



Welcome to UK News 31st Jan 2018
your weekly update from around CEMEX UK

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BEING THE BEST FOR FAMILIES

Be Careful Of Your Hands



For the third consecutive week we experienced a recordable injury (TRI). On this occasion a contract haulier suffered a medical treatment injury when he crushed his finger as he lowered the sideboards on his concrete products trailer, resulting in a fracture.

Hands and fingers are the area of the body most commonly injured; everyone is encouraged to think whether modifications to work methods/equipment can be made in the workplace to reduce this risk.

LTI To Achieve No LTIs!



Drew Crombie, Aggs Area Ops Manager Scotland, shares his thoughts on why Cumbusmore and Hyndford have such good LTI free records. Over to Andrew: "In my recent blog regarding Cambusmore Quarry achieving 14 years LTI free and also Hyndford who just passed 13 years LTI free, I was posed the question by Chris Leese: "What are we doing to achieve this?" Well, here are my thoughts:

LTI to achieve no LTIs

L = Leadership - without the proper leadership, support and guidance nothing positive is achievable.

T = Training - without the proper training and competence being achieved, people will invent what they think is the safe way to complete tasks.

I = Individuals - the most important part, they are the key to ensuring every one stays safe - they must be led properly, trained to competent and beyond, and totally engaged and prepared to step in and support/guide others.

Cambusmore and Hyndford, as well as most other sites, are focused on this and it's my opinion the LTI to achieve no LTIs is essential."

Can anyone else share what they think it takes to maintain LTI free success?



Name That Fruit.....



The Paving Solutions team in Sheffield put on an amazing array of fruit for all at their office last week to help people focus on eating things that are good for their health. This has got to be one of the most impressive selections we have seen!

Keep up the healthy snacks... well done to Julie Mclean for providing the spread.

Walking For Health



Sharron Goldingay, Senior Negotiator Procurement in Rugby, has taken the health initiative and set up a walking group for any local CEMEX employee (and their families) to come along to. The group meets on the last Sunday of every month at a different location.

Anyone who is interested in joining can contact Sharron by email: sharron.goldingay@ext.cemex.com

The walk last Sunday was at Draycote Water near Dunchurch. They walked 4.53 miles, took 12,238 steps and burned 1,626 calories. Bravo!

Readymix Operating Standards - "What Good Looks Like"



As you may be aware in 2017 our Readymix business, under national and local leadership teams, recognised a need to improve the general conditions and standards of our operating units. Part of this effort which has become known as "What Good Looks Like", is focused on recognising those units that have achieved a high standard of improvement through the commitment and effort of local operations and leaders.

This is not about major projects and significant expenditure but about the many incremental gains that can be made through improving conditions and behaviours locally.

Craig Williamson, RD for Readymix Northern & Scotland continues: "Judged quarterly, an award is made at a Regional level to recognise the Plant deemed most improved and a great demonstration of what a good Readymix operation should look like. At the same time special recognition is given to a Plant from each area that has similarly made tremendous efforts to improve."



Having sat with the Regional Leadership team and reviewed all entries for Quarter 4 2017, I am delighted to see the general improvements that many of our sites are making. I am also pleased to confirm that the Plants judged most worthy of recognition are:



Regional Winner: Altrincham Plant - The Altrincham team are Dean Smith, Martin Storey, Michael Butler and Christopher Rudd.

Area Winner (Scotland): East Kilbride Plant
 Area Winner (North East): Bedlington Plant
 Area Winner (Yorks & Humber): Leeds Plant

My thanks and congratulations go to everyone who has contributed to these improvements. Our challenges now are to bring all Plants to the same high standards and to ensure an environment of continuous improvement as we aim to maintain high standards on a daily basis."

Made To Move.... Manchester's Initiative To Get People Cycling And Walking



Manchester's Commissioner for Cycling and Walking, well known cyclist Chris Boardman, presented the latest initiative to get local people cycling and walking to the All Parliamentary Party Cycling Group in the House of Commons. The report 'Made to Move' highlights 15 key steps to transform how Manchester people travel and will cost £1.5bn over 10 years.

Chris Boardman's vision is to create a network that a 12-year old would want to use. That 12-year-old equates to a pensioner wanting to get to the shops a kilometre away, a mum or dad who hasn't cycled since childhood, a nervous enthusiast or somebody with mobility issues. That 12-year-old standard is one which all of these groups require, and are the people who are currently making those short journeys by car. 30% of journeys less than one kilometre are made in cars.

