



Welcome to UK News 6<sup>th</sup> June 2019  
your weekly update from around CEMEX UK

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## BEING THE BEST FOR FAMILIES

### An Act Of kindness From Malino Wilson



One of Midland's Readymix Drivers, Malino Wilson, was captured on camera making sure that a vulnerable pedestrian makes it safely across a busy road. Thank you Malino for being a kind and compassionate human being.

Lex commented: "Health and safety is visible in many forms in CEMEX, but this act demonstrates that it is at its most effective when it comes from our heart."

### Well Done On A Zero Harm Week



We all had a great week last week because there were Zero injuries both in the UK and Europe region. This is a fantastic achievement and proves that Zero is possible.

Keep up the great work.

### LTI Free Congrats To....



Congratulations go to the Cement Logistics team at South Ferriby on achieving 2 years LTI free, and the crew of the Sand Heron for also reaching 2 years LTI free.

Continue to stay safe....



## Mental Health Awareness Sessions



People with mental health problems say that the social stigma attached to mental ill health and the discrimination they experience can make their difficulties worse and make it harder to recover.

Mental illness is common. It affects thousands of people in the UK, and their friends, families, work colleagues and society in general.

- One in four people will experience a mental health problem at some point in their lives.
- Around one in ten children experience mental health problems.
- Depression affects around one in 12 of the whole population.
- Rates of self-harm in the UK are the highest in Europe at 400 per 100,000.
- 450 million people world-wide have a mental health problem.

Most people who experience mental health problems recover fully, or are able to live with and manage them, especially if they get help early on.

Nearly nine out of ten people with mental health problems say that stigma and discrimination have a negative effect on their lives.

A number of national and local campaigns are trying to change public attitudes to mental illness, particularly with the backing of the Royals and a number of celebrities.

CEMEX are still offering a half day training programme to assist employees with Line Manager responsibilities, who would like to better support team members' mental wellbeing in the workplace.

We have added another date at Rugby – the 18<sup>th</sup> July 2019, so if you are interested in attending or one of your teams needs to attend please access via this link: – password CEMEX.

<https://www.eventbrite.co.uk/e/mental-health-awareness-training-tickets-62841839634>

## I.C.E – Crisis Management Manual



The team at Dove Holes quarry have made a small but very significant improvement in the safety at their quarry. They have installed a crisis management manual in a case on a board.

The case contains all the key information about the quarry in one place, that is easily picked up on the way into site should the emergency services need it in an emergency.

Information will be held to help deal with fires or explosions etc with information such as gas shut off locators, fuel tanks, environmental information – river inlets, etc and evacuation muster points all included.

A great idea for every site.



## Sand Heron Ready For Refit



Kurt Cowdry and the Sand Heron Master recently had a good discussion with Mark Lindeque about the work to be carried out, and our Health and Safety standards.

## Keeping Our Readymix Truck Drivers Safe And Healthy



IHCs and Drivers in our NW Market recently attended a Truckmixer Driver Health and Safety and Wellbeing Awareness session. The session was tailored to talking about their specialist skills.

Mark Cowan, MILT of UK Truckmixer Training ran another enthusiastic and interactive Truckmixer Awareness DCPC course. The course was run for us at Preston Brook office last Saturday 1<sup>st</sup> June.

The course content is specific to the operation of Truckmixers in the Readymix industry, and reflects Mark's commitment in pushing the industry to recognise the role as a specialist skill and ensuring every operator's health, safety and wellbeing are prioritised over any production need.

Paul Cheeseman, Operations Manager, commented: "My colleagues and I in the North West agreed that we would ensure that every truckmixer operator locally would attend as part of our 2019 Health and Safety Improvement Plan, and with Mark's support we are now half way to achieving that."

## BEING THE BEST FOR CUSTOMERS

### CEMEX Go Celebrates 33,000 Customers Worldwide



Many of you will have received this message from our European President Sergio Menendez already, but just in case you haven't here it is again.

Dear Colleagues,

I am proud to share with all of you that, since its launch 18 months ago, close to 33,000 customers are now using our CEMEX Go platform in 21 countries. This means that 96% of our total recurring customers are using the platform.



Today we can say that we have successfully completed the deployment phase of CEMEX Go in our targeted markets.

To date, the Europe Region has 9,708 onboarded customers using CEMEX GO, becoming the leader of positive practices in regards to effective adoption of CEMEX clients in European countries. Additionally, Europe has the leading position in transactions for electronic proof of delivery and aggregates digital orders.

I am proud of what we have achieved.

Our combined efforts have significantly contributed to CEMEX Go becoming a symbol of our commitment to excellence and customer centricity. Thanks to these results, we continue to prove that we are pioneering our industry's digital transformation.

