



# Welcome to UK News 24<sup>th</sup> April 2018 your weekly update from around CEMEX UK

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# **CARING FOR FAMILIES**

# Zero Harm – Keep It Up!



A great week last week with everyone going home safely and unharmed from work. When we all focus on Health & Safety Zero is possible for everyone.

Michel commented: "Let's all keep up with the good work avoiding any type of relaxation on Health & Safety matters, always observing our safety essentials, having in mind our own vulnerability, and stepping in any time we observe a risk, whether equipment or behaviour related.

Have a good week and please take the opportunity of our Family Safety Week communication to bring healthy discussion home, engaging your loved ones in our common Health and Safety journey."

#### **Family Safety Week**



This week sees us teaming up with ROSPA in support of their Family Safety Week. We will be sharing awareness by raising materials every day, the first theme is Bath Time Safety for younger family members.

ROSPA
accidents don't have to happen

Safety is important in every aspect of our lives and even more so when it involves the people we love. We are governed by health

and safety legislation when at work, but it is sometimes helpful to be reminded that safety matters at all times, especially in our homes. While the materials are being distributed via email, it's worth noting that they are also available from the UK Health and Safety Group on Yammer via the following link: https://www.yammer.com/cemex.com/#/threads/inGroup?type=in\_group&feedId=14513002&view=all

# **CEMEX UK Wins 6 Global Health & Safety Awards**



It was also great to hear last week that the following six areas of the business were recognised in the CEMEX 2017 Global Health and Safety Sector Awards:

Road Transportation – Best Performance – Aggregates Logistics Southern (1st Place)



- Concrete Most Improved Readymix Northern (1st Place)
- Aggregates Best Performance Aggregates East Area (2nd Place)
- Aggregates Most Improved CEMEX UK Marine (2nd Place)
- Others Best Performance Paving Solutions (2nd Place)
- Others Most Improved Asphalt (2nd Place)

In addition, Aggregates East Area and Paving Solutions are to receive Contractor Management Awards, with the UK overall being recognised with a Fit4Life Contribution Award.

# **May Is Health Month**



May is CEMEX's Health Month, and whilst we may not be officially supporting a Pedometer Challenge this month, it doesn't stop you engaging your teams locally in having a bit of health kick.



We will be raising awareness throughout the month; based on the CEMEX Health Essentials.



Week 1 and 2 will be focusing on the Health Essential 'Stay Active, Hydrated and Eat Well' – in support of British Heart Foundation's Walking Month. We will look at how we can all stay active, how being dehydrated affects us and also what a 'Good Food Plate' looks like.



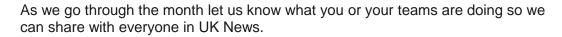


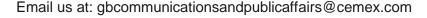
**Week 3 is Sun Awareness Week** so we will be concentrating on Health Essential 'Take Care of Your Skin'.

We will be promoting 'Sun Screen Stations' and raising awareness on what causes skin cancer.

And finally, *Week 4 will be looking at Addiction such as Drugs, Alcohol and Smoking* and we are developing some awareness materials around these three topics.

And REMEMBER – it's often our day-to-day actions that our children pick up the quickest - and can mimic to perfection, so what is your bad habit and addiction can evolve to be theirs!







# **CemExpeditioners Climb Tinto Hill**



On Saturday 21st April ten men came together from Hyndford and Temple Quarry, also joined by Area Ops Manager, Drew Crombie, as part of Scotland's first wellbeing event of the year. The mission was to climb Tinto, a hill with an elevation of 2,333 feet (711 metres).

The group set off together in glorious weather but sadly halfway up two didn't make it..... they were found sunbathing in the carpark later on. Nevertheless, eight made it to the top and back down. The group

enjoyed lunch together at the Tinto Hill Tearoom afterwards.

Next up and more of a challenge is Ben Venue.

The picture shows Aaron Rooney, David Corrigan, Billy Stokes, Drew Crombie, Joe Cage, Martin Nairn, David Hassan and Kevin Hill who behind the camera.

# **CARING FOR CUSTOMERS**

#### **Customer Care For Our Go Live Partners**



With the launch of CEMEX Go last week, Tamsin, Kirsty and Amanda (pic



left) in our Digital Support team have been visiting our Launch Release partners, **BCL Groundworks, Stabilised Pavements and Essex Groundwork Supplies.** Avril, David

and Steph, from our Customer Care team (pic right), were also on hand to help.

Our Customer Care Team is core helping customers to register and use CEMEX Go and then expand who can use it. CEMEX Go customer, BCL, said: "CEMEX Go is so user friendly and will save loads of phone calls on ordering and track."

