



Welcome to UK News 22<sup>nd</sup> August 2018  
your weekly update from around CEMEX UK

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## CARING FOR FAMILIES

### A Message From Michel.....



Although it is pleasing to report on an accident free week, I am deeply concerned by two incidents that occurred during the week and that could have resulted in severe injuries. These incidents could both have been avoided if our basic safety rules had been properly respected, starting with “STOP, THINK & CHECK” principles and with applying the learning of our Safety Alerts. This is especially the case with the tipper truck that hit a cable when he raised the body of his vehicle.... I am concerned that trucks can still be caught raising their body while moving after we recently issued a detailed Safety Alert with a video attached to exemplify the risks. I, therefore, urge everyone to make sure we capitalise on the learnings of past incidents and that Safety Alerts are properly communicated and explained to everyone in the business. These Alerts are vital to helping us all look after each other.

On a much more positive note, it is great to learn that two of our activities, logistics and Atlantic Pumps have been short listed in the MPA Health and Safety Awards for their Health and Safety best practices and performance. I also want to personally commend our Materials Teams in Scotland who have been recognised with a President's Award in the RoSPA Occupational Health and Safety Awards as a result of 12 consecutive Gold Awards. You all stand as an example of Health and Safety dedication, teamwork and leadership; well done and please carry on!!

I wish you all a safe and enjoyable week. Please pay specific caution of low activity in the UK, preceding the long weekend when activity is low, the inherent risk is to relax attention and focus. So, please stay alert!

Take care, Michel

### Ronnie's Third “Safety Savvy” Session In Uddingston



Ronnie Simpson reported a fantastic third “Safety Savvy” session in Scotland, with great participation and interaction by all from a diversity of departments - next step of many on the journey of ZERO HARM.



## CARING FOR CUSTOMERS

### Mersey Gateway Shortlisted For Concrete Society Award – Judges Visit Site



Paul Cheeseman reported that the Concrete Society judges visited the prestigious Mersey Gateway site last week, as the project was shortlisted in their annual Awards. CEMEX provided all the concrete for this iconic structure over the Mersey from two site plants.

Paul thanked Charles Wilcock and Rob Preston (Merseylink) for their support during the judges' visit which included a presentation and site tour. Both judges seemed impressed with what has been achieved in the project and had plenty of discussion throughout. All materials presented that day have been shared with the judges and Concrete Society, with the judges reviewing all the shortlisted entries in early October for their final decision.

Craig Williamson commented: "Thanks Paul for facilitating the visit and fingers crossed for a successful result."

### Superior Customer Service For Asphalt At Cleethorpes & Readymix At Middlesbrough



These excellent pictures were sent via social media this week by one of our Asphalt customers and one of our Readymix Sales Executives. Both are perfect examples of the many projects and happy customers we are supplying every day across our business – providing a Superior Customer Experience.



The first picture is showing a new paved asphalt area was from our customer, Hall Macadam, who tweeted: "Works were completed on time for Lindum Group Ltd as part of their renovation of a school in Cleethorpes. Quite a variety of products supplied by @CEMEXUKAsphalt @CEMEX\_UK. Very pleased with the finished results."

The second was provided by our North-East Sales Executive, Anthony Coleman, who said: "Big well done to everyone involved in today's pour of 260m3 Ex Middlesbrough Plant! Customer "absolutely delighted" with service!"

Well done to all teams involved in providing a continued Superior Customer Experience.



## Specialised Readymix Products Supplied To Private Project



Steve Thorpe tweeted a picture of the first delivery of our Evolution Readymix product to a private house project recently. The Evolution product used a finer than usual grade of Aggregate. Steve said he thinks this is the first project supplied in the UK using a “fine” Evolution mix.

We have supplied conventional concrete, Ultra High Performance Steel Fibre Reinforced Concrete (Resilia), and are now starting to supply the self-compacting Evolution.

More information on this project will follow in a few weeks.

## CEMEX Go – New DriverLite Guides And FAQs For Our Readymix IHC Drivers



Digital Support Partner, Kris Kerry, has produced simple one-page GUIDE and FAQs sheets for our Readymix IHCs – see pictures here and in the UK News download section. These will ensure our Drivers become more confident in the daily use of CEMEX Go tablets which are now in advanced stage of distribution.