In the audience of around 50 people were Jesse Norman, Transport Minister; Jenny Jones of the Green Party, Kate Green, MP for Urmston, Roger Geffen, Cycling UK, members of the cycling fraternity and Liz Young from CEMEX UK Communications. It is hoped to arrange a meeting with Chris Boardman in the near future to discuss our pedestrian safety campaign. Recently two tippers have been branded with the new pedestrian safety message and are working out of Halkyn Quarry making frequent trips to our operations in Manchester.

First FORS Silver!



Congratulations and well done to Harry Saundh who is, we think, our first IHC in Cluster 16 Coventry, to have attained FORS silver in recognition of his excellent standards.

Something for everyone to aim for!!



BEING THE BEST FOR CUSTOMERS

What Is CEMEX Go And Why?



The UK is soon to implement CEMEX Go for our customers. There will be more information about how this is going to happen shortly, but here is some more detail about the digital transformation. This is a summary of the Our Global Voice article which can be found in full by following the link at the end of the article.

How does CEMEX Go fit into our digital transformation?

Today, we live in a customer-driven world where they enjoy huge decision-making power and seek not only great quality products, but also awesome experiences. By 2027 millennials will comprise three-quarters of the global workforce; this generation uses digital technology to consume products in different ways. Accordingly, we are adapting digital solutions to delight our customers and to offer them greater value-added services - separating us from the selling commodities mindset to deliver them a superior customer experience.

By taking advantage of all of the technology available, business models in different industries have evolved and disrupted entire businesses. Let's be honest. If we don't get onboard with the digital world, someone else will.

We have set two goals: 1) Deliver a Superior Customer Experience, superior to the one we currently have and superior to the one offered in the construction industry; and 2) Develop new business models driven by digital technology.

To achieve these goals we have been working on different fronts and undertaken different initiatives.

Our **Customer Centricity Global Network** has implemented initiatives to place our customer at the centre of everything we do. These initiatives include our **Customer Journey Experience Program** and our implementation of the **Net Promoter Score**; along with other KPIs that will standardise the way we measure our progress to deliver a Superior Customer Experience. Additionally, through the creation of **CEMEX Ventures**, we will be able to develop new sources of revenue by developing ideas that will revolutionise our industry through the use of technology. Among these efforts, **CEMEX Go** is at the centre of our transformation.

But what exactly is CEMEX Go?

CEMEX Go is more than just a digital platform to simplify the way we interact with our customers.

CEMEX Go is the sum of three digital solutions:

- **CEMEX Go Online Store:** All of the end-to-end digital stores that offer our customers a Superior Customer Experience, including our Construrama® Online Store for our distributors' segment and other digital platforms that our customers use.



- **CEMEX Go CRM:** All of the digital platforms that support our employees who interact with our customers. It will help our back-office to operate and manage our customer relationships including sales, quotations, and case management.
- **CEMEX Go Order Fulfillment:** All of the digital platforms that support our supply chain processes. It is also the sum of digital capabilities that will enable the success of the three digital solutions.

The first version of the CEMEX Go Online Store - which has been launched in Mexico and the USA and will soon be launched in other countries - provides our customers with a digital purchasing experience, which is as simple as buying from Amazon, but adapted to our industry.

It helps our customers across the whole commercial journey for CEMEX's main products, including bagged and bulk cement, Readymix concrete, and multi-products. It offers a seamless experience, from placing orders to making payments.

For the full article please visit: <http://cmx.to/2DFPhqo>

See the end of this document for Frequently Asked Questions Sheet on CEMEX Go or go to the download section of the UK News website.

LEAN, Mean, Batching Machine.....



Well done to Andy Parkes, Ops Manager, and Chris Ballard, Weeford RMX Plant Manager, who have modified their Readymix Plant to batch Suplaflo in half the time. Chris and Andy worked with an engineering firm to make modifications and now it takes one man 30 minutes to batch a full load - before the modifications it took two men, one hour!

This is 'Operational Excellence in action'... A great idea from the team to make their and their customers' lives easier.

BEING THE BEST FOR SHAREHOLDERS

Starting As They Mean To Go On.....