Amanda and David met Peter at Essex Groundwork Supplies who was impressed with the simplicity and ease of using the tool and will be placing his order later this week on CX Go. Peter also created a new user via the user management track to allow his colleague, Wayne, to place orders. Steph was with Stabilised Pavements who will use all the CEMEX Go elements.

# **CEMEX Go Is So Simple...**



Here is a montage of happy customers from Mapei, Stabilised Pavements and A.W. Mobbs who were all busy learning the features of CEMEX Go last week, together with our Digital Support Partners and Sales Teams.



This is what they have been saying:

"It's so easy, I thoroughly enjoyed the experience and can't wait to use it again - thanks for your help Richard." (Mapei)

"We placed our first packed Cement order yesterday! Smooth process from start to end!" (A W Mobbs)

"We placed our orders on multiple devices today." (Stabilised Pavements)

### **New Customer PAS Is On Board And Sees Huge Benefits**



Stuart and Laura accompanied Damien Jenkins on Monday to on board Mark at PAS NW in Warrington with CEMEX Go. After some initial trepidation Mark soon added a new job site and saw the



huge benefits for his business to track and request adjustments to pours.

Well done Laura and good luck Damien for your future On Boarding efforts!! Go pioneers!

# **Continuing To Spread The Word....**



CEMEX Go "Town Hall" Launch Briefings started last week at Rugby as the first of ten awareness sessions being held across the UK.



Led by Director of Customer Centricity, Stuart Keighley, supported by Jamie Pickles and Carl Platt, attendees watched three CEMEX Go videos and learned more about the features and benefits of our new digital solution for customers.

It was explained how and why CEMEX Go is being deployed throughout the global CEMEX operations, and the reasons why this significant strategic investment in our digital future was planned.

Launch Briefings continued last week at Uddingston, Stockton and Preston Brook, with the objective of talking to >200 regionally-based CEMEX UK employees.

# **Improving Our Supply Service To internal Customers**



Supply Chain Director, Dave Hart, and his team are asking nearly 400 internal customers to complete a short online survey to help deliver a Superior Customer Experience everywhere, every time. They want to understand what more they can do to improve their service to internal customers.



If you received an email asking you to complete the survey, all you have to do is click on the link and take 5-10 mins to complete the questions. The survey is open until 30<sup>th</sup> April.

Dave Hart commented: "If you receive the survey invitation please do complete it as your opinion really counts. There are no right or wrong answers – we really want to hear your honest feedback, and when completed we will compare the results with the 2017 survey, share with you the key themes and include these in our customer service improvement plans. Thanks in advance for your help in improving our service."

All responses are strictly confidential so that individuals cannot be identified. Responses will only be categorised into the relevant business unit – Dave and his team want to hear honest and open feedback.

If you are asked to take part in the survey you will be making an important contribution helping CEMEX Aggregates & Cement to improve and to serve you better.

#### The Power Of Positive Feedback!



Even when things are not going smoothly, and you are having a bad week, a bit of positive feedback can do wonders to lift you up. Maureen Squire, Cement Customer Services Rep. Distributors, was having 'one



of those weeks,' but she didn't let it put her off trying to help a customer in need.

Aneil, from Busy Bee Builder's Merchants in Alperton, called in to Maureen on the Wednesday to see when was the earliest he could get a much-needed delivery of various packed products. Maureen advised that it was Friday at that time. Aneil was happy with that but stressed that he needed the deliveries first thing so please could he get as early a delivery as possible.

Maureen managed to put his order on for the next day instead arranged a 5.30am slot for him. Aneil was so happy he emailed Maureen at 7.08am on the delivery morning and said: "Thank you so much for doing us that favour, delivery done and dusted, have a good day."

Even during a busy day, the customer found the time to drop that 'thank you' to Maureen which brightened up her day; it also 'cements' a good relationship with that customer. Well done to Maureen and thank you to Eddie Stobart's logistics for making it happen.



# **Hey Good Looking! New look CEMEX UK Website**



In case you haven't seen it yet, our website: www.cemex.co.uk has had a brilliant revamp. Go and have a look and see what you think.



The new improved website has been designed to create a better digital experience however you are using it – computer, phone or tablet.

The project marks the start of a journey to provide the best in class platform which will continually improve, evolve and innovate. The content from our previous site, including product, health & safety, sustainability, career, news and company information, has been migrated onto the new platform, it also includes multi-media applications, videos, photos, interactive maps and much more. The new version is more appealing and user-friendly.