Copies are being sent to IHCs and Operations teams for local printing.

## CARING FOR SHAREHOLDERS

### New Landfill Revenue Stream Created For Wickwar Quarry



Dave Goodman reported that Wickwar's new landfill operation will start to receive inert waste as of Thursday this week, adding another revenue stream to the Wickwar business. Enquiries to date have indicated vehicles dropping off waste and then buying Aggregate on the outbound journey.

Thanks to Frank Hogg, Miranda Clegg, Paul David Fletcher, Jethro Masere, James Blake, Kurt Cowdery, Shaun Denny and all the Wickwar team for getting us to the finishing line so we are open for business!



## CARING FOR COMMUNITIES

### Batman Is Alive And Well And Working At Leyburn



Leyburn Quarry Manager, Brett Burrows, kindly shared this cute picture of a young bat which was found clinging to one of the cabins at the Quarry.

He said Simon Daniel Malki, now known locally as “Batman”, successfully saved the young bat and ensured it will live to fight another day.

All in a day’s work for the team at Gotham City AKA Leyburn Quarry!

### School’s Out For Summer – But Not At Oakfield Primary In Rugby!



Thanks to Ian Phoenix for sending this news of excellent community engagement in Rugby. During the six week summer holidays the M20 Church in Rugby invited local children twice a week to spend a couple of hours at Oakfield Primary School. A number of educational activities are arranged for the children and lunch is provided.

Ben Leitch, one of the Packed Cement Despatch team, arranged for CEMEX to attend complete with a truck to highlight the dangers vulnerable road users and children face around large vehicles. All of the children thoroughly enjoyed the visit, especially climbing into the cab and seeing the view from the driver’s seat. The M20 team thanked

CEMEX for not only attending but for providing the lunch for the day.

Thanks go to Phil Hartley, pictured, for supporting the event.

## CARING FOR EMPLOYEES

### Let’s Talk CEMEX Go – Reinforcement Training On Its Way



Let’s Talk CEMEX Go! is important reinforcement training to support the Customer On-Boarding and Adoption of CEMEX Go. Last week we ran the ‘Train the Trainer’ session for our CEMEX Go Business Champions and finalised the presentation and role-play materials. Let’s Talk CEMEX Go! explains the importance of the Customer Adoption Plan explaining our objectives and how we will achieve them. The role-play builds confidence in managing the CEMEX Go sales process and the customer interactions.

A series of 12 x 4 hour sessions will be held in September and early October at regional venue - Rugby, Bristol, Preston Brook, Uddington, Stockton and Gatwick, and invitations will follow soon. They will be delivered by the Business Champions and one of the Digital Support Team.





Our Business Champions for this programme are: Steve Large, Richard Cowley, Paul Reynolds, Sam Ryan, Marie Tiernan, Matt Brown, Trevor Golding and Vicki Elliott. The sessions are vital to help us engage our sales force and other key staff to provide a great response to Customer's Digital Interactions with CEMEX.

Please support your teams with their attendance and follow up with their activities afterwards.

### Congratulations Emma Dzyga – South Ferriby Apprentice



Congratulations to Emma Dzyga on passing her LGV Class C practical test last Tuesday. Emma, who is based at South Ferriby, is the first Apprentice on this year's scheme to successfully pass. Emma commented: "Although it was six days of hard training it was very enjoyable."

Thanks go to the Systems Training Group who have been working hard behind the scenes to book all the theory exams and practical tests for the Apprentices.

Good luck to all this year's other Apprentices with their tests in the coming months!

### The Institute Of Concrete Technology (ICT) Courses



As with every year CEMEX is offering employees the opportunity to undertake one of the annual ICT Concrete & Aggregate Technology distance learning courses. The courses are a great way to improve product knowledge and really benefit staff from all areas of the business including technical, sales and operations as well as employees within our customer contact centres.

To complete the programme, candidates undergo distance learning assignments and an end of programme examination which can be a pathway to membership of the ICT.

Nominations are currently being accepted for the next round starting in September 2018. Please send your nominations to: [gb-cemexlearning@cemex.com](mailto:gb-cemexlearning@cemex.com)

Richard Kershaw, National Technical Manager, commented: "These courses are very beneficial and help people to understand our raw materials, applications and products. For this 2018 cycle the National Technical Departments will be supporting candidates through mentors and regular workshops.