What a great way to start the New Year as Paving Solutions Northern secure a major improvement scheme in North Yorkshire. The scheme will see 11,000 tonnes of CEMEX materials laid across the four sites, and the project is programmed to run until the end of May.

East Riding of Yorkshire Council has announced that improvements to the A166 in Stamford Bridge are to begin on Monday 5 February. The entire scheme is costing £1.9 million and will be carried out by CEMEX UK on behalf of the council, with funding secured after a successful bid by the council to the York, North Yorkshire and East Riding Local Enterprise Partnership's Local Growth Fund. (The resurfacing of Viking Road is being funded by East Riding of Yorkshire Council). Garry Gregory commented: "A massive well done to Matthew Crowder, Thomas Mason, David Duszczak and all the PS Northern Team.... let's fulfill the scheme safely, right first time and cost effectively."



Chasing Away The Winter Blues



The UK Submissions team recently received a welcome boost to any January blues with the news that CEMEX has been awarded a place on the Glasgow City Council Framework to provide Aggs and Asphalt to them for a minimum of two years, with the option to extend for two further years.

This is a brand new opportunity for us in Scotland, with one of the largest councils in the country. The framework is worth several million pounds a year.

Neale McMaster from the Submissions team extended a massive thanks to Jacqueline McDonald for her help with the commercial aspect of this tender.

BEING THE BEST FOR COMMUNITIES

Starry, Starry Night.....



This incredible photo of the milky-way as a back drop to a CEMEX pickup in the snowy hills of the Yorkshire Dales was taken by Joseph Cage.

What an amazing sight!

1,000 Hectares Returned To Nature



If you haven't already heard the news read this great piece about the RSPB and CEMEX partnership which has turned 1,000 hectares of previous Quarry land into land for nature.

In 2010 CEMEX UK joined forces with the RSPB to turn 50 Quarries into nature reserves by 2020. We achieved this two years early! This land is helping rare and unusual species to flourish, including 50 'at risk' species such as Turtle Doves, Twits, Red Squirrels, Otters and Water Voles as well as a haven for plants and amphibians.

Read the whole Telegraph article which was published on 27th January: <http://bit.ly/2njEclz>



BEING THE BEST FOR EMPLOYEES

Top Team Talks Going Well.....



Thank you to everyone who has attended a Top Team Talk this week. Just over 1,000 of you have taken time out to come and join in.

Michel, Lex, Chris, Carl and the VPs have been touring the UK to discuss 'unlocking our potential' as a business and finding out your thoughts.

The new format is more informal and offers everyone the chance to talk and put their thoughts forward. Comments so far have been very positive:

It "made me feel part of the company."

"Well done - a lot more interactive"

The style was "relaxed, open and informative"

A "much more forward looking event"

Decembers Thanks For Your Effort Winners Are.....



Rob Wilkinson, Darrell Collins, Alan Flippance and Paul Macpherson of Logistics won the December 2017 TFYE Award. For their work in connection with the inaugural Driver of the Year Awards which has contributed towards a sustained improvement in fuel efficiency; a reduction in road traffic collisions and an increase in driver engagement.

Thank you to them all for making CEMEX UK a better place to work.

Thank You Also To The Nominees



Some more awesome colleagues for December who went over and above the call of a normal day and deserve our thanks were:

Andrew Saunders, LGV Bulk Cement Class 1 Driver, Rugby Works. Andy cancelled a day's holiday and extended his working day by agreeing to deliver a last minute load to Swansea.

Chris Brown and Owain Lloyd, Readymix Sales Execs. We have recently reinvigorated our screed business in South Wales by installing specialist screeding sands into our Newport and Swansea Plants. Chris and Owain have undergone extensive product training as these are new products to the guys, and in three months have already grown the business significantly and given great additional value to these Plants.

Jamie Wood, Quarry Operative, Aggs South East Datchet. Jamie took the initiative and reconditioned an old sand plant after the current one at Datchet broke down. They were given a four week lead in time to receive a replacement and Jamie's actions saved the plant from unnecessary down time until the new replacement arrives.



Rebecca Wright, Commercial Solicitor, Legal. Rebecca played a critical role in negotiating and completing the contract to acquire a new dredger for our Marine business. She worked closely with the CEMEX Marine Director and Operational and Procurement teams in detail and protracted negotiations with the manufacturer.

