



## Welcome to UK News 8<sup>th</sup> March 2018 your weekly update from around CEMEX UK

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### **BEING THE BEST FOR FAMILIES**

### Look out for other road users...



Despite the severe weather conditions across much of the UK, we managed a third week lost time and recordable injury free for employees and contractors; congratulations go to everyone for Looking After Themselves and Each Other to ensure we remained safe.

There was however an incident at the entrance to a customer's site, where a cyclist and Truckmixer collided, resulting in the cyclist suffering a suspected broken knee. While at this stage we believe the Truckmixer Driver was not at fault, an investigation is being carried out to see if

there are any learning points for us. This is a reminder of the importance of always following the Driving Essentials and, in particular, the need to look out for other road users.

### Michel's safety message



It is indeed very satisfactory to have managed this period of exceptional adverse winter weather without injuries: we need all to take credit and be proud for that. Well done!

Now, with normal working conditions progressively coming back with forecasted high activities, many customers will be catching up on lost time on their job sites while we will have some exceptional maintenance activities to take care of on our sites, I urge you all to double our focus on safety and make sure that we do not take unnecessary risks while doing our best for our customers. Nothing is more important than safety.

So please stay conscious of our own vulnerability, "stop think and check" constantly and always "step in when" you observe a risk.

Have a great and safe week, ..., Spring is approaching!

### LTI free congratulations to:



The team in Readymix Southern's Kent / Surrey / Sussex Area on reaching 1 year LTI and TRI free; historically this was one of our safety "hot spots" in Readymix and it is great to see the team delivering on our Best for Families pledge.

### **National No Smoking Day**



It's No Smoking Day on 14 March - the perfect time to quit smoking. For free support going #Smokefree, visit www.nhs.uk/smokefree



Quitting smoking is the best thing you'll ever do for your health, your family and your wallet! So, this No Smoking Day, join the millions who've already gone #Smokefree. Visit www.nhs.uk/smokefree

Everyone's different, which means the way you quit smoking needs to be your choice. It's all about working out what's right for you to increase your chances of quitting for good. There's also a poster for you to download on the website download section, for you to put up in your workplace and a workplace wellbeing planner for 2018 as well to remind you of the 12 health essentials.

### 10 steps to stopping smoking



Stopping smoking isn't easy, but there are things you can do to improve your chances of success. Read our ten top tips:

### 1. Pick a quit date

Choose a day that will be stress-free, and stick to it.

### 2. Make a list

Write down all the reasons you want to quit. Keep the list handy and read it when the cravings start.

### 3. Build a support network

Pair up with someone else who's looking to give up smoking and support each other.

### 4. Remove any reminders

Before your quit date, get rid of ashtrays, lighters and matches, and any remaining cigarettes.

### 5. Use stop smoking services

Contact your local NHS Stop Smoking Service for support from trained specialists.

### 6. Try nicotine replacement therapy

Consider using nicotine replacement therapy, which can more than double your chances of stopping smoking.

### 7. Start moving

Scientific studies have proven that exercise, as little as a five-minute walk or stretch, cuts the urge to smoke and may even help your brain produce anti-craving chemicals.

### 8. Avoid trigger situations

Anticipate stressful or trigger situations. So, if you smoke after a meal, go for a short walk instead.

### 9. Practise saying "no"

Don't be tempted by just one cigarette; it often leads to another.

### 10. Treat yourself

Put away some, or all, of the money you would have spent on cigarettes and buy something special.

### The Beast from the East - 1 lesson learnt



Drew Crombie, Aggs Area Ops Manager for Scotland, made this useful observation from last week's harsh weather. "The most recent chilly spell that became known as the Beast from the East has certainly caused quite a bit of disruption within our business and throughout the Industry, with many site closures, the sites that remained open had increased risk of injury due to the Ice and snow hazards - One thing that was learned in Scotland was "know your teams contact details"

All managers and assistants have company mobile phones - I urge them to ensure they have the contact details of their site staff stored on their phones and likewise the site staff have the management team contact details on their own phones.

