



## IT'S GOOD TO TALK



Thank you to everyone who made it to a Team Talk this year. Over 900 employees took the time out to hear from Michel André and the VP team, how we can Unlock Our Potential as One Team CEMEX.

There were 20 events in 10 locations across the UK, split across five days and three regions. This year the format was significantly different from the previous Roadshows. Michel and the team wanted them to be more informal and have more time to talk to everyone. In case you couldn't make one here is a summary of what went on.

### Health & Safety #1 Priority

At the Rugby sessions our VP presenters took turns to talk. Country President Michel André welcomed everyone, explaining that we still have a way to go to achieve our #1 priority of ZERO HARM - we need safety excellence at every site. The number of Total Recordable Injuries in our business is still too high at 12 in 2017 and we have already had four in January 2018. Using the memorable image of Brin Sandhu's baby in a safety helmet, he reinforced the fact that we are all vulnerable and have to be constantly aware of our safety.

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## ONE TEAM, ONE CEMEX UNLOCKING OUR POTENTIAL

“A very positive, forward-looking event”

“Great format and enjoyable presentation”

“Relaxed, open and informative”

“

### A MESSAGE FROM MICHEL

Welcome to the latest edition of CEMEXpress. We are well into the new year and I want to thank everyone who supported the Back to Work H&S training in January. Safety remains our highest priority and I believe that as we begin to focus on Operational Excellence across all of our sites and offices we will see safety improvements too. But, please watch out for slips, trips and falls in the wintry weather, at home and at work as it is one of our highest causes of injury.

You will read that the UK Team Talks have recently finished, during which my team and I were encouraged by all of your enthusiasm and passion for our business. We have the perfect ingredients here in the UK to unlock our potential and make us the CEMEX flagship. I hope that 2018 will prove

to be a very successful year - despite the political uncertainties.

You can also read more about CEMEX Go in this edition as we get ready to go live in April. In addition, you can find out a little more about our fantastic logistics team and what makes them some of the best in the business. We also have the summary results of last year's engagement survey.

Thank you for reading this edition and I hope you share some of the news with your families too.

Best regards and stay safe

Michel André  
UK Country President

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### SEE INSIDE...



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2018 has seen the launch of our new safety campaign focusing on pedestrian safety, following our highly successful and market-leading cyclist safety campaign. The company will highlight the potential dangers around large goods vehicles and the part pedestrians can play in staying safe.

In 2016, 25% of all fatalities on roads in this country were pedestrians while in London it was 53% where 6.5million 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.



## HAULIER HEALTH & SAFETY AWARDS 2017

The winner of the Quarter 3 2017 CEMEX Haulier Health & Safety Award is Kingman Transport Services, a London-based haulier delivering aggregates on behalf of CEMEX.

Kingman have been working with CEMEX for over 10 years and in this period have seen a number of changes relating to Health & Safety. They regularly attend the Logistic Leadership Days at Thorpe and have always given valued input.

They have become CLOCs Champions from 2016 as well as maintaining our FORS Gold Accreditation status which was first achieved in 2015 and knew from when FORS was introduced that the industry needed to change to ensure safety of vulnerable road users. They promote high standards in H&S and invest heavily in this area.

Pictured is Martin Francis receiving the certificate from Mark Fennell, Area Contract Haulage Manager, along with Marius Manolache, Lead Driver, who also trains new drivers in H&S which , we all recognise, has no memory.



Look out before you step out

"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 take appropriate action," explains David Hart, Director of Logistics.

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



accidents don't have to happen



## ACCIDENTS ARE KILLERS!

We've made huge strides in our workplace safety and safety on the roads but do we take safety home with us?

Sadly, accidents remain the biggest killer of children and young people up to the age of 19 yet it doesn't have to be like this.

So, one area of focus in our 2018 UK Health and Safety Improvement Plan is our families and keeping them safe in their own homes and daily environment, particularly those who are most vulnerable – including children and the elderly.

As part of this initiative we have teamed up with RoSPA and sponsored their **Keeping Kids Safe** campaign which aims to end the tragic toll of 0-4 year-olds needlessly killed or injured every year.

**LIFELINE@ROSPA.COM**  
**LIFELINE IS OPEN MONDAY-FRIDAY, 9AM-4PM**  
**CALL 0808 801 0822**

There's a lot to talk about in the **Keeping Kids Safe** campaign, from child car seats, blind cords and liquid laundry capsules to button batteries, garden ponds and nappy sacks. Accidents cause millions of injuries and, each year at least half of under-5s visit A&E because they've had an accident.

**RoSPA also offers a 'Lifeline'** which is a Freephone helpline – giving you the opportunity to talk to someone if you need accident-prevention help.