Siobhan Edgar, Transport Planner, Aggs Supply Chain. Siobhan took control personally of managing supplies and communications to a potential major project in the North East, enhancing our chances of winning this scheme. She received glowing praise from the Sales Rep in her region.

Paul Dale, Springetts Plant Manager. Paul answered a call from colleague, Hannah Collins, to ask if Springetts could do a couple of loads for a new customer. Paul was on annual leave but still took the call and insisted on taking the details and passing them on to the Plant. He even called later in the week (still on holiday) to check the delivery day. He is always helpful and goes above and beyond to ensure his Plant can do whatever is needed to help out.

TDP Team Visit Preston Brook



January's module of the Technical Development Programme (TDP) saw the team visit Preston Brook hub office for Asphalt & Aggregates training.

The group: Aaron McArthur, Jack Tipper, Fraser Tannock, Jamie Deere, Sean O'Donnell and Luke Topp spent time with Asphalt & Aggregates CSA's, logistics and commercial staff to develop a greater understanding into the day to day operations within the busy service centre.

Time was allocated to allow the delegates to develop their understanding of the core range of Value Added Products (VAP) as well as identifying market segments to increase value over volume.

The TDP would like to thank Supply Chain Manager, Rob Brian, Customer Services Manager, Marie Tiernan, and Sales Manager, Trevor Golding for the time (and patience) shown to the delegates.

A special mention to Gary Graham, Margot Orme and Sarah Jayne Burns for allowing the TDP to sit in with their respective teams and field the TDP's questions.

Career Development For Steve And Phil



Readymix Area 6 North West have recently had the opportunity to progress and further develop two employees, Steve Jenninson and Phil Barker (pictured in hard hat), from within the business locally.

With vacancies arising for Plant Managers in the area, both Steve and Phil applied for the positions through their Line Managers and were successful in taking the next step in their own personal development.

Congratulations to them both and good luck in your new



roles. Steve is now Crewe Plant Manager and Phil Relief Plant Manager for Merseyside.

The area has also had three employees and one agency driver, who were on the Mersey Gateway Plants, establish positions within the Asphalt side of the business with Anthony Jackson, Kyle Purnell, Lee Millington and Gary Johnson all now in positions in Ellesmere Port, Huyton, Salford and Liverpool Docklands.

Thank you to Paul Cheeseman and Frank Kehoe for managing the smooth transition.

Internal Vacancies

| IVC Ref | Position | Company | Location | Closing date |
|-------------|-----------------------------------|---------------------|---|--------------|
| 035-01-2018 | Electrical Maintainer Operator | Cement | Rugby Plant | 05/02/2018 |
| 036-01-2018 | Operator Maintainer x 3 | Cement | Rugby Plant | 05/02/2018 |
| 037-01-2018 | Cash Sales Agent | UK Readymix | Rugby Office | 02/02/2018 |
| 038-01-2018 | CEMEX Go Customer Care Agents x 4 | National Commercial | Rugby Office | 05/02/2018 |
| 039-01-2018 | Sales Representative | Aggregates Midlands | South Midlands, Milton Keynes, South Lincolnshire/ Peterborough Markets | 13/02/2018 |
| 040-01-2018 | Weighbridge Operative | Aggregates Northern | Road Edge Quarry | 05/02/2018 |
| 041-01-2018 | Process Operator Maintainer | Cement | Rugby Plant | 09/02/2018 |
| 042-01-2018 | Quarry Manager | Aggregates Central | Hatfield Quarry | 07/02/2018 |

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

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.





Frequently Asked Questions (FAQs)

1. What is CEMEX Go?

It is a first-of-its-kind, fully digital customer integration platform. Combining CEMEX's industry leadership with cutting-edge digital innovation, CEMEX Go is a multi-device offering that provides a seamless experience for order placement, live tracking of shipments, and managing invoices and payments for CEMEX's main products, including bagged and bulk cement, ready-mix concrete, aggregates, and multi-products. It delivers real-time, detailed information that customers need to get more done in less time, enabling them to have more control over their businesses and increase value to their stakeholders.

2. Why are we launching CEMEX Go?

We are launching CEMEX Go because we are committed to delivering a superior customer experience, and the benefits of a best-in-class digital platform make that a reality. Fundamentally, customers expect more of us. With the rise of seamless experiences like Uber and Netflix, customers expect instant and easy access to information, products and services. As a result, speed, transparency and responsiveness are more important than ever. CEMEX Go allows us to meet customers' needs in ways our competitors cannot, and sets the foundation for us to add new value to our customer relationships in the future.

