



Welcome to UK News 28th Feb 2018
your weekly update from around CEMEX UK

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BEING THE BEST FOR FAMILIES

Take Care In The Snow



Congratulations to everyone on another Zero Harm week last week, but with more snow and wintry conditions hitting much of the UK this week everyone is encouraged to take extra care.

Please keep yourselves, your families and colleagues safe:

- Review weather forecasts before travelling and, where severe conditions are forecast, only travel if essential.
- If travelling on the road ensure your vehicle is well maintained and carry the necessary emergency equipment; ice scraper and de-icer, charged mobile phone and charger, torch and spare batteries, jump leads, warm clothes/blankets, high visibility clothing, good footwear, first aid kit, food/drink, shovel and warning triangle.
- As a pedestrian, always wear warm clothing and suitable footwear, take care to follow designated routes and always use the handrail on steps and stairways; encourage family members to wear something bright/reflective if out walking or cycling after dark.
- Site teams are encouraged to monitor the weather conditions ensuring arrangements are in place to keep walkways clear of snow/ice if necessary, and to keep work activities under review to ensure no one is exposed to unnecessary risk... **STOP, THINK & CHECK!**

Look Out For The Elderly In The Cold Snap



People are being urged to check on older family members and neighbours to make sure they are coping during the wintry weather.

The elderly are being warned to wrap up warm as freezing conditions continue to hit the UK. Older people are particularly at risk during cold weather which can cause falls, exacerbate existing health problems and even lead to hypothermia. With the weather turning colder please spare some time to visit anyone you know who is elderly, unwell or on their own.

Check they are warm and well during the cold weather and have everything they need.



Tips to help them to stay warm and well

Here is some advice on how to help:

- Go and check on older neighbours or relatives to make sure they are safe and warm, especially at night.
- Make sure they have enough food and supplies so they do not need to go out when the weather is really bad.
- Ensure they have enough prescription medicines.
- Encourage them to wear shoes with a good grip and a scarf around their mouth to reduce their risk of chest infections if they do have to go out.

Older people are more at risk because their bodies often struggle to adjust to the temperature change. Cold weather increases the risk of a heart attack or stroke as well as serious illnesses such as flu or pneumonia.

“

Offering to bring in some shopping, or just popping in for a chat and a cup of tea, can be a real help during the long winter months

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Caroline Abrahams, Director of Age UK, said: “The cold weather is challenging for many older people, particularly if they are coping with ill-health or living in housing that costs a lot to heat. We’d also urge everyone to keep a friendly eye on older relatives, friends and neighbours, especially when the weather is very bad and it’s difficult to get out.

Offering to bring in some shopping, or just popping in for a chat and a cup of tea, can be a real help during the long winter months.”

Icy conditions also put the elderly at higher risk of suffering a fall or developing hypothermia.

CEMEX & Continental Road Shows



CEMEX have partnered with Continental Tyres for a further three years providing a fixed price tyre contract for our Cement and Aggregates Logistics fleets. Part of this relationship is promoting Health and Safety in the tyre provider network who service our vehicles.

Joint CEMEX and Continental workshops have taken place at Bristol, Cambridge, Rugby and Runcorn. These were well attended by CEMEX staff and the tyre service agents.



Safety was priority for the day with key points on safe systems of work, PPE and vehicle safe isolation and use of wheel chocks, etc.

Our contact has provided industry leading results with high audit scores for tyres being safe, legal and fuel efficient. We have seen significant improvements in reductions in on road tyre blow outs, roadside breaks downs and call outs – ensuring our products arrive both safely and on time.

A Decade LTI-Free For Aggs SE



Congratulations to team Aggs SE for hitting an impressive ten years LTI-free on 15th February.

Glynn Richards commented: “A great achievement for everyone who works in the area. It is thanks to the ongoing efforts of everyone including our contractors that we have reached this incredible milestone. Whilst we can celebrate it is only half the story, the real work is about keeping everyone safe today, tomorrow and the day after.”