By listening to our customers' needs and incorporating their feedback into new functionalities and platform improvements, CEMEX Go keeps adding value for them through tailor-made solutions intended to exceed their expectations.

We will keep focusing our efforts on all of our CEMEX Go platforms, including Online Store, CRM, and Order Fulfillment. Our goal is to continue providing a superior customer experience and building long-lasting relationships between our customers and CEMEX.

I would like to join our CEO Fernando A. Gonzalez in congratulating you all for your hard work in pursuit of this achievement.

Congratulations to all! Together, we will continue to generate greater value for our customers and for CEMEX.

All the best,  
Sergio Menendez

### **MINIMIX Lauches In The North West**



Earlier this week the Bury team had a fantastic morning at the Readymix plant launching our latest SEC offering. Two new vehicles will be servicing customers across The North Manchester and South Lancashire markets.

The team are set to make an instant impact in the market and have set their sights on a number of opportunities.

The images show day one, first load – job done!!





## CRM Comes To UK – Rollout Begins



Following on from the success of CEMEX Go, Online stores in the UK we are now rolling out our new CEMEX Go CRM (customer relationship management) tool. The **most important end-to-end digital customer focused platform** for

our Sales Professionals.

In our highly fragmented and competitive market, the new CEMEX Go CRM will help us to keep **all customer information in one place** for everybody who is in contact with the customer. We will have a **quick, paperless and complex solution** for all our activities – following-up opportunities, quoting, tenders, customer complaints etc. With the new CRM, you can spend **more time in the field**, predict the client's behaviour and discover local market opportunities.

We would like to announce the **National Roll Out** of CEMEX Go CRM across the UK, starting with the Southern Region and Midlands Aggregates teams, and then run throughout the month to ensure all geographical areas of Aggregates and Readymix teams are included.



### Key benefits of CEMEX Go | CRM

#### Sales Professionals

1. Unified platform for all segments and business-related activities (Opportunities, Quotes, Contact and Accounts management...).
2. Cross-sell and multi-bidders support.
3. Full integration with Office, outlook email and calendar.

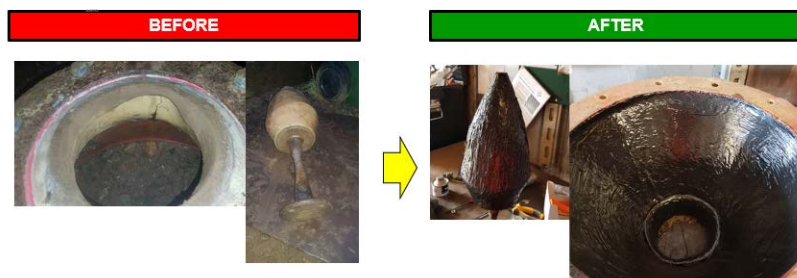
#### Service Agents

1. Omni-channel case management with automatic resolutions of the cases.
2. Trackable activities.
3. Automatic notifications for customers and employees, escalation with defined SLAs.



## BEING THE BEST FOR SHAREHOLDERS

### Most Excellent – Just Ci....



Congratulations go to the team at Temple quarry – this month's Just Ci winners.

The team sourced a new and inexpensive replacement for the very old and worn lower section of the basin of their Stamford Lignite Classifier (see images).

Due to its age a replacement couldn't be found. They were originally quoted £4,500 to make and replace this section, however, the team weren't satisfied with this and instead found an elastomer product from Belzona at only £242 to rebuild the liner.

Well done to the team for taking this initiative and finding an alternative. Op Ex at its finest....

Congratulations to the other nominated teams who have all made improvements: Freemans quarry, Dove Holes, Jarrow Wharf, Raynes quarry and Wharf, and Holt quarry.

### Northfleet Jetty Looking Good



The latest view from the water! Northfleet Wharf's new jetty is looking shiny and new and is coming on nicely.

It is almost ready to serve our customers....

### The Sun Keeps Shining On Our Rail Operations....



Mark Grimshaw Smith captured this beautiful day at Dove Holes to celebrate our first full year of new rail contracts.

He comments: "Over a year ago we tore up the script and went about implementing a new rail model, splitting the contract between Victa as the terminal operator, GBRf for Hopper services and DBC for Box services. We also took on more responsibility for the track from NR in and around the terminal, appointing Pearsons as the track maintainer.

It was a brave move and it has paid off. We now have more control and more capacity than ever before. We are delivering more material more reliably on ever bigger trains. In this period Dove Holes despatches by rail were



2,539kt, Cardiff 88kt, Neath 26kt and Norwich 11kt. 2,664kt in total, a record run rate. We now need to maintain this performance and build on it.