We were caught out with a few staff members not being able to be contacted - however those staff members had the sense to contact the sites themselves.

The numbers may be kept on site in the phone book etc - but if you cannot get on site - they are of no use, - so please get the numbers on the phones and we can always keep regular contact with everyone.

Stay safe and keep the simmits oan for anither month - as they say never cast a cloot til May is oot..." – If you say so Drew!?

### **Latest UK Safety Alerts**



Attached are two Safety Alerts relating to recent injuries in our operations, and also two external Alerts that may be relevant to our operations.

Both CEMEX UK Safety Alerts relate to hand injuries. In one incident, an employee took it on himself to fit a rubber skirt to a chute as an interim measure to minimise spillage; unfortunately, the employee failed to STOP, THINK & CHECK before

selecting the wrong work method and drilling into his own hand. In the second incident, a Driver fractured his finger, when a lapse of attention resulted in him trapping it in the hinge of a side board on his trailer.

Both external Alerts detail defective equipment:

- MSA has advised that their Gravity Welder Harnesses, produced between July 2015 to January 2018 inclusive, should be removed from service, marked "UNUSABLE" and destroyed. Instructions on obtaining free of charge replacements are included in the Alert.
- Tarmac has circulated details of a defective isolator switch found in their operations. It is
  imperative sites check for any similar equipment and take any necessary remedial measures to
  ensure isolation processes remain robust.

Please review these Alerts, discuss them with your teams, and take all necessary action to minimise the risk of injuries. Please also display the Alerts on relevant notice boards.

Global and UK Alerts are available from the CXME app.

Before starting any new task always STOP, THINK...& CHECK it is safe, and always STEP IN if you see anything unsafe.

LOOK AFTER YOURSELF AND EACH OTHER.

HEALTH AND SAFETY INFORMATION AND RESOURCES CAN BE FOUND AT THE FOLLOWING LOCATION <a href="http://cdm2.cemex.com/sites/UK Health Safety/default.aspx">http://cdm2.cemex.com/sites/UK Health Safety/default.aspx</a>

### **BEING THE BEST FOR CUSTOMERS**

### Dan's the man for express deliveries



Last week we introduced additional surcharges for services that our customers value but previously were provided free of charge. One such surcharge relates to "Express Deliveries" where a first load is guaranteed for an additional £60 charge. Many congratulations therefore goes to Dan Gibson in the Rugby Planning Team for selling the first Express Delivery Charge to Rockstone for a delivery on Tuesday ex Wickwar. Our market is extremely challenging and it is vital that we seek to realise opportunities to secure additional revenue from

those customers who value our services - as Dan has done today.

### **Maintaining Quality at Middleton**

Last week Ian Phillips, Aggs Area Technical Manager, delivered a couple of training sessions to the Operatives at Middleton Quarry in the North East. The sessions started out by giving an introduction to our products and looked at important aggregate properties along with the standards that they need to comply with.

lan continues, "We then moved on to look at common causes of material complaints followed by a discussion on how we can all work together to prevent them. There was a lot of engagement and feedback from all the team with plenty of examples of best practice and sharing of ideas. The plan is to now roll this out across all sites in all areas so that we can continue to spread the message that maintaining Quality can give us the edge. It keeps our customers happy so they will continue to come back and even recommend us to others. It relies on teamwork, buy-in and getting everyone involved from all parts of the process."

### **Superior Customer Service Champs**



Glowing feedback came last week for RMX in Derby from customer Donna Bosworth, buyer for Browns builder's merchants. Donna told David Kent she had had reservations about dealing with a local shipping office, but admitted that she was wrong and could no praise David Charles and Sienna Johal enough on how helpful they are. In particular, at sorting out orders at the last minute and keeping them

### informed on progress.

We also received thanks for excellent service from 1<sup>st</sup> in Rail for their delivery to Crown Point, railway station in Norwich. It was their first pour and they rain late and had issues on site. But they said that the CEMEX drivers and plant staff were very helpful and asked that their thanks were passed on to the team. Thanks go to Neil Green, Norwich Plant Manager and his team, as well as all the IHC's involved.