For further details on these courses click on the following link:

[https://cemex.sharepoint.com/sites/UKPlanningDevelopment/SitePages/Institute-of-Concrete-Technology-Courses-\(ICT\).aspx](https://cemex.sharepoint.com/sites/UKPlanningDevelopment/SitePages/Institute-of-Concrete-Technology-Courses-(ICT).aspx)



## The Football Season Kicks Off With South Readymix Team 5-a-side In Egham



The South East and South Coast Readymix team recently held a game of 5-a-side football at Egham Sports Centre in honour of our new office on the High Street.

The game featured players from Operations, Plant and Relief Staff, Readymix and Mortars Sales, and Shipping. Operations Manager, Scott Beadle, was awarded the prestigious Man of the Match



Award after scoring a second half hat-trick within three touches of the ball! Special mention also to Area Sales Manager, Courtney Banham, for providing the half-time oranges and taking the photos!

Photo (left to right) - Dave Rodgers (Shipper), Sam Tozer (Sales Exec), Josh Winston (Shipper), Adam Leverett (Area Manager), Derek Sheehan (Mortars Sales Exec), Alex Hopcroft (Mortars Sales Exec), Jet Sims (Plant Manager), Josh Forzani (Relief Plant Manager), Scott Beadle (Operations Manager) and Steve Brooks (Relief Plant Manager).

## New Registered Office Address – Please Ensure Your Email Signature Has Been Updated



On 4<sup>th</sup> June 2018 our new registered office changed to CEMEX House, Evreux Way, Rugby, Warwickshire CV21 2DT, and it is important for us to continue to ensure all our stakeholders are made aware of this change. All official communication materials have now been changed, and this is a reminder to ensure you have included our registered office information in your email signatures in Outlook.

In the downloads section of UK News there is a file for you to copy and paste into your Signature in Outlook. To do this follow these instructions:

1. Click on "Signature" in your Outlook Toolbar
2. Select "Signatures"
3. Select "Signature to Edit" and press OK
4. Scroll to beneath your name and address
5. Open the attached file – right click on the words, click copy
6. Paste the file attached beneath your name and address details in your signature
7. Click OK

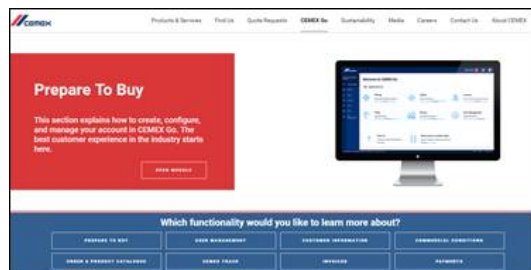
This is how it will look when applied.

With effect from 4 June 2018 the registered office address for the CEMEX UK group of companies will be CEMEX House, Evreux Way, Rugby, Warwickshire, CV21 2DT

If anyone has not already made this change, please do so immediately.



## Don't Forget Our CEMEX Go Learning Hub



Some employees have asked how they can learn more about the way CEMEX Go works and the functionality of the various modules. So, this is a reminder that there are helpful downloadable guides and videos explaining all the key functions of the CEMEX Go tool.

If anyone needs more information to help explain CEMEX Go to customers, just go to: [www.cemex.co.uk/go/learning-hub](http://www.cemex.co.uk/go/learning-hub) and select from one of the eight modules to watch

videos or download pdfs of the User Guides.

You can select to view info on:

- Prepare to Buy
- User Management
- Customer Information
- Commercial Conditions
- Order and Product Catalogue
- CEMEX Track
- Invoices
- Payments

## Internal Vacancies

IVC Ref	Position	Company	Location	Closing date
302-08-2018	Production Operative	Concrete Products	Lenwade	24/08/2018
303-08-2018	LGV Class 2 Driver x 5	Logistics	Angerstein Wharf	31/08/2018
304-08-2018	Multi Skilled Operative	Aggregates Central	West Deeping Quarry	31/08/2018
305-08-2018	Multi Skilled Operative	Aggregates	Salford	24/08/2018
306-08-2018	Plant Manager	Readymix Northern	Whitby Concrete Plant	03/09/2018

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](mailto:gb-communicationsandpublicaffairs@cemex.com)

If you can, please include a photo too (taken in super fine landscape setting and saved as a jpeg.) Thank you.









cemex.co.uk/go  
0345 155 1825

# DRIVERLITE GUIDE

Please remember to use your tablets for EVERY delivery alongside your paper ticket



Truck Id	13100899
Licence Plate	LM10XHE
Tzone	90138
Radial	7
Orders Telephone	01429 275645
Customer Service Complaints	0345 322 7685
SAP Delivery No	197378735
Load observations	
Returned Load Reason/Water Added	

**For every load you will need to input the SAP Delivery Number..**

- this is located half way down the page on the right.