The improved navigation, as well as easy-to-find information, will provide a more user-friendly experience for all our stakeholders – designers, builders, contractors, employees and their families, our local communities and our shareholders. It will also appeal to people looking for a job, the media, customers and the general public.

The new look website incorporates state-of-the-art web technology using Liferay's flagship Digital Experience Platform (DXP). The Liferay DXP is positioned as a leader in the 2018 Gartner Magic Quadrant based on its completeness of vision and ability to execute. The informative content from our previous site, has been migrated into the new platform by Liferay experts Base 22. CEMEX also worked with global technology company IBM to develop a cutting-edge design.

# **CARING FOR EMPLOYEES**

# **Farewell Terry After 42 Years**



The South Ferriby team held a very well earned farewell party for Terry Lawtey who has retired this month after a very loyal 42 years service.

The majority of Terry's career has been spent in the Maintenance Department, although he has had various roles throughout his working life at the works.

Terry is the last in a line of Lawtey's to work for the business. His grandad worked at the Quarry when it was Eastwoods Cement, looking after a German prisoner of war, followed by Terry's father who also worked up at the Quarry before becoming a driver for the works. Two of Terry's brothers, John and Andrew, also worked at Ferriby.

Pictured is Terry and his wife Carole, who enjoyed a lovely evening with friends, family and work colleagues.

# Vince's Impressive 40 Years With Us



Vincent McGuire ... the Dorian Grey of the Cement world, he definitely hasn't aged a bit!

Congratulations to Vince McGuire for reaching 40 years service. During his time at Kensworth Quarry he will have seen at least 40 million tons of material processed and pumped through the 92km pipeline to Rugby. Vince played a key part in the upgrade of the Plant in the late 90s in readiness for the new kiln at Rugby.

Vince has been the cornerstone of the Maintenance Team giving his time and experience freely. Many of the production and safety improvements implemented over the years have been his ideas. He has

been a great asset to the team and long may it continue!!

Vince is using his gift to help fund his love of motor racing for yet another wonderful holiday to the Singapore F1 Grand Prix.

Many thanks from the rest of the team for all your hard work Vince.

#### 25 Years for Peter Hember



Thank you and well done to Peter Hember, Ops Manager for RMX Area 16. Peter completed 25 years service with us this month.

He started at Shepley Quarry as a Loader Driver and then worked for RMC Aggregates for several years under the management of Colin Lowth at various different Quarries.

Peter then moved into Procurement which he decided wasn't for him. Luckily a job came up for a Cluster 17 Ops Manager with Mark Allerton, where he has been ever since, working for different line managers including Al Laverty and Mark Owen.

Congratulations Peter on your quarter of a century with us and thank you for all your hard work over the years.

# 25 Year Service – Congratulations Paul



Congratulations to Paul Hallam, Shovel Driver at Concrete Products Buxton, for reaching 25 years service with the company.

Paul Kania and all the team at Buxton would like to thank Paul for all his hard work and well done on this achievement. Paul said he will be treating himself and his wife to a well-deserved holiday later this year with his award.

Congratulation again Paul.

#### 15 Years For Joanne



Congratulations to Joanne Clingo for reaching 15 years service with us.

Joanne was given a £200 Pandora gift to say thank you for all her hard work over the years.

Joanne is a Weighbridge Operator at West Deeping after transferring from Manor Pit last year when it closed.

Thank you, Joanne, for all your hard work over the years and enjoy your gift.

# **CARING FOR COMMUNITIES**

# Kaylee Rocks Brighton....



Well done to Kaylee Pruden from the RMX CSC who ran the Brighton Marathon two weeks ago to raise money for Macmillan Cancer Support in memory of her Pap who passed last year. She has beaten her target of £800 and so far has raised £910 which is a great achievement, anyone wishing to support Kaylee can do so: https://www.justgiving.com/fundraising/kayleepruden

Kaylee commented: "The best part of the whole experience was the fact that my family were there for support and throughout the whole course people were extremely supportive. It gives you a real buzz listening to people shouting your name. It's something to feel proud of.

Even though it was physically the hardest thing I've ever done I would without a doubt do it again. I'll see you again next year ③"

#### **Brandon's Mind Marathon**



Congratulations to Brandon Smith from the National Technical Sales Support Team who ran the London Marathon on Sunday in 4 hours 32 mins for the charity MIND.

His target is £2,000 and so far he is looking on target but if anyone wishes to contribute they can do so at:

https://www.iustgiving.com/fundraising/brandon-smith3

# **Poland Leading The Way In Central Europe**



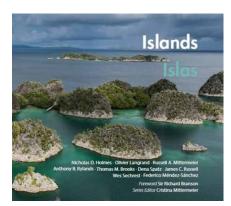
Well done to our colleagues in Poland, who's Sustainability Report was recently Awarded Best in Central Europe by Deloitte consulting.