### 5 weeks to Go!



Find out what is happening in the world of Go in this week's newsletter. 5 weeks until April's go-live. We have produced a poster for you to put up in the workplace to explain what CEMEX Go is. Please find it in the download section of the UK News website or at the end of the UK News pdf.

### Readybrick Emoji Ready to impress



James Fairclough and the team have been busy constructing the latest Readybrick stand at the Ecobuild exhibition this week. They have made a laughing emoji out of our concrete facing bricks to catch the eyes of people walking by and demonstrate the versatility of our range. Good luck to the team staffing the stand and we hope it generates a lot of potential sales leads for our Readybricks.

James passed on his thanks to the guys who trekked the brick slips out of West Calder in the snow to make this happen!!

### **BEING THE BEST FOR SHAREHOLDERS**

### Quality alert...

Please view the latest Quality Alert (QuA) relating to the storage and quality of admixtures. Although this alert relates specifically to the Readymix business, the premise of controlling the storage conditions of our raw materials to ensure final product quality applies across the UK business.

This QuA has been uploaded to the UK Quality App under **Readymix Production>Raw Materials (point 1).** Please get in touch if you spot a quality issue or the potential for one that may be useful to share with the UK business as a QuA.

### **BEING THE BEST FOR COMMUNITIES**

### Northfleet Block Blokes lend a hand



Sean Hanna's, from Northfleet block plant, daughter is a member of the Scout House and Shop, Dartford District Scouts. It is a large house used by the Scouts and the volunteers don't get a lot of time or money to look after the place. The house itself was donated and has become the main meeting place for the local beavers, cubs and scouts. Sean wondered if the Northfleet team could lend a hand decorating one of the main rooms.



The team thought it was a great idea and rolled up their sleeves to help prep (a lot!) and wallpaper one of the rooms. Congratulations to the team: Sean Hanna, Andrew Waldron, Bayram Kose, David Batson, Danny Thorne and Liam Clarke.

By the way did Bayram do any work or just call encouragement through the megaphone!

### **Dominican Gold wildlife award**



Wildlife Habitat Council Grants Highest Certification to CEMEX in the Dominican Republic March 1, 2018

COUNCIL<sup>™</sup> • CEMEX in the Dominican Republic received Gold Certification from the WHC for its conservation program "Las Salinas and Laguna Cabral Biodiversity Action Plan", in the southwest of the country.

CEMEX announced that the Wildlife Habitat Council granted CEMEX in the Dominican Republic its Gold Certification for the company's Biodiversity Action Plan in Las Salinas and Laguna Cabral, a project led by CEMEX in collaboration with Grupo Jaragua and Birdlife International. CEMEX received this recognition for the results of its program "Las Salinas and Laguna Cabral Biodiversity Action Plan", located close to its gypsum mine in the Barahona province, in the southwest of the country.

Read the complete press release: <a href="http://cmx.to/2FKVQgs">http://cmx.to/2FKVQgs</a>

### Recycling CO2 waste from cement plant back into concrete



Sean Cassidy, Regional Environmental Manager, posted this blog on SHIFT, a glimpse into the future for energy recycling? Sean continues, "the article below is taken from Global Cement Weekly and highlights a project which sees CO2 captured at a cement works and then being recycled back into readymix concrete at the production stage - no mention of whether its cost effective - this type of project has massive potential for our industry. A link to the project company's website is included,

CarbonCure has demonstrated an integrated CO2 capture and utilisation (CCU) process from cement for concrete production in January 2018 at

Cementos Argos' Roberta plant in Calera, Alabama. The consortium - comprising Carbon Cure, Sustainable Energy Solutions (SES), Praxair, Cementos Argos and Kline Consulting - says it is the world's first project to collect cement kiln CO2 for subsequent utilisation downstream in concrete production and construction.