**Weekly Verification - once a week you will be prompted to input your Haulier number and Customer number**

- the Haulier number is located on your device box. The Customer number is what we call the "Account Number" which is on your delivery ticket – top right. (You can complete this with any ticket)

**Verify**

Enter your haulier number and customer number of the ticket to verify this device for 7 days.

Haulier number

Customer number/Job site number

CANCEL OK

**Proof of delivery**

Signer

Full name

Configurations

On Site

Unload

Partial Load

Notes

Add note

**When you are at the delivery site..**

- click the blue EPOD button and match the times you have written on the ticket with the times on the tablet.
- You can do this by simply clicking on the digital time in blue.

**If you need to add any notes..**

eg. how much water has been added, you can do in the box at the bottom of the screen

**Add note**

Note

SAVE

**When you have finished unloading.. ensure you ask for the customers FULL name**

**Add signer**

Full name

**Proof of delivery**

Ready Time Partial Load Note

0min No 0

Sign time

August 10, 2015

TERMS OF AGREEMENT

- input this in the first field at the top of the screen
- click the blue Next button in the top right corner
- the tablet screen will then turn sideways and ask you for a signature
- ask the customer to sign the tablet with a finger or the attached pen.
- click Next again, then click blue paper aeroplane in top right corner.
- the time will be automatically recorded when the customer signs for the load, so please make sure this is done last.

**NB. Cash sales and mortar jobs cannot be used with the tablets at this time!**

**If anyone has questions about CEMEX Go, please contact the Digital Support Team on 0345 155 1825**



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0345 155 1825

# DRIVERLITE GUIDE



## FREQUENTLY ASKED QUESTIONS

### **Q - My tablet keeps saying 'Incorrect Information, Please Try Again', what do I do?**

Firstly, ensure you are entering the information correctly. If you are, then make sure the status in RMS is Loaded, not Loading. **You will not be able to input any ticket onto the tablet while the truck is still loading**

### **Q - I have done this, but it still says 'Incorrect Information, Please Try Again'.**

A - Follow the guide on clearing the Cache and Data from the app. If this is not available, please do the following:

- Swipe down from the top of the screen and click the cog icon in the top right corner.
- Go down to Apps, and then choose DriverLite
- Click Storage
- Click Clear Data
- Try inputting the ticket information again – this works 9/10 times, but if not call 0345 188 1825

### **Q - I have lost signal while on site and can't click the paper aeroplane, what do I do?**

As long as the times are correct and the ticket has been signed, you can return to the plant and click the paper aeroplane when you recover signal. The details will still be held from when you were on site

### **Q - Will I no longer need my paper ticket now?**

The paper tickets must be completed as usual alongside the tablets. This will continue to be the case until we are ready to cut over to using just Tablets.

### **Q - Where do I keep the tablet at night?**

We suggest leaving the tablet locked away in a secure room at your base plant overnight.

### **Q - What happens if the tablet is stolen or gets broken?**

CEMEX will replace the first tablet if broken or stolen, after that you will have to bear the cost of a replacement. The Tablet costs about £350 – please look after it.

### **Q - How durable are these tablets?**

The Samsung Active tablets are one of the most rugged tablets you can buy. They are waterproof to 1.5m of water for 30mins and dust/sand/dirt proof. They have also passed a military grade testing procedure for durability during excessive pressure, temperatures, vibrations and drops

### **Q - If I'm on holiday or off sick & another driver uses my truck, will they need my tablet?**

Yes, if somebody else is driving your truck while you are absent then they will need to use your tablet and your details

**Any further questions?**

**...call our Customer Care Team in Rugby on 0345 155 1825**