The report for 2015-2016 received the Main Prize at Deloitte's 2017 Central European Sustainability Report Award. Known as the Green Frog Award, this competition recognises the best sustainability and integrated reports in Central Europe.

An international jury of experts selected CEMEX Poland's Sustainability Report as the best report among a field of 69 reports from 5 countries in Central Europe. The jury evaluated the reports according to the following criteria: Sustainability performance and strategic commitment; Materiality; Content; Structure and creativity in communication; Impact measurement; and Financial and non-financial data integration.

Read the complete press release: https://cmx.to/2HOMafC

#### **CEMEX Nature Book 2018**



This year's CEMEX Nature Book is called 'Islands', published in partnership with Conservation International, Global Wildlife Conservation, IUCN, Sea Legacy, Island Conservation Society and Earth in Focus.

Islands have long inspired human imagination. They evoke images of far flung landscapes and vast isolation. On a geological timescale, islands are dynamic and ever changing. They can be mere specks of land and rock stacks that are home to only a few plants and animal, or large complex landscapes with diverse habitats and climates such as Madagascar or New Guinea. Islands can be found at all latitudes, from polar to tropical, and are the

engines for the evolution of much of our planet's flora and fauna.

In 'Islands' scientists from several prestigious conservation organisations, led by Dr. Russ Mittermeier from the Global Wildlife Conservation and Dr. Nick Holmes from Island Conservation, share with us the mesmerizing array of flora, fauna, geology and human diversity found on our planet's islands.

This is the 26<sup>th</sup> volume in the CEMEX Nature Book series and features over 100 photographs by some of the most acclaimed nature and wildlife photographers in the world. From the famed Galapgos Islands to remote Caribbean, South Pacific and even polar, 'Islands' is a journey around the world to explore the magic and mystery of Island biodiversity.

The deadline for placing your order is 31 May 2018.

# **CARING FOR SHAREHOLDERS**

#### Concrete Products Buxton Invests For The Future



Over the past couple of years Buxton Block Plant has been struggling with packing blocks due to the old cube grabs - these grabs take the blocks off the production line and stack them up before being banded together. They are the original parts of the machine and were causing many hours downtime over each week despite the best efforts of the maintenance team. They were also costing us valuable production time.

A CAPEX submission was made in 2017 which was agreed to spend the £280,000 to replace the two grabs and controls in this area of the Plant. The installation ran smoothly with contractors from REKERS Germany, and was commissioned

on 17th April 2018.

This investment is one of the highest Concrete Products have seen since building one of our new facilities in Scotland, and will improve the reliability of the Buxton site. This further demonstrates CEMEX commitment to Concrete Products and enables us to be Caring For Shareholders.

The Plant Manager, Paul Kania, would like to thank all the CEMEX employees and contractors for the dedication to this project over this shutdown and ensuring this installation ran smoothly and injury free making us Caring for Employees too!

# **Searching Out The Waste**



Congratulations to the team at CEMEX Admixtures who did a waste identification exercise at CEMEX admixtures during a cross functional training session.

They are now new advocates of Operational Excellence, from across Admixtures, Asphalt, Logistics, Rail Products and Cement.

#### CEMEX's First-Quarter 2018 Results Live Audio Webcast

CEMEX

You are invited to an upcoming event to learn about our results, as they are presented to and discussed with our key financial stakeholders.

Date: Thursday 26 April 2018

Time: 3.00pm London

Hosts: Fernando A. González, Chief Executive Officer Maher Al-Haffar, EVP of Investor Relations, Communications, and Public Affairs

Please click on the link below 5-10 minutes prior to the scheduled time of the webcast:

# http://cmx.to/2HKCmTG

- · We encourage you to invite your team members to join you for the live webcast.
- · To ensure easy viewing, disable pop up blockers in your navigator.
- · If you experience buffering or other connectivity issues, press F5 on your keyboard to refresh the webcast player.
- · A replay of the webcast will be available following the live event through the same link highlighted above.

The replay will also be accessible through the Home section of **Shift**.

#### **Internal Vacancies**

IVC Ref	Position	Company	Location	Closing date
153-04-2018	Project Engineer	Cement	Rugby Plant	04/05/2018
154-04-2018	Cement Driver	Cement Logistics	Rugby Plant	27/04/2018
155-04-2018	Personal Assistant Country President/Vice President	Corporate	Rugby	07/05/2018

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.