CO2 emissions from the Roberta cement plant were captured by SES' Cryogenic CO2 Capture technology, transported by Praxair and reused in Cementos Argos' Glenwood, Atlanta concrete operations equipped with CarbonCure's CO2 utilisation technology. The concrete manufactured with the waste CO2 from the Roberta cement plant was then used in a local construction project in the greater Atlanta area. Design partners and fellow members of CarbonCure's Carbon XPRIZE team such as LS3P Architects, Uzun + Case Structural Engineering, and Walter P Moore Structural Engineers completed the end to end integrated solution by creating demand for CarbonCure concrete products in the marketplace. Kline Consulting oversaw the commissioning and reporting of the industrial demonstration.

The project was an extension of Team CarbonCure's participation in the US\$20m NRG COSIA Carbon XPRIZE Challenge, which incentivises and accelerates the development of integrated CCU technologies and new markets that convert CO2 emissions from coal and natural gas power generation into valuable products. <a href="http://carboncure.com/">http://carboncure.com/</a>

### Sooty box volunteers!



Well done to Matt Doran and Jason Warren who braved the cold and snow last week to do their lend a hand by placing 21 RNIB (Royal National Institute for the Blind) Sooty collection boxes around shops, café's, pubs, barbers and tattoo parlours of Birmingham at the weekend. Each box collects £30 so that's £600 for the RNIB from CEMEX placed boxes.

It's Sooty's 70<sup>th</sup> birthday this year and the RNIB's 150<sup>th</sup> Anniversary, they are running a special 'Find a home for Sooty' campaign to celebrate! Why not sign up to be a sooty volunteer too? Go to: <a href="https://www.rnib.org.uk/donations-and-fundraising">www.rnib.org.uk/donations-and-fundraising</a>.

Area Fundraising Manager for RNIB Jenni Young had this to say, "What an amazing job! So impressed you went out in that weather and managed to get a whole box of Sooty's homed. Thank you so much for this."

### **BEING THE BEST FOR EMPLOYEES**

### **40 Years for Andy Mills**



Andy Mills (holding the cake!) reached a mighty 40 years with the company a few months ago, and he kindly sent us a few words on his career with us. Congratulations to Andy and thank you from us all for your 40 years of dedication and hard work.

Andy continues, "I joined the Rugby Cement Sales Department in Crown House on 17th October 1977, just a few weeks prior to my 19th birthday and over the next fourteen years there I fulfilled various administrative roles. In 1991 I embarked upon what I look back on as a six year "tour of duty" working in Regional Sales Offices located at Southam, South Ferriby and Barrington works –

the latter as Sales Office Manager.

Following this I moved into a customer facing role, first in Essex and East London before moving to my current home in Abingdon, Oxfordshire where I have been responsible for our customer base in Central Southern and South West England since 1998. Throughout this time I have been employed within our Cement division and from the beginning of 2017 I have also taken on the responsibility for sales of our Concrete Blocks and associated products as part of the newly created Distributors Team.

I gave much thought as how to invest my 40 years Long Service award before making the decision to upgrade my aging hi-fi system. Whilst I may not go on to achieve my 50 years award I currently have no plans to hang up my company car (although that's not what I indicated to Graeme during my recent 1-2-1)."

### **Quarter of a century for Malcolm Sidney**



Congratulations and thank you to Malcolm Sidney for reaching 25 years' service. Malcolm is a logistics driver based at Costessey Quarry in Norfolk. He is pictured here with James Edwards driver assessor. Malcolm joined the company when Shaggy was number one in the charts with 'Oh Carolina' and Arsenal won the FA cup against Sheffield Wednesday 2-1, in a replay and after extra time!