It's a free service so there's no barrier to phoning in and calls are welcome on any subject related to keeping us all safe. Although the campaign is focusing on children, 'Lifeline' is for any age group – young and old!

## DSM'S PARTNER IN SAFETY

Readymix Area 7 came up with the idea of Partners in Safety a couple of years ago where if a customer goes above and beyond to keep our staff safe when delivering or working on their site, we should highlight this effort.

Barratt Homes (Nottingham) have had two silos on their development site for two years now and apart from servicing the silos we have not had to send an Engineer out for a breakdown, which is practically unheard of in the Dry Silo business.

Andrew Parfremment, Telehandler Driver/Silo Operative, takes such good care of the silos that these issues don't happen. He commented that the mixer and silo CEMEX use is second to none.

# GET A GRIP!

Three points of contact on all stairs

There were incidents recently which, although not LTIs, remind us of the need to stay alert in frosty or wet or windy 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– get a grip with three points of contact always, use handrails, stick to designated footpaths and wear the correct shoes.

These incidents involved a car parked outside a designated space in breach of local site rules which caused one of our employees to leave the demarcated footpath. As a result she went over on her ankle and suffered cuts and bruising to her hands and knees. Secondly, at 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. Lastly, a contractor recently suffered a restricted work injury when he slipped as he left a welfare cabin, fracturing a bone in his ankle.

**Adverse weather conditions**

It is vitally important to consider the effects of adverse weather and take all precautions to keep everyone safe. The need to follow Health and Safety rules applies equally in our office environments as to our operational sites. We need to look after ourselves and each other



**HOLD HANDRAILS ON STAIRWAYS AND USE THREE POINTS OF CONTACT WHEN GETTING INTO/OUT OF VEHICLES.**

**Goals:** Prevent falls from vehicles and on stairs as these can cause serious injuries.

**Responsibilities:**

- Managers – Ensure steps, handrails, etc, are kept in good order and fully emergency maintenance when we need to 'Get a Grip'.
- All Employees – Follow the 'Get a Grip' principle, never rush or jump down from stairways or vehicles.

if we are to ensure everyone can return home uninjured.

A concerned Michel André, CEMEX UK Country President, reported, "A third incident related to slips, trips and falls in less than a month is simply not acceptable and we have to refocus collectively on this topic which we all know is extremely relevant at all times but especially in winter.

The recent weather conditions have presented us with additional hazards but it is essential that we all take personal care to minimise risk by ensuring walkways are adequately lit, maintained in a good condition and kept free of ice and snow. Always wear suitable footwear including correctly laced, ankle safety boots while on site and maintain three points of contact on all steps and stairways."

## LEAVE YOUR PHONE ALONE

In November we launched a mobile phone safety campaign to coincide with National Road Safety Week, focusing on the risks of using a mobile phone while driving.

A shocking 23% of drivers admitted to using a handheld mobile at the wheel to make or take a call in the past 12 months and 12% admitted to checking texts, email or social media.

Please talk to your colleagues, friends and family about it and help raise awareness of this dangerous practice, it could literally save a life.



**LEAVE YOUR PHONE ALONE!**

## LTI FREE NEWS

**21 Years**


Wangford – Recently achieved 21 years LTI free and celebrated with bacon and egg baps!

**13 Years**

Hyndford – Kevin Hill, Quarry Manager, commented, "This could not have been possible without very hard work and excellent attitudes of all staff and contractors and hauliers who carry out work on the site."

**12 Years**

Northfield Wharf – A great effort!



# SUPERIOR CUSTOMER EXPERIENCE CHAMPS...

One of our aims is superior customer service everywhere, everytime, for all of our customers. We have had some fantastic feedback from customers about some of our colleagues and wanted to share them with you and pass on our thanks too, to our superior customer experience champions...

**Great Story...**

Batcher, George Hall, Heather Marshall, Derek Caird and Owen Conroy pulled out all the stops when customer, Story Contracting, had forgotten to order an additional five loads for their job – they called at 9.05pm in a panic. The team leapt into action and the first load was on site within two hours!

**Fantastic feedback**

Helen Kinsella, Andy Shield, Julie Turner-Coates and Hannah Davis all received unsolicited praise from customers during our mini-survey at the end of phone calls. Thank you.

**And the winners are...**

Amy Bunt, from Preston Brook office, and Michelle Gibson, from the Rugby office, recently won the service award trophies. With Nikki McCumiskey, Tasha Watson and Jessica Murrell all receiving honourable mentions too for their outstanding customer service.

**Packing a punch**

Thanks to Maureen Squire from Packed Cement, who received some great feedback from customer, SC Sargent, who said she was "the most professional, conscientious person and a credit to CEMEX."