Oh, and where are all the trains? They are out delivering to our growing network of 14 depots.”

## Planning Long... Embracing Change



The MPA has just announced the programme for their conference on the 24<sup>th</sup> of June at the QEII Conference Centre, London.

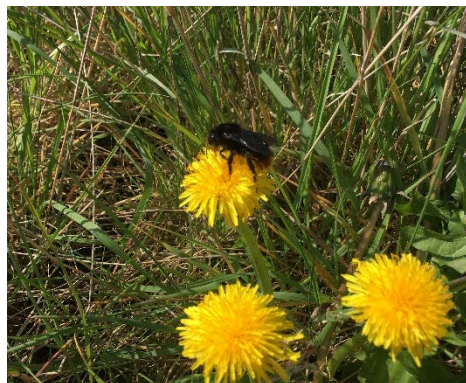
This year, leading speakers will address the impact of a more digital future, changing UK politics, and our economic and energy outlook. It will also focus on two key areas for our industry, the current innovation and ongoing evolution of construction, and international and national mineral resource challenges.

The MPA is working with FIGS Events who will be supporting the organisation of this year's national conference at the QEII Conference Centre, London on Monday 24<sup>th</sup> June 2019 – please note the earlier start time for this year's conference.

BBC newsreader and presenter Sophie Raworth will chair the event.

## BEING THE BEST FOR COMMUNITIES

### Gorse Bushes Keeping Our Sites Buzzing



This year CEMEX UK has been monitoring pollinators on sites to link in with the EU Pollinator Initiative (see the link below). It also links with work being carried out by the European Cement Association (Cembureau).

Working and restored quarries are important habitats for pollinators because they have areas which are left undisturbed. A key issue on farmland is the use of pesticides. Quarries don't use these chemicals and as a result we have areas that have a good diversity of wildflowers, which in turn helps support important pollinator populations.

Sean Cassidy, Regional Environmental Manager, explains: “One of the key flowering species is the humble Gorse bush which flowers from the early spring and is an important food source for bumblebees, which are just coming out of their winter hibernation. We've spotted seven species of bee on our sites during the spring including the Buff, Red and White Tailed Bumblebee.







We've spotted lots of bugs on sites and are really pleased to report a marked increase in the number of Ladybirds this year. Butterflies and moths which are vitally important at distributing wildflowers species have been identified across our sites in healthy numbers. It's important that we do this work because it helps CEMEX develop better habitats and also benefits the surrounding countryside."

[http://ec.europa.eu/environment/nature/conservation/species/pollinators/index\\_en.htm](http://ec.europa.eu/environment/nature/conservation/species/pollinators/index_en.htm)

The photos show a Buff Tailed bumblebee at Newbridge quarry, N Yorkshire, a Ladybird at Denge quarry, Kent and a Straw Belle moth (we think) at Denge quarry too.

## Child Safety Week Support



Ian Phoenix and Phil Hartley from Cement Logistics held a great session with Pathfinders Nursery in Rugby as part of Child Safety Week, talking to the pre-school children about road safety.

The children got to see how big a lorry really is and were shown how difficult it is for the Driver to see them.

They were given some important instructions about always making sure the Driver has seen you before you cross the road and they also got to sit in the lorry and pretend to be the Driver. They were very impressed by all the gadgets in the cab!

Huge thanks to Ian and Phil for supporting the afternoon.

## CEMEX Careers Advice



It was a great pleasure to visit Avon Park School, Rugby to discuss vehicle safety and careers at CEMEX. The school provide specialist provisions and technique learning to primary and secondary children; the career day allowed them to meet local businesses and understand the different careers available.

The school children not only benefitted from the discussions and demonstrations around vehicle safety but were allowed to sit in the cab to see the vision from a Driver's point of view which really helps them understand the various blind spots and other danger areas.

CEMEX received some great positive feedback from the event with even the teachers getting involved.

Thanks to Ian Phoenix, Darrell Collins and Mannie Bains for facilitating the event.





## Small But Perfectly Formed Lend-A-Hand...



Last week a small team from the RMX Customer Service Centre joined a local team of volunteers at St Edith's Church, Monks Kirby, to help clear the graveyard and restore it to a good state. This is the fourth time they have supported the team at St Edith's - three lend-a-hands over the last 18 months, along with some fundraising and a strong relationship has been built with this community.

Some of the team were able to see the impact their hard work from last year had, and

although there is still a lot of work to do, the team had a great day. Everyone felt that it was very hard work but very rewarding... plus the team at the church make some great cakes which went down well with all!