### The Thanks for your effort winners for Jan 2018 are...



The Willington Quarry Team. The award is for stepping in to help a member of public who was disorientated and wandered onto the site, the team prevented possible hypothermia of the individual who was identified as a missing person.

There were 10 nominations in total for January.

THANKS FOR YOUR EFFORT RECOGNITION SCHEME: When an individual / team demonstrates one or more of our values they may be

nominated for recognition, monthly winners are recognised in UK News and the annual roadshow.

All employees are eligible and able to nominate, the monthly winners receive store vouchers of their choice to the combined value of £100.

### The fantastic nominees



All our nominees for January's thanks for your effort deserve recognition for the amazing dedication they have shown. Thank you for putting in the extra effort we think you are great.

**Brian Bullock** – Wheel loader dumper driver operator, Raynes Quarry. Brian came into work over the Christmas period along with the ship loading crew to ensure both ships were loaded and left with full and complete cargos. Without Brian's assistance, this would not have been possible. Brian is not normally part of the ship loading crew but did this to meet order and customer requirements

**Natalie Hodson** – Sales Rep, Aggs NE. For her inventive and dedication to growing our Neogem brand. Natalie organised a buyer's day for Environmental contractors to see all of our operations – wharf, quarry, RMX plant and asphalt plant - which has seen trade increase since.

**Moota Quarry Team** - Working together as a team in very difficult weather conditions and difficult area of the quarry they managed to keep production up and finish above budget.

**Scotland Area Quarry Staff** - Throughout the whole of January, the Scotland Area has seen some very extreme weather with lots of snow and ice that stayed with us for prolonged periods, on top of this we were affected badly by the flu outbreak and general ill health during this period with a lot off on sick leave, however throughout this period all the fit members of staff made it into their work each day despite the atrocious driving and working conditions. All staff stayed safe and ensured that the hauliers access and egress into the units were maintained in a safe manner.

**Keith Brodie** – HGV driver. One of our contract drivers was struggling to deliver his mortar load to one of our sites and decided to call Keith our company driver for some advice, Keith being the type of person he is jumped in his car and drove 20 miles to help the contact driver even though he was on holiday, this is an example of the great team work we have in the DSM business. The load was delivered safely and the customer was satisfied, well done Keith.

Frank Kehoe and team – Liverpool Huyton Asphalt. Towards the end of December Liverpool Huyton Asphalt Plant were just short of reaching £1m OCF for the year. Determined to reach the £1m target Frank and the team were willing to open the plant between Christmas and new year and actively encouraged customers to collect from the plant during this period, in order to hit their self-determined target of achieving £1m OCF – it paid off and they hit their target!

**James Fairclough and David Elston** – UK Marketing. Both James and David put in a huge amount of effort for the opening event of the Liverpool Asphalt plant. They pulled together excellent supporting material – video's and giveaways – in a very short time and supported the event. The fact the event was so successful is a reflection of the efforts they put in.

**Sharron Goldingay**, Senior Negotiator, Procurement. CEMEX has re-tendered all of its rail freight traffic and associated services, wagon provision and material handling. With consistent underperformance from the existing dominant supplier a new approach was needed. Whilst the process is not yet complete the last month has been particularly challenging in managing the existing supplier whilst awarding the majority of the traffic to new suppliers.

Sharron has brought a new approach to the challenge and has helped ensure the whole process is managed professionally.

### International women's day



To celebrate and promote International Women's Day on March 8<sup>th</sup> CEMEX UK has produced some short video's profiling women in our business. Our industry is traditionally male dominated and it is good to show that there are women in our business and hopefully encourage more women to think of it as a career.