**A\***

Siobhan Edgar from Aggs showed fantastic customer service on the A19 Sliverlink project deliveries. The customer commented, "She's made my job far easier this week by delivering this high standard of customer service...her communication to the Reps has also been brilliant this week. She has kept me informed every step of the way..."

**An old pro!**

Not so old Joel Srodon won the 2017 award for exemplary customer service for Bulk Cement Planning department. UK Supply Chain Director, Dave Hart, commented, "From speaking to you Joel, I know you are passionate about your job and providing a service in line with our customers' expectations, which last year was difficult."



## SOMETHING NEW FOR SOMETHING OLD

Well done to Derek Sheehan, RMX Sales Rep, for coming up with an innovative solution to a customer's challenge when redeveloping a 140-year-old building in Kingston upon Thames.

Derek tells the story, "I was approached by Berkley Group on their new development in Kingston upon Thames. Their issue was they had two grade-one listed buildings, one being a post office and sorting office built in 1875 in a Gothic style and the second being a large purpose-built Telephone Exchange which was built on an adjacent site in 1908. They required a hydraulic lime mortar to keep





## SHINY NEW LIVERPOOL DOCKLANDS ASPHALT PLANT

Joe Anderson, Mayor of Liverpool, joined CEMEX staff, CEMEX UK Country President, Michel André and customers, to officially open CEMEX UK's new asphalt plant in Liverpool's Docklands earlier this year. To everyone's delight, surprise guest Steven Gerrard also made an appearance.

This is the first CEMEX asphalt plant in the city and represents a total investment of approximately £4 million. The plant will also provide employment for six site staff and up to eight drivers.

"This is a great new venture for us. Previously asphalt would have been supplied from our plants in Manchester or Buxton, so the new plant will save time and money for our customers," says Les Luxon, Asphalt National Commercial Manager.

Mayor, Joe Anderson, comments, "I'm delighted to officially open the new CEMEX asphalt plant, which represents a significant investment in the North Liverpool Docks area. We need to invest £300 million over the next seven years to improve the roads and infrastructure in and around our city."



## EUROPE'S STRONGEST FLOOR...

December saw CEMEX undertake a large project for Airbus in Bristol. All three of the Area Readymix Plants: Bristol, Henbury and Wickwar, exclusively served and successfully completed a 1,450m² 24-hour continuous pour.

This project 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 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 myself, manning the phone throughout the pour."

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

## A GREAT RECEPTION

Visitors to AKTIL in the White Collar Factory in East London cannot help but notice the unique, stylish reception desk as they enter the offices. The desk was conceived in partnership with CEMEX and incorporates cutting edge developments in concrete.

The reception desk uses ultra-high-performance concrete with fibre reinforcement which enables it to have fluid curves and embedded texture. Lightweight concrete and water-repellent technology were also used in the creation of the desk.





# DRIVING FORCE

In order to achieve our target of a superior customer experience, our Logistics and Supply Chain teams make our deliveries happen in the right place at the right time. Covering our Aggregates, Asphalt and Cement deliveries across the UK, they co-ordinate all our vehicle movements with over 2,500 deliveries a day, planning journeys for our 350 own-fleet drivers and over 400 contract haulage companies covering a staggering 47 million miles a year.

Dave Hart, UK Supply Chain Director, heads up the team and tells us why we think we are among the safest on the road.

## SAFETY IS OUR TOP PRIORITY

It's at the high end risk of our business, navigating busy roads and city centres and with that in mind our logistics teams do all that they can to promote road safety. Providing industry leading training, fitment of the latest safety technology, working with industry bodies and local communities. It all contributes to us all sharing our road space safely.

Some examples of recent initiatives include:



Introduction of the monthly contract haulier H&S awards



### It's not all work

Mike Roe, Logistics Manager South Ferriby and Rugby Plants, and a team of Cement Drivers spent their Lend-A-Hand day at Winteringham village painting the village graffiti shelter that allows local kids to draw on, in turn keeping the village paint-free.

**FORS for all** - Our company fleet, our all-gold standard FORS (Freight Operator Recognition Scheme) and all our subcontractor hauliers are now FORS-accredited to a minimum of bronze. The scheme recognises road safety and operational compliance.



**Cycle and pedestrian safety** – many of our drivers take time out of their free time to attend events to demonstrate safety around large vehicles to cyclists and pedestrians. This photo was taken at the Triathlon last year.



**Low entry cab trucks** - CEMEX was the first company in the UK to own and operate a low entry cab tipper. We invested in our first vehicle because of the unparalleled visibility, increased by up to 90% over a standard tipper, and the lower driving position which allows eye-to-eye contact with cyclists and pedestrians. Three of these vehicles now operate in London City centre.