BEING THE BEST FOR CUSTOMERS

New Belts Speed Up Stoke



Working with the Aggregates business the Readymix team at Stoke have undertaken some improvements and replaced the Aggregate transfer belts. This has resulted in a full load of sand now being discharged in 15 minutes rather than 40 minutes. This made all the difference last week where the Plant had been supplying floor slabs with an hourly rate of circa 42m³.

Great Customer Service!



Customer, Darren from Gusto, commented to our David Kent how pleased he had been with the service and quality of our Evolution to his site in Southwell.

Well done to the team who supplied this customer. They have already said they will use Evolution at another of their sites as well.

Best At Bedford



Congratulations to the Readymix team at Bedford for receiving some glowing customer feedback last week.

Terrawise's, Paul Roberts, commented: “I'd like to thank you and make you aware of Andy Rundell's Plant and Drivers at Bedford who supported us so well over the last ten days. We had a concrete slab to pour with a set of railway sidings over several phases, which thanks to the Bedford Plant, went very well. We were beset with a few false starts but when we got started the Plant provided great service, and Andy was extremely helpful. I can't mention all the Drivers by name but they were all equally helpful, safety aware and ready to help. We are grateful for the service that CEMEX Bedford provided and look forward to the next time.”



Two Cement Bulk Customers All Set To Go!



Recently our first two bulk cement customers signed up for CEMEX Go in preparation for the launch in April.

SPL and Mapei both want to use our new digital system. Tamsin, Richard, Amanda and the team will be there to help them get Go'ing when we launch.



Happy Supaflo Customer



David Kent, Readymix Sales Rep, was recently approached by a small end customer, Dave Needham, to supply flowing screed to their site at Morton in Derbyshire.

David continues: "Due to the location being 20 miles from our nearest Supaflo Plant at Derby, I visited him beforehand to ensure that our Supaflo would meet his requirements and to discuss the logistics of supply as it was going to be 9m3 on Saturday 27th January. Once we established that the product would be suitable, I then spoke to Michael Driver in Operations and David Charles in Planning, to ensure that the product would be delivered on time and meet Dave's expectations.

Dave has subsequently written in to thank all concerned, especially the guys at the Plant, Calvin Sadler and Ron Lee, along with the two Explore trucks who delivered it on the day, for all their efforts. Our excellent performance means that Dave is ordering next week for the next two footings and intends to use Supaflo again. He also has further houses to build in the Mansfield area where he wants to use our Evolution product. His email reads....."

David,

Further to our telephone conversation, may I please take this opportunity to confirm my satisfaction with the flow screed we purchased from you.

Not only has the screed gone down fantastically, but was merely the end result of what was a fantastic service, from your visit to site showing a genuine interest in our project, to the batching plant that was honest on their delivery times, through to the delivery guys.

Thank you very much for the perfect service and I have no hesitation in recommending you to others and will be using your services again in the very near future.

*Yours respectfully,
Dave Needham, for Amber Contract Services Limited.*



BEING THE BEST FOR SHAREHOLDERS

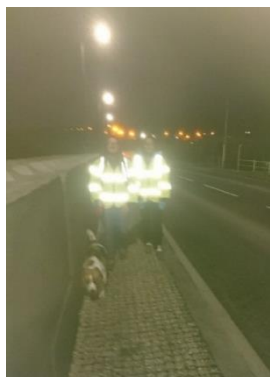
Mortar, Mortar Everywhere.....



Last week was a great week for mortars with volumes in the NE reaching the highest this year, whilst Castleford also saw its highest production day or RTU, Supaflo and Readyscreed.

BEING THE BEST FOR COMMUNITIES

South Ferriby Keeping The Community Safe



South Ferriby Cement Plant recently donated 30 high vis jackets to the village for residents to use walking alongside the main road.

Unfortunately, the Environment Agency has had to put temporary flood defences on the old pavement meaning the new footpath is very close to the road and narrow. Originally there was a bank down from the road to a path which meant pedestrians were well away from the road. Although the new footpath is above legal minimum size the residents feel unsafe. Only recently a toddler tripped on the path and fell into the road, subsequently the council made the road a 20-mph limit.