The videos are of Lauren Nugent (quarry manager), Emily Luff (apprentice) Karen Hearnshaw (project planner) and Josie Higgins (technical administrator). Here is the link for you to have a look: <a href="https://youtu.be/rO-tg-sBbqY">https://youtu.be/rO-tg-sBbqY</a>

We've also got some quotes and testimonies from female Directors in our business: Clare Pickering, Business Performance Director (left of pic), and Emma Needham, Business Planning Director (right of pic) to share and encourage more women to pursue careers with us:

Clare: "You should always try to be yourself and let your talent shine through. In CEMEX we strive to be the best and for that we need the best teams, the best people, there is no question of gender."

Emma: "Every woman has to find what works best for her when juggling family, work and social life. That's the same for everyone. When starting out on a career, prioritise what you need to do to make your chosen path happen."

### **Quality for the National Technical Centre**



The National Technical Centre routine surveillance visit was completed this week, with the current scope of accreditation maintained. United Kingdom Accreditation Service (UKAS) assessors commended the laboratory on the staff competence levels. They were also impressed with the CEMEX approach to operational excellence which we are embracing at the Centre.

Mike Higgins, National Technical Manager, commented, "Great work everyone involved. The team have put in the extra effort recently to meet routine testing deadlines whilst supporting an increase in workload resulting from special product support in Aggregates, Asphalt and Readymix. It was a great assessment with some excellent comments from the assessors, a testament

to the continued efforts of David Webb and the team.

### **Better offices for Ely Asphalt**



The old offices at Ely were from the late 80 and had started to let water and the cold in. They had already replaced the welfare facilities, have just replaced the manager's office and have a new weighbridge office on order. Jason Barker Asphalt Area Ops Manager, commented, "Neal retires in just over 12 months so he will have a lovely new office for his final year. Michael and Ryan are really happy to be in the new office, and we also have a meeting room so Garry and the team, and anyone else who wants to, are invited to hold a management meeting when the weather

improves."

### March CEMEX Lifestyle offers...



With a new month comes new offers for CEMEX employees from CEMEX lifestyle. This months offers include: Sainsburys, New Look, Goldsmiths, Pizza Express, B&Q and lots more. Go to the website: www.cemexlifestyle.co.uk to see what else this month has to offer.....



### **Internal Vacancies**

IVC Ref	Position	Company	Location	Closing date
080-02-2018	LGV (HGV) Class 2	Logistics	Freemans Quarry	09/03/2018
081-02-2018	Screed and Mortar Executive	Readymix Southern	Southern and London Regions	14/03/2018
082-02-2018	Customer Service Agent VALUEMIX	Readymix Northern	Preston Brook Office	14/03/2018
083-02-2018	Multi Skilled Operative	Aggregates Northern	Dove Holes Quarry	09/03/2018
084-02-2018	Shipper Planner	Readymix Southern	Fulham	07/03/2018
<u>085-02-2018</u>	Sales Executive	Readymix Central	West Midlands and Staffordshire	09/03/2018
087-03-2018	Plant Manager	Readymix Southern	Chiswick Plant West London	15/03/2018
086-03-2018	Responsible Business Specialist (CSR)	Communications and public affairs	Rugby	16/03/2018
<u>088-03-2018</u>	Customer Service Representative	Cement Logistics	Rugby Office	12/03/2018
089-03-2018	LGV Class 2 Driver	Logistics	Angerstein Wharf	22/03/2018

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 <a href="mailto:gb-communicationsandpublicaffairs@cemex.com">gb-communicationsandpublicaffairs@cemex.com</a> 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.



National Work Life Week World Mental Health Day National Cholesterol Month Breast Cancer Awareness M STOPTOBER

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HEALTH ESSENTIAL Campaign Eyes & Eyes

Get Out - Get Active!