### Driver of the Year Award

The Keith Lacey Driver of the Year Award is a new annual competition to find the best driver in our Aggs and Cement fleets. Keith Lacey was one of our driver trainers who sadly passed away in 2016. He was a passionate advocate of safe and efficient driving and this was a great way to carry on his legacy.

15 finalists were selected from across the UK for the day's competition. The finalists were selected from league tables of sustained performance over the year in regard to their fuel performance and safe driving style.

Congratulations go to Mark Lovell, Aggregates Logistics, and Andy Pepper from Cement Logistics, who were named our 2017 Drivers of the Year!

### Planning for the future

To address the industry driver shortage in the UK CEMEX UK launched a successful driver apprenticeship scheme three years ago. Last year we took on 17 new apprentices to provide us with drivers for the future to add to the existing 20 who have graduated from the programme.

Last year we were awarded the prestigious Motor Transport Award for our leading industry apprentice scheme.

### Healthy living

Professional driving involves being sat in the driving seat for most of the day, so it's challenging to work exercise into the daily routine. Campaigns to raise the profile of health have included local health challenges, breakfast clubs, fresh fruit, weight-loss month and access to a mobile self-health check station.

### Good for our environment and our bottom line

The logistics team have been awarded the CEMEX UK sustainability award for emissions minimisation. The introduction of telematics (Isotrac) into our logistics fleet has reduced the CO<sub>2</sub> and NO<sub>x</sub> emissions from our trucks and increases our miles per gallon (MPG). We have seen a 6% improvement in vehicle efficiency which leads to a six-figure annual saving.



# IT'S GOOD TO TALK

Contnd from P1



### Strand 1. Customer Centricity

Handing over to Lex Russell, VP Readymix, Mortars & Asphalt they then heard about the first of the three strands in our rope to Unlocking Our Potential - Customer Centricity. Lex confirmed Customer Centricity as our #2 priority after Health and Safety, and showed how our future will be digital with CEMEX Go going live in April.

### Strand 2. Operational Excellence

Phil Baynes-Clarke, VP Cement Operations, then enthused about Operational Excellence - the second strand to our rope - which means eliminating waste in everything we do. This benefits our safety, our customers, the engagement of our people, and will make our business more profitable. It is a journey not a destination and will involve everyone in CEMEX UK.

### Strand 3. Sustainable Growth

Chris Lees, VP Aggregates and Marine, then summarised our final strand - Sustainable Growth - showing how much we have invested in our business and the ambitious plans for the future including the approved £30m investment in a new dredger for Marine Aggregates business.



### Targets for the future

Carl Platt, VP for Cement Commercial and Building Products, showed our KPI performance in 2017 in all five stakeholder groups, including the hot-off-the-press Engagement Survey result. He then explained our targets for 2018-2020 against all five KPIs.

### We have the perfect ingredients...

Summarising the event, Michel stated that we have the perfect ingredients to deliver high performance in the coming years, an attractive business, demanding but caring leadership and our three-stranded rope to help drive our growth.

The feedback from attendees has been very positive with people being enthused by the forward-looking delivery of the complete CEMEX UK Leadership team. The participants were given a red, white and blue wristband to remind them of the three strands to unlocking our potential - place the customer at the centre of everything we do, make operational excellence the norm at every workplace and achieve sustainable growth to benefit everyone.

# FROM COMPLAINTS TO COMPLIMENTS

This is the aim of our global and UK IT teams, and with the drive to go digital, this has never been more relevant.

In the UK there have been several improvements to our IT infrastructure to make sure we are digital-ready. Simon Whitfield, UK Process and IT Manager, and his team have been working incredibly hard behind the scenes.

Encouragingly there has been a recognition from the Global IT and Process Head that our current IT service could be much better. Simon Whitfield, Hayden Gill from Aggregates, Charlotte Thompson from RMX sales, and Charlie Hunt, from Concrete Products, recently attended a European 'Design Thinking Workshop' organised by Global IT.

Attendees from all over Europe discussed how to improve IT services for end users. There was a very positive discussion and there will be a plan of action later in the year.

Locally in the UK, there have already been some changes to our IT infrastructure, aimed at relieving users' frustration and making the system more reliable.

Main printers have been replaced in Rugby, Uddingston, Preston Brook, Dove Holes and Wick. Southampton and Uddingston offices have had new video conferencing equipment installed to improve communication.

During January we moved our internet connection from Madrid to the UK. This provides better security,

performance and scalability – and users are no longer presented with websites in Spanish!