The team at the Plant thought that it would be good to help make pedestrians more visible and have donated the high vis jackets to be used by the village.

Safety And Security Go Hand In Hand



At the beginning of September 2017 we reported on the appointment of a new UK Security Manager, Colin Jones, operating out of CEMEX House, Rugby with responsibility for all aspects of security across our UK assets. Colin replaced our previous managers, Tom Shepherd who covered Scotland, Wales and Northern England and Chris Jamieson who served colleagues in the Southern Region. We wish both Tom and Chris a long, healthy and secure retirement.

Colin joined us after 31 years in policing, the majority of which was served as a Detective investigating serious, organised and volume crime throughout Warwickshire. A qualified Senior Investigating Officer, he headed up the CID team locally in Rugby between 2011-2013. Either side of that period Colin spent ten years seconded in central London working in New Scotland Yard in the national counter-terrorism effort, specialising in counter-terrorism intelligence and several specialist national functions. He retired from the force as a Detective Chief Inspector in July 2016 and spent 12 months as a consultant in Counter Terrorism and as an investigative advisor to the Independent Press Standards Office (IPOS).

Reflecting on his first 6 months in post Colin comments: "The challenges have been many and varied



so far and it's clear we operate in very diverse business areas. When it comes to company security, I firmly believe prevention is better than cure. I'm keen to help the organisation develop a more strategic approach to our security and ensure we all play our part in protecting our assets."

Looking ahead, Colin observes: "As a new appointment to the team I hear the message on safe working loud and clear. Clearly our mission and work ethic majors on safe operations and I see the security of our staff and company assets as intrinsically linked to this aim. I will be seeking to complement our approach to health and safety with a similar approach to security - one in which we can all take pride and ownership. We can all operate as the organisations' 'eyes and ears' from a security perspective as we do under the 'Step In' policy for safe working.

I would like to promote a culture where colleagues feel able and fully supported to confront security related issues. In my policing experience, when we suspect things, or generally see things that just don't look right, for the most part our observations and gut feelings are right. In this case, I would encourage colleagues to challenge security breaches or weaknesses and seek my advice whenever they feel the need.

Security related issues, particularly 'in-house' can often be sensitive in nature and personally testing to challenge or disclose. To this end, I would like to assure colleagues they can either approach me directly or use the Ethos Line, to report anything they feel appropriate.

When it comes to protecting our sites and assets and doing all we can to make it difficult to offend against us, I think it's important to maximise the learning when offences are committed. Again, as a result of the size and diverse nature of our business, there are a variety of threats against which we must protect ourselves. Whether it's thefts of cable or diesel, criminal damage or trespass and unlawful encampments; whatever the issue we must take proportionate measures to prevent the occurrence in the first place.

I have undertaken to share with colleagues the issues and learning points as and when incidents arise, with a view to enabling staff to implement preventative measures. To this end I have already written a number of articles for UK News and will continue to do so to ensure staff are well briefed and feel able to act. Security is the responsibility of us all and collectively we'll be stronger and more difficult to offend against.

I look forward to the challenges ahead and would welcome any opportunity to meet and brief colleagues. Please feel free to make contact and discuss any security related issues with the assurance that I will assist in any way I can and if necessary, in the utmost confidence."

Colin can be contacted on: Tel. 01788 517421 / 07387 252978 or colinpeter.jones@cemex.com

Preston Brook Staff To Tackle Snowdon



A team of intrepid walkers from the Preston Brook Aggregates and Asphalt office are set to try and conquer Snowdon in aid of Alder Hey Children's Hospital, Liverpool.

The group of 16 Planning and Sales staff will be setting off for Snowdonia on Saturday 10th March, with the intention of walking to the summit via the PYG track. Should the weather or conditions not



be fit then they will undertake a longer trek in the area but on lower land (with the intention of returning to Snowdon later in the year).

They're looking to collect as much sponsorship money as possible for this very worthy cause. You can donate in a variety of ways:

- a JustGiving page is available on: <https://www.justgiving.com/fundraising/abbie-le-surf?newPage=True>
- in person at Preston Brook (bucket on Reception)
- by contacting the organiser: Aaron Mcdowell

The best of luck!

