBY	The Benn Hall, CV21 2LN	10:00 – 14:00	N/A
TUESDAY 30 <sup>TH</sup> JAN			
STRATHCLYDE	Double Tree Strathclyde Hotel, ML4 3JQ	08:30 – 12:00	13:15 – 17:00
DONCASTER	Best Western Mount Pleasant Hotel, DN11 0HW	08:30 – 12:00	13:15 – 17:00
DARTFORD	Mercure Dartford, Brands Hatch Hotel, DA3 8PE	08:30 – 12:00	13:15 – 17:00
WEDNESDAY 31 <sup>ST</sup> JAN			
STOCKTON	Best Western Parkmore Hotel, TS16 0DH	08:30 – 12:00	13:15 – 17:00
HUNTINGDON	Huntingdon Racecourse, PE28 4NL	08:30 – 12:00	13:15 – 17:00
SOUTHAMPTON	Grand Harbour Hotel, SO15 1AG	08:30 – 12:00	13:15 – 17:00
THURSDAY 1 <sup>ST</sup> FEB			
WARRINGTON	Daresbury Park Hotel, W4A 4BB	08:30 – 12:00	13:15 – 17:00
WOTTON UNDER EDGE, GLOUCESTERSHIRE	Eastwood Park, Falfield, GL12 8DA	08:30 – 12:00	13:15 – 17:00
ST ALBANS	Mercure St Albans Noke, AL2 3DS	08:30 – 12:00	13:15 – 17:00
FRIDAY 2 <sup>ND</sup> FEB			
RUGBY	The Benn Hall, CV21 2LN	10:00 – 14:00	N/A

## 15 Years For Darren



Darren Archer (Plant Manager at Purfleet Plant in Area 14) celebrated 15 years service with CEMEX on 2<sup>nd</sup> January 2018.

Matt Yaxley, Cluster Manager, and the team took advantage of presenting the Return To Work Training to announce Darren's service within the training itself. Darren was asked to the front of the venue where he was presented with his service award letter by Matt. All of his colleagues congratulated him on his achievement. It was the perfect opportunity to do this whilst everyone was together.

The photo shows Matt (on the left) presenting Darren with his letter.

Matt commented: "I would like to thank Darren for his hard work and commitment to the business over this time."

## 15 Years For Michael And Neal



Thank you and well done to Michael Vale and Neal McGree who have achieved 15 years at CEMEX.



Michael is Ely's Assistant Site Manager and Neal looks after the weighbridge.

Thank you to them both for their ongoing hard work.

The photos show Steven Spark, Quarry Manager, thanking them both.

## Skint After Christmas?



If your piggy bank is empty after the Christmas splurge, make the most of CEMEX Lifestyle benefits and save some cash in the process. There are some great savings to be had in the likes of Currys, B&Q and Halfords.

To beat the January blues there are also some holiday booking savings and rewards.

Find out more by going to the website:

[www.cemexlifestyle.co.uk](http://www.cemexlifestyle.co.uk) or call 01908 352133.

## Internal Vacancies

IVC Ref	Position	Company	Location	Closing date
001-01-2018	Rail Unloading/Multi Skilled Operative	Northern Asphalt	Stourton Depot and Coating Plant	12/01/2018
002-01-2018	Rail Unloading/Multi Skilled Operative	Northern Asphalt	Salford Depot and Coating Plant	12/01/2018
004-01-2018	Plant Manager	Readymix Northern	Leeds Concrete Plant	18/01/2018
006-01-2018	Logistics Planner	Cement	Rugby	12/01/2018
007-01-2018	Asphalt Plant Operative	Asphalt Northern	Divethill	26/01/2018
008-01-2018	Plant Manager	Readymix Southern	Hatfield	19/01/2018
009-01-2018	Planner x 2	Aggregates Southern	Rugby Office	22/01/2018
010-01-2018	Planner	Aggregates Northern	Preston Brook Office	22/01/2018
011-01-2018	Plant Manager	Southern Concrete Readymix	West London Fulham Plant	18/01/2018



012-01-2018	Shipper/Transport Planner	Southern Concrete Readymix	CEMEX Wick Office	22/01/2018
013-01-2018	Sales Admin Team Leader	UK Readymix	Rugby	15/01/2018
014-01-2018	Multi Skilled Operative	Northern Asphalt	Leyburn Coating Plant	26/01/2018
015-01-2018	National Sales Administrator	UK Services	Rugby	16/01/2018
016-01-2018	Multi Skilled Operative	Aggregates South West and Wales	Wickwar Quarry	19/01/2018

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](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.





## WHAT MADE ME PROUD IN 2017 2018 TEAM TALK

At our 2018 TEAM TALK events we will encourage everyone to talk about “What Made Me Proud in 2017” – individual or team achievements which improved our business

There are three areas for your consideration below – please reflect on your successes related to **operating more efficiently, being more customer-focused and helping to drive growth** during 2017

Operating more efficiently	
What you did	
How it helped our business	
Being more customer focused	
What you did	
How it helped our business	
Helping to drive growth	
What you did	
How it helped our business	

Please just fill in the sheet with your own words and bring it to your 2018 Team Talk event

There will be open discussion sessions for people to share their successes in the three subject areas, and to ask any further questions



# Win up to £250 spending money\*

SAVE  
UP TO **10%**  
ON YOUR NEXT  
HOLIDAY

Beat the January blues by  
booking a holiday and be  
entered into a prize draw to  
win spending money\*

Competition runs between  
2nd January  
9th February 2018

LIMITED  
TIME ONLY

YOUR FRIENDS  CAN ALSO  
& FAMILY

SAVE UP TO  
**10%**

FEB 2018 must be quoted at time of booking



Thomas Cook

Jet2.com



For further information visit your benefits website or call 01908 352133

Simply search 'Discount Holidays' or 'Getaway'

\* Booking holiday must comprise of a flight and hotel and must be a minimum stay of three nights to be eligible for the prize draw. Friends and family can get up to a 10% saving off their travel. Offer valid until 9th February 2018. This is only valid from 2nd January - 9 February 2018. Offer is a February special and bookings can only get a maximum 10% but only if an eligible employee makes the booking and is going on the trip. Your usual benefits website for terms and conditions.

Visit your benefits website at  
[www.cemexlifestyle.co.uk](http://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