Perhaps the most visible change for most of us will be the migration to Microsoft Office 365 beginning in February. A major change will be moving emails from Lotus Notes to Outlook. All 2000 users will receive a step-by-step guide to how to transfer and use the new system. The aim is to hold user workshops later in the year.

While there will be some short term pain in switching over, the new system is much better and will take us into the 21st Century! Microsoft 365 introduces cloud-based working and great collaboration tools such as Skype, One Drive, Teams and Sharepoint.

Another upgrade is the replacement of our servers in Thorpe and Rugby. The new smaller and more reliable servers, will condense the old data from our current 100 servers.

Rugby office will also see an upgrade of its entire local network. Simon and Jas will be overseeing a weekend of work while up-to-date, faster data switches are installed into the system. Wi-fi access points will be installed on all floors providing full coverage to the building and a guest visitor wi-fi option will be available. This follows similar updates to the Preston Brook and Marine offices in 2017. Plans are in place for similar upgrades to Rugby Cement plant and Dove Holes quarry later in 2018 to improve your IT experience.



# IT'S ALL GO

**Superior Customer Experience** – everywhere, every time CEMEX has four Global priorities and one of these is placing our customers' needs at the core of our business to give us competitive advantage over our competitors. Over five years ago in the UK we started focusing more on customer service improvements. We introduced new initiatives like the Six Service Standards, the Customer Service Promise, On Time delivery and remembering to "Call Bob" when things are not going to plan. Customers really appreciate high Customer Service levels and being kept informed. Customer Centricity is second only to Health and Safety in the key objectives of our business. As many of you have seen from our CEO Fernando Gonzalez's webcasts, the future of our business depends on ensuring we meet the expectations of our customers – delivering a Superior Customer Experience – everywhere, every time.

**Going Digital** The next step in our customer journey is digital transformation – what does this mean? Digital technology is now an integral part of our life, with online banking, travel, shopping or ordering a taxi. CEMEX has taken a strategic choice to lead the industry by being the first in our sector to provide an end-to-end digital solution, which we have named CEMEX Go. It's an efficient, transparent, self-service solution with more real time information than ever before.

**What is CEMEX Go?** CEMEX Go is a new interface between our customers and our IT systems. It provides real time information and data which is not currently available to our customers. And it's something very different in our Industry. CEMEX Go is an end-to-end system enabling our customers to get pricing, place orders, track deliveries and monitor invoices and payments. Like many other digital technologies it is launched in a basic format and then continuously developed and improved. It is being launched in all CEMEX countries for Cement and Readymix first with basic functionality, before extending to all other businesses, which is why Aggregates and Asphalt are out of scope for phase one.

**How does it work?** CEMEX Go is an online platform which will be available from a range of mobile devices. It gives customers access to CEMEX information wherever they are, working with their Laptops, Tablets, Mobile Phones and even with a Smart Watch. It provides a new interface into our existing computing systems - for the first time our customers will be able to access parts of our systems to see their information.

**When will it be launched in the UK?** It goes live nationally for Cement and Readymix week commencing April 3rd 2018, and regionally for readymix in a phased launch starting with the north west region.

**Who's working on this?** Stuart Keighley is leading the project, supported by Tamsin Rodriguez and Sue Hawkins, together with three newly appointed Digital Support Partners, Amanda Walker, Kirsty Roche and Laura Hogan. There is a ten-track plan covering Communications, Change Management, End-to-End Support Customer Adoption amongst other things. At present efforts are focused on cleansing Master Data and ensuring our Hauliers are up to speed with it all. There's also a 30-strong Deployment Team across all businesses and functions, who are currently familiarising with CEMEX Go and preparing to make it all happen in April.



CEMEX Go customer visit



Tamsin Rodriguez and her three digital support partners





## HUGE INVESTMENT IN MARINE AGGREGATES

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 the supply of vital sand and gravel.

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. It 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.

### Clear requirements

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 explains, "We wanted a cutting-edge design, something for the 21st 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."



## TRAVELLERS – ACT NOW!

The nature of our business renders our land vulnerable to trespass and unlawful encampments by the travelling community and the process of eviction can be very costly. Travellers entered our site at Kingsmead, near Heathrow Airport and in three days they took to fly-tipping in excess of 100 tonnes of waste with the total cost to remove the travellers and the dumped material amounting to over £28,000!

Please take time to consider – is your site vulnerable? Is it easily accessed? Are there items of scrap value lying around? What measures can you take to prevent unwanted encampment?

Preventative measures might include:

- Effective gating, if necessary reinforced with sleepers where gates are unused



### A challenge

The MAD 3500 dredger will replace our Sand Heron and will give an additional 20% of Aggregates per trip. 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."