BEING THE BEST FOR EMPLOYEES

The Magnificent 7 Reach 15 Years In Stockton!



Seven of the team in Stockton's Order to Cash department are celebrating 15 years since its inception as the original RMC Shared Service Centre. Ross Catterick, Chris Westwood, Louise Jackson, Sue Pryse, Jackie Routledge, Paula Hook and Caroline Corner were all part of the original team and are still there today. In true Stockton tradition, of course the team had a celebratory cake!

Ross Catterick, Commercial and Logistics Admin Manager, reflected: "There have been many changes over that 15 years - originally the RMC Shared Service Centre; the CEMEX acquisition; becoming Commercial Administration and then the Business Services Organisation (BSO). There have been many projects and initiatives driving the company forward which have developed us all over the years. The teams are dedicated to maximising the cash collection whilst managing the risk to the business despite the financial crisis, global economic downturn and political uncertainties.

It certainly does not seem like 15 years but looking back and reflecting on all the achievements and people I've had the pleasure of working with makes me feel really proud."

Here's some thoughts from the rest of the team:

Chris Westwood: "I feel privileged to have been part of the SSC at Stockton from the early days and to have been part of its success. I feel we provide a good service to the business and to our customers and will continue to do so.

There have been many changes during my 15 years some of which have been challenging, however, they are always faced with a positive 'can do' attitude."



Louise Jackson: “For the past 15 years I have worked for CEMEX Commercial Admin. I have seen lots of changes over the years, always for the good of the company. I enjoy my job and I am proud to work for CEMEX.”

Sue Pryse: “It is nice to come to work in a comfortable environment where there is good camaraderie, and to have personal growth over the 15 years’ service which has helped extend my knowledge of the business.”

Jackie Routledge: “CEMEX is always evolving and striving to improve the journey to ONECEMEX.”

Paula Hook: “My 15 years at CEMEX has been enjoyable, rewarding and challenging within a friendly working environment.”

Farewell, Good Luck And Thank You!



One of the stalwarts of our Aggregates business, Glyn Richards, finally hangs up his hard hat this week as he retires. He will be greatly missed by all the colleagues who knew him and we wish him a very long and happy retirement. (Sorry about the photo Glyn – it’s the best we could find!).

Glyn had a few parting words:

“As I only I have a few days left as part of the Aggregates team it seems the right time to say thank you to everyone I have worked with and supported me through my career.

I have been lucky to meet and work with many outstanding people, been part of a team that has continually worked to improve how we operate and at the same time thoroughly enjoyed myself during the process. I have seen the industry and our business go through many changes and deal with the challenges that we all continue to face, and I am leaving at time that is both exciting and challenging for CEMEX.

The uncertainty of the effect of Brexit still hangs over the UK economy and we are in a very competitive business.

Developing the promise of better customer service through CEMEX GO will give us a competitive advantage that we need to sustain for the future. Improving on how we all work as ONECEMEX will give the best service to our customers and satisfy our shareholders by maximising every opportunity.

All the above depend on recruiting, developing and empowering the right people to share a common vision and continue to build for the future. I know you are all prepared and will be supported to meet these challenges and deliver successfully on each and every one of them.

I want to wish everyone of you a successful future and above all stay safe.”

Best wishes,
Glyn



Keep Talking....



Last week Garry Gregory, Director Asphalt and Paving Solutions, delivered another round of well-received Asphalt business updates with our Service Centre teams at Preston Brook office.

Over the course of three sessions in one day, Garry explained to the teams in turn how our Asphalt business is performing and the objectives and challenges ahead. National Commercial Manager, Les Luxon, thanked Garry for taking the time to prepare the content and said there were some great discussions and ideas – all in all a brilliant day!

Logistics Director, Dave Hart, also commented: “Well done Garry for investing the time with our Planning teams. I have heard great feedback which will inspire everyone to work even closer together to deliver a Superior Customer Service as ONECEMEX.”

Area 24 Gets Engaged!