Thanks to Kat Rich, Danielle Beaumont, Danny Leach, Sam White, Kyle Gibson and Kayleigh Walker for volunteering. Another lend-a-hand will be arranged at the church whilst the weather is good.



If anyone wants to join the CSC for this please just contact Lucy Birch: [lucyjane.birch@cemex.com](mailto:lucyjane.birch@cemex.com) or call 07469 0286712.

## Greyhounds Of The Skies... Survey To Help Save The Swifts



When Swifts fledge they fly non-stop for four years, whilst they mature and become ready breed. They feed and mate on the wing, only stopping to raise their first young at four years old. Most of us have marvelled at their 'synchronised flying' before they migrate.

However, they are on the RSPB's amber list due to loss of UK nesting sites and need your help. The RSPB has launched a survey asking you to tell them where you have seen Swift screaming parties or where you

know they are nesting. This way the RSPB and Swift Conservation can start to protect their sites.

Help these amazing birds by filling in the survey **#WingingAround** online at:

<https://www.rspb.org.uk/our-work/conservation/conservation-and-sustainability/safeguarding-species/help-us-help-swifts>

Please share this link with your friends and family too.



Jenny Oldroyd, CEMEX RSPB Business Conservation Advisor, comments:  
 “We’re asking people to take part in the annual Swift Survey, a citizen science programme to confirm nesting sites around UK. If we know where they are nesting we can protect the sites for future breeding. Support and amplification from CEMEX staff would be amazing.

CEMEX has been helping Swifts for a number of years, installing nest boxes at Rugby Cement and an iconic Swift tower at CEMEX Salford Asphalt at Manchester, as part of active Biodiversity Action plans for both sites. The nest boxes both have calling mechanisms that “call in” the Swifts using recordings of Swift calls, so hopefully they will find their new homes soon.”



### About Swifts

Swifts that survive the hazardous early years can expect to survive a further 4-6 years with the oldest known ringed bird living for at least 21 years. Swifts pair for life, meeting up each spring at the same nest site. Swifts fly on average 800 km every day (nearly 500 miles), and about 2 million km (more than 1.2 million miles) in a lifetime, which is more than four trips to the Moon and back.

Swift numbers have been declining steadily at least since 1994, and in 2009 the Swift was placed on the amber list of Birds of Conservation Concern because of its serious population decline in the UK. The modernisation of many buildings has resulted in losses of nesting sites, although the full reasons for the decline are not yet fully understood. Unless we can change the fortunes of this popular bird, it will most likely be red-listed next time the conservation status of British birds is revised.

Because Swifts nest in the same places every year, the loss of nesting sites can be a serious problem. The RSPB works with Swift Conservation to establish where they are currently nesting, and whether the colonies are in danger from development. We also work with local authorities and housing developers to safeguard existing colonies, to encourage the retention of Swift nesting sites in refurbished buildings, and the provision of new nesting sites in new builds. To do this, we need to know where Swifts are nesting. Your help in telling us where you have seen Swift screaming parties or where you know they are nesting is extremely valuable.

Why not look up facts on Swifts: <https://www.livingwithbirds.com/tweetapedia/21-facts-on-swift>

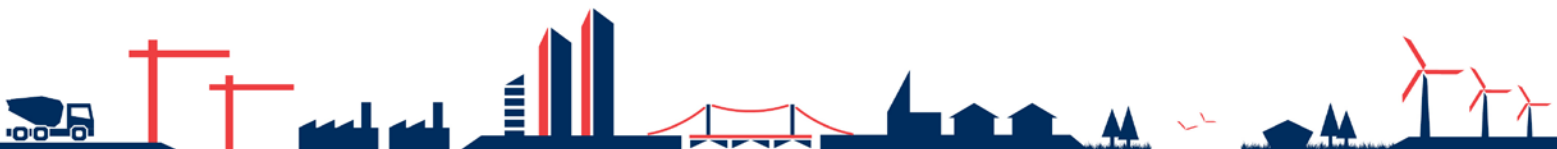
## BEING THE BEST FOR EMPLOYEES

### Suspicious Salmon And Boozy Bovine....



Did you know it is an offence to be drunk and in charge of cattle in England and Wales?

It's also illegal to handle a salmon in suspicious circumstances!



Read about this and other legal updates on the UK Legal Department [yammer page](#).

The Legal Department will be sharing regular updates on changes in UK law affecting our business and assets, changes to our corporate policies, together with guidance on these policies, and helpful guides when dealing with customers and suppliers. **Please follow/join the page to ensure that you receive these updates.**



For example: CEMEX