Pictured is (L) Frank de Lange, (R) Laurence Dagley and the Master and crew of the Sand Heron as the contract is signed.



## DENGE UP-AND-RUNNING

It's great to see the latest pics from Denge Quarry, now working on water after fresh investment and going for growth!

The team at Denge has been busy with its pontoon and barge assembly in just four days which saw a 500 tonne crane on site to lift the Cat 345 excavator on to the pontoon.

The life of the quarry is being extended by up to 10 years thanks to an excavator on a pontoon allowing us to excavate to the maximum depth for sand and gravel. Six mooring bollards have been fabricated and installed, working with local fabricator, Bell Engineering.



The concrete was supplied from Dover Concrete Plant.

The impressive crane arrived on three articulated loads of counter weight-and-lift frames and chains for the task and it took three hours to set up with the wind slowly increasing as the day went on. Luckily Mother Nature gave the team a break and the lift was completed safely.

Well done to everyone involved for a safe procedure and being one step closer to being able to offer a new service for customers. A complete success story!



## HALKYN LAUNCHES FLEET-MANAGED SOLUTIONS

A recent joint project was launched involving operators and management at Halkyn Quarry with Finnings Managed Solutions (FMS) to optimise the load and haul of rock from the quarry face to the primary crusher.

Mick Ripley, Operations Manager North West, comments, "The team is looking to improve efficiencies within the fleet which will reduce the cost per tonne of material moved. Advances in technology allow the fleet to be constantly monitored with data including payload, fuel, speed, distances and cycle times with regular reviews.

Many of the quarry personnel involved in the task were invited to the launch along with maintenance personnel from both CEMEX and Halkyn. Feedback after the event was very positive.



## CABLE THEFTS

The series of cable thefts recently suffered in the East Midlands area seems to have tailed off perhaps as a consequence of the arrest of five suspects in Humberside although no evidential link has been established in relation to CEMEX.

However, there can be no room for complacency. Our sites are still vulnerable and colleagues are again urged to take preventative measures wherever possible. By far the most effective measure is to thwart potential theft of cable by safely burying it, utilising sleepers or similar to prevent easy removal.

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



These results are down to a huge effort from operations making and loading it, depots receiving, stocking and loading it, local sales teams selling it and planning teams moving it. Also 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.



## 800 YEAR OLD TREE SAVED FROM THE CHOP

One of the largest and oldest oak trees in Britain has been saved from being chopped by CEMEX Wickwar's Quarry Manager, Frank Hogg.

The tree, which has a girth of 10.5 metres, is comparable in size to the famous Major Oak in Sherwood Forest, making it between 800 and 1,000 years old. It could have been planted before the Battle of Hastings on land now owned by CEMEX UK.

The electricity company, Western Power Distribution, was due to undertake major pruning and cutting of the canopy to release the power lines that run through the top of the tree. Frank, realising the importance of this majestic tree, contacted the Tree Protection Officer at South Gloucestershire Council and discussions have started to find an alternative solution.

"This tree is part of our heritage and should be preserved for future

generations. My granddaughter, Edith, now eight years old first saw the tree about three years ago. She was fascinated by it and would run in and out of the big hole at the base, imagining fairies living in there," comments Frank.

During the last century the tree has suffered some fairly severe treatment. The electricity lines were laid in 1938 when the landowners tried to burn it down and in the 1970s it was severely cut back, once again to accommodate the power lines."

"Trees such as this one are part of our natural heritage and provide a living link to our past. It is clearly a nationally valuable tree and needs to be cherished and protected. It may have been lost if it wasn't for the good work of Frank who recognised its importance and sought to protect it," explains Jim Mullholland, Training and Technical Officer for the Ancient Tree Forum.



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



### ON YER BIKE!

The Contract Haulage Team had their Lend-a-Hand day at Bike Town in Rutherglen. The day was spent dismantling donated bikes which were then either going to be scrapped in order to generate income for the charity or the parts recycled in order to build new bikes which are sold to the local community at affordable prices.

CamGlen Bike Town is a local not-for-profit cycling initiative and social enterprise based in Cambuslang and Rutherglen near Glasgow and is part of Healthy 'n' Happy Community Development Trust, a charity that was set up to improve the lives and communities in the two towns. They promote cycling as well as working to create safer cycle ways.



### AGGS OPS LEND A BIG HAND

Our Aggs Ops team helped renovate one of the Papworth Trust's properties in Bassingbourne near our Barrington Landfill operation.

The Trust was delighted to have some help from CEMEX on general garden maintenance and the repainting of the kitchen and communal dining area.

Team 'Titchmarsh' was formed of Doody, Goodman, Gill and Hooper who worked wonders outside. Team 'Knowles' was formed of Richards, Strevens, Ripley, Crombie and Cunningham who tackled the painting.