# **WORKPLACE WELLBEING PLANNER 2018**





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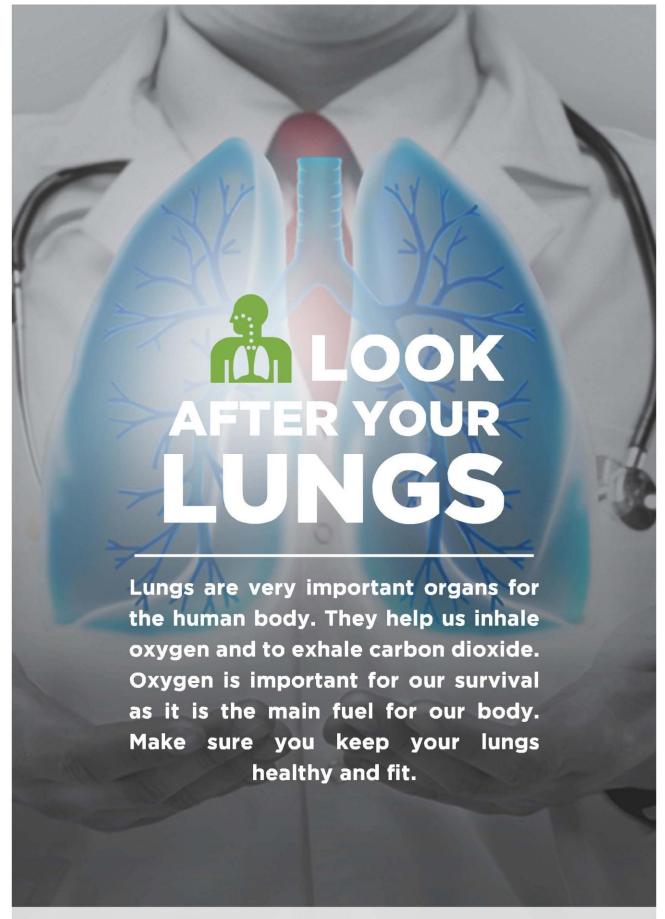
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information

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<u>What you can</u>

<u>CEMEX Go.</u>

 National launch for Cement, regional UK Go-live April 2018 coming soon! roll out for Readymix and Aggregates

- Customers can
- Request orders
- Track deliveries
- Change orders Check invoices
- Make payments



ead in



coming in April.

Our digital transformation







### **New CEMEX Go Poster - for your Noticeboards**

We have prepared a new poster (as shown here) to keep raising awareness of CEMEX Go and the go-live date of first week April. It summarises the benefits to our customers and our own people, and explains how customers can - Request orders; Track deliveries; Request changes to orders; Check invoices and Make Payments.

You can download it from <a href="www.cemexuknews.co.uk">www.cemexuknews.co.uk</a> – then print locally on A3 or A4 and pin on your Notice Boards

### **Launch Events Coming To You Soon in April**

CEMEX Go Launch Briefings will be held in April to support the 'General Release' of CEMEX Go to our customers in April. These will follow a 'Launch Release' which is currently planned to take place for 12 specific customers in w/c April 3rd just after Easter Monday. The one-hour briefings will include slides and video explanations followed by a short Q&A session. They will explain why we are investing in CEMEX Go, the roll-out plan and the change management process. Dates are now fixed for Rugby 12<sup>th</sup> April; Uddingston - 17<sup>th</sup> April; Stockton - 18<sup>th</sup> April; Preston Brook – 25th April. More information soon!





### **Master Data Cleansing Complete!**

Sue Hawkins, Emma Robinson and the Deployment Team have done a brilliant job cleansing our customer master data which held many thousands of older and dormant accounts from previous years. The arrival of CEMEX Go is the perfect opportunity to remove lapsed customers and focus our digital efforts on recently active customers. Sue commented "It's a bit like clearing out your loft or garage — always hard to get started but very satisfying to complete, knowing that we're just keeping the most relevant and up to date information."

### How we will target customers for CEMEX Go adoption

When we go-live, it will be vital to attract customers not just to register for CEMEX Go, but also start using it day to day. In readymix we will target customers based on order bank data to increase usage & adoption. A detailed customer onboarding plan is being developed which will include face to face, telephone and virtual onboarding scenarios. As reported last week, our first two customers have already signed up for Cemex Go on bulk cement.







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