Area 24 held three Evening Engagement Meetings during February in Maidstone, Thorpe and Southampton. Participation was excellent with around 90% of the Area staff attending across the three nights including Plant Managers, Relief Staff, Technicians, Shippers, Sales Execs and the Area 24 Management Team.

The meetings were a ‘mini-roadshow’ consisting of safety first and foremost plus a financial review of 2017 and what is expected in 2018. The Sales Executives and Technical Managers assisted with some of the presentations and every evening generated a lot of discussion and ideas. It was also an excellent opportunity to welcome our new Shipping Agents, Tammy Wheatley, and our new Plant Managers, Gray Coetzee and Jarrat Sims, to the Area 24 Team.

At the end of each evening everyone was given a goodie bag consisting of brochures of our VAPs to be presented in each Plant’s mess room and a CEMEX fitness tracker so our Area can get a head start on the Pedometer Challenge!

The photo shows Shipping Agents, Erin Frank and Josh Winston, showing off their fitness trackers!!

Team Talk Questions – Answered!



Last week we answered some of the Health and Safety questions that were asked at the Team Talks. This week we asked Stuart Keighley to answer your CEMEX Go questions:

- **How will 24/7 functionality impact CSCs – is there expectation of staff covering evenings and weekends? What does it mean for employees?**

As use of our Digital Tools picks up we will need to review the times that the Customer contacts us. Like our own activity On Line it is no longer restricted to traditional office hours so we need



to ascertain how we can best serve the Customer when they need help. This may mean looking at shifts to extend the cover we provide.

- **CXGo implementation team is predominantly RMX – any plans to add people with knowledge of other products?**

The Core Deployment Team in the UK has representation for all the businesses. As we near deployment we are looking at extending support from the business.

- **Will we get a discount on CXGo?**

CEMEX Go is for Customers. There is no plan for discounts however if we want to incentivise use of the Digital Tools we can look at reward schemes in future.

- **How will stocks be managed against CXGo orders to ensure we don't let customers down?**

As we launch the first versions of CEMEX Go, Customer Orders are requests for our services which we will validate and confirm back to Customers. In time the system will allow Customers to 'book materials and times' which means we need to have supporting systems to check inventory and deliver capacity.

- **Put CEMEX Go stickers on all our company vehicles to promote the launch & capabilities.**

This is a great idea and one we are considering increasing awareness of the new Tools.

- **What are plans for encouraging customers to adopt CEMEX Go – just as important to them as to employees?**

We have engagement plans based on profiles of our Customers and will consider rewards if we feel it appropriate to accelerate adoption. All new technologies are slow to gain early adoption and we should not be unduly worried about this in the first few months.

- **How will CXGo be 'disruptive' – unclear on this, although I can see how it will make us easier to do business with**

It's disruptive in the sense that others in our Industry do not have an end to end Digital Solution. It means we will change the way our old-fashioned industry works with pencil and paper and drive the use of digital technology.

- **Will CXGo customers be notified who their local rep is?**

Customer should already know their Local Representative however where this is not the case we will make sure we map Customers we are Registering to their Commercial Contact.

- **Will there be training and support for the new devices?**

There is a wealth of on line training and Instructor Led Classroom training for new users. Customers will have support available through our Customer Care Team at Rugby.



Internal Vacancies

IVC Ref	Position	Company	Location	Closing date
072-02-2018	Plant Manager	Readymix Northern	Morcambe Concrete Plant	08/03/2018
073-02-2018	Plant Manager	Readymix Northern	South Yorkshire	08/03/2018
074-02-2018	Multi Skilled Operative	Aggregates Central	Swinderby Quarry	02/03/2018
075-02-2018	Quarry Manager	Aggregates South East	Datchet Quarry	09/03/2018
076-02-2018	Assistant Quarry Manager	Aggregates South East	Langley Quarry	09/03/2018
077-02-2018	Operative	Aggregates Northern	Pallett Hill	09/03/2018
078-02-2018	Team Leader	Concrete Products	West Calder	02/03/2018
079-02-2018	Production Administrator	Concrete Products	West Calder	02/03/2018

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.