### OPERATION CHRISTMAS CHILD

During December some of the team from Concrete Products spent time helping to sort and pack Christmas shoe boxes for underprivileged children all over the world.



### GROUP EFFORT FILLS RUGBY FOOD BASKET

It's the same world-over. Many of the Aggregates Sales and Shipping team in Rugby simply forgot items to place in the Food Bank Basket in Reception. So, a follow up e-mail was sent from Facilities asking for donations to get a collection going so they could go shopping and get a selection of food requested by the charity.

Nicola Henderson, Senior Aggs ISR, continues, "After a couple of days collecting and some welcome donations, we managed to raise £93. We then hit the shops and bought many of the supplies needed and pretty much filled the Basket."



### ANOTHER GREAT LEND-A-HAND

Danny Roberts, Sales Manager for Readymix Preston Brook, was approached by Morecambe North and Heysham Allotments to purchase concrete for the installation of pathways to enable disabled access to some new raised beds. He mentioned the CEMEX Lend-A-Hand scheme and Dennis (Allotments Manager) was delighted to accept some help barrowing and laying the concrete.

Danny explains, "We supplied just short of 10m³ on the day. CEMEX staff Jenny Deacon, Sales Exec, Steve Jeffries, Ops Manager, Andy Haworth, Technician, Khai Freeman, Plant Manager, and IHC, James Anguss gave up their Saturday morning for this worthy cause, along with a team from local precast customer, Volkerbrooks."



### SPREADING CHRISTMAS CHEER

Well done to the Asphalt Sales Team at Preston Brook for donating their Christmas money and purchasing goods for the Runcorn Foodbank. A great gesture!



### BEACH CLEAN-UP

With plastics polluting the sea in the news a lot at the moment, the Sustainability team's Lend-A-Hand couldn't have been more topical. The team (and friends) spent the day litter-picking and clearing up Gorleston beach in Norfolk.



### BULK PLANNERS SERVE UP A TREAT

Lilly and Carly Lent a Hand at Wolston Community Centre Luncheon Club recently, serving up the meals during the latest Bulk Planning Lend-A-Hand project.

### LEITH STEP IN

The Leith Cement Terminal team, Peter Horsburgh, Keith Buchan, Tony Wright and Sean Page recently Lent-A-Hand putting up a fence for the disabled access at Musselburgh Rugby Club.



## CEMEX UK 2017 SUSTAINABILITY AWARDS

Our second annual awards 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 CO<sub>2</sub>, 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:** Cambuslang 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 CO<sub>2</sub> Highly Commended:** Pallett Hill Quarry – pumping load reduction

**Energy and CO<sub>2</sub> Winner:** South Ferraby – 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 one-way valve and spray bar pulley system

**Waste Management Highly Commended:** Readymix South Wales – wash pit and waste management

**Waste Management Winner:** Jarrold Wharf – concrete waste recycling

**Special Commendation:** Aggregates North East

**Overall Winner 2017 UK Sustainability Award:** SOUTH FERRIBY – live energy price monitoring and load management





EMPLOYEE ENGAGEMENT SURVEY RESULTS



Our Employee Engagement Index for CEMEX UK was 70% this year, falling by six points on the 2015 result, which was our highest score ever in the UK.

Although the result is not moving in the direction hoped for, there were emotive issues during the last two years which affected engagement. It is accepted that we pushed very hard to hit our CVA positive financial target in 2016.

However, the participation rate improved by an encouraging 5% from 72% to 77%, so the result is more valuable and meaningful. People are now more aware of the need to give their feedback, and that actions will be taken based on the results.

Initial analysis tells us where you think things are good:

- Health and Safety commitment
- Clear commitment to ethical business conduct
- Appreciating our focus on more one-to-one discussions with our managers

However, the results showed that there are frustrations:

- You care about solving customers' problems and customers' frustrations can quickly become our frustration
- There is a feeling that more open and honest two-way communication is needed regarding strategic decisions
- We still have to address that some people feel their balance between work and other parts of their lives is not quite right
- Experience with IT systems was exceptionally bad due to multiple changes to versions and projects

Michel André, CEMEX UK Country President, commented, "We always want to address these frustrations, but I ask for your help too. If you have ideas that can help, please tell us - we can then add these to our action plans following this survey."

More detailed feedback of the results will be coming to your business areas shortly.

THANKS FOR YOUR EFFORT AWARD

October Winner

**Jason Barker**, Area Operations Manager for Asphalt who responded to an emergency which helped save the life of a Rail Operative working for our freight supplier, COLAS, when delivering to our Stourton Depot. Jason responded quickly in the critical early minutes meaning the Operative has not lost his arm, has already regained some use of his hand and is making a good recovery. Jason's thoughts and actions were also for his team, their trauma for having witnessed and been involved in such an incident.