3. How will CEMEX Go benefit customers?

CEMEX Go will benefit our customers by:

Increasing their productivity: They can use CEMEX Go anytime, anywhere, whether they're reviewing a contract, placing an order, tracking a delivery, or making a payment. CEMEX Go reduces their administrative burden so they can focus on more relevant business matters. They will be able to do in minutes what used to take hours.

Allowing them to make better business decisions: CEMEX Go gives them the real-time and detailed information they need for more effective decision-making regarding their business or projects. History of transactions allows them to measure, adjust, and act.

Enabling them to have more control of their business: CEMEX Go puts the power in their hands. Manage directly their CEMEX account with full visibility and control.

4. What does CEMEX Go do?

CEMEX Go gives customers real-time, on-demand access to the following:

Prepare to buy: Review contract details, including price agreements, manage active locations, and create new jobsites.

Place an order: Select type and quantity of product, and confirm orders.

Manage delivery and fulfillment: Real-time notifications of order status, live GPS tracking of shipments, request order changes and receive electronic proof of delivery.

Make payments and review transactions: See invoices and related documents, manage payments; and register and track a dispute, if needed.

5. Do our customers really want this?

Yes. We spoke with over 3,000 customers all around the world to learn ways to improve their experience. Customers shared some of the most challenging aspects of their business and asked us to find ways to deliver a more streamlined and efficient customer experience. CEMEX Go is a promise to do our part in making customers' jobs easier every day.

6. Why does this matter for CEMEX?

The launch of CEMEX Go is a significant milestone as we continuously evolve to remain the industry leader and further accelerate our growth. CEMEX Go allows us to combine our core business strength with powerful, integrated, digital tools that delight customers and make CEMEX a one-of-a-kind company. With CEMEX Go, we will combine our industry and technology leadership to deliver a superior customer experience.



7. Does this indicate a strategic change for CEMEX?

No. We have always been a customer-centric and customer-focused company, serving the needs of the market. CEMEX Go is a new approach to fulfilling that commitment.

8. How will CEMEX Go grow and evolve in time?

CEMEX Go is a major milestone in our digital transformation to achieve a superior customer experience. As with the launch of any new technology, its features and capabilities will evolve over time. Today's solution is the first step in shifting our customers from using analog support methods to a streamlined, digital solution. It will enable us to become more customer oriented and to continue to improve the value proposition that we give them.

9. When will CEMEX Go be launched and in what countries?

In November of 2017, CEMEX Go will be launched in the U.S. and Mexico. Throughout 2018, CEMEX Go will roll out in other countries, changing the way CEMEX does business around the world. More details about the specific rollout in your country will be provided in due time.

10. How is CEMEX Go related to the Superior Customer Experience initiative?

Superior Customer Experience is our goal to create experiences that surpass customers' expectations, experiences that are superior to the one's they've known with us, and superior to the ones our competitors can offer. We have launched the Customer Journey Experience Program, implemented the Net Promoter Score and other KPIs to measure our progress, and other initiatives. CEMEX Go is a clear commitment to how we will set a standard in our industry.

11. What other initiatives in addition to CEMEX Go are underway to support the digital transformation of CEMEX?

CEMEX is evolving and improving the IT infrastructure and processes to make it easier to get work done at a pace that meets the needs of our customers. Another initiative is CEMEX Ventures, which is focused on engaging start-ups, entrepreneurs, universities and other stakeholders to tackle the industry's toughest digital and technological challenges. The insights obtained from CEMEX Venture's core activities will enrich the ongoing iterative nature of CEMEX Go, as it adds functionalities to further create value for its customers in new and different ways. This commitment to innovation is more proof of how CEMEX will bring the global building materials industry into the interconnected age.

12. What will change about our processes and how we operate?

CEMEX Go raises the bar on how we operate. It demands that we increasingly act with speed, agility and innovative thinking — all in service of meeting the evolving and accelerating demands of our customers. We anticipate that the responsibilities of certain roles may change. We may spend less time on customers' administrative needs and more time applying our expertise and experience to help our customers grow and succeed. With the use of CEMEX Go, our customers' businesses will grow and change, and so will we.