October Nominees

- Abbie Le-Surf**, Same Day Planner for Aggregates Supply Chain.
- Elizabeth Dixon**, Regional Planning Manager, Supply Chain (Aggs and Asphalt CSC).
- Darren Allan**, Wharf Supervisor, Aggs Avonmouth Wharf.
- Kevin Davis and David Wetherill**, Team Porofoam Technicians.
- Phil Stockdale**, Ops Manager, South Ferriby Cement Plan.
- James Fairclough**, Head of Marketing and Bids.
- Mark Brown and Mary Ann Macinnes Collins** delivered the Safety Academy to VPs and Directors.
- Sean Cassidy and Drew Crombie**, and the Cambusmore Quarry Team.
- Margot Orme and Sarah Jayne Burns**, Aggregates Team Leader and ISR.

November Winner

**Robert Fulton**, Fitter and Operator at Kilbarchan Asphalt Plant, potentially saved a person's life when he stepped in to protect and support an injured person lying on the side of the road. This person was lying disorientated and semi-conscious from gas inhalation but Robert used his first aid training, roused the man and made him conscious again. He called the ambulance service then moved him to a safer area and used his car as a barrier against traffic. His prompt actions probably saved this person's life.

November Nominees

- Denge Quarry Team**.
- Amy Bunt**, Transport Planner, Aggs Supply Chain.
- Carl Milton**, Regional Logistics Manager, Logistics.
- Crew of Sand Fulmar** (including Tony Surey, Master; Ben Manfield, Chief Engineer; Matt Ghesari, Chief Mate, and Karen Toye, 2nd Mate).
- Steve Taylor, Eileen Badger and Sean Panks** from Sheffield Aggregates Depot.
- Steve Riddell**, Transport Planner, Aggs and Asphalt.
- Ian Ritchings**, Agency CEMEX company lorry driver.
- Melissa Whitby**, Supply Chain Planner, Preston Brook.

December Winner

**Rob Wilkinson, Darrell Collins, Alan Flippance and Paul Macpherson** of Logistics, 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.

December Nominees

- Andrew Saunders** LGV Bulk Cement Class 1 Driver, Rugby Works.
- Chris Brown and Owain Lloyd**, Readymix Sales Execs.
- Jamie Wood**, Quarry operative, Aggs South East Datchet.
- Rebecca Wright**, Commercial Solicitor, Legal.
- Siobhan Edgar**, Transport Planner, Aggs Supply Chain.
- Paul Dale**, Springetts Plant Manager.

LONG SERVICE AWARDS

40 Years!

**Kevin Murch** joined Rugby Cement as a part of the Technical Team at Rugby Cement Plant and has enjoyed several different roles throughout his 40 years including company secretarial, pensions and the payroll area. In thanking everyone for joining him to celebrate, Kevin added that although he has seen many changes the one thing that he has enjoyed throughout has been the people that he has worked with.



25 Years

**Richard Cowley** joined RMC Wales in 1992 in the Technical Department at the Griffith's Crossing office, Caernarfon. He moved to RMC North West and latterly to CEMEX as a Sales Representative responsible for the Concrete Sales at Birkenhead, Ellesmere Port and Chester. Throughout the following years Richard has been challenged with looking after Concrete sales in the Cheshire and North Wales markets. He is now employed as Commercial Manager Bulk Cement in Rugby.



**Garry Webster** began his CEMEX career as a CEMEX career as a CEMEX career as a Lab Technician in Leyburn Quarry. He then spent time in operations and sales before moving into management roles.



15 Years

**Phil Slaven** in Asphalt Operations.



**Steve Love** in Cement Procurement.

**Grant Chipperfield** has worked at Westmill Quarry and is now a valuable team member at Hatfield Quarry. He is pictured receiving his award from Quarry Manager, Edgaras Dapsauskas.



**Darren Archer** (Plant Manager at Purfleet Plant in Area 14) celebrated 15 years service with CEMEX in January 2018.



**Michael Vale** (Assistant Site Manager) and **Neal McGree** (Weighbridge) at Ely.



RETIREMENTS

**Duncan Hargreaves** retired at the end of last year from his position as Health & Safety Advisor. He joined RMC Mortars in 1978 and then joined the Health & Safety Department in 1989 where he was regarded highly after making many H&S contributions.



UK TECH GRADS MAKE THEIR MARK

The UK Technical Graduates team recently visited our Global Research and Development facility in Switzerland to learn about what they do there and left their mark in concrete while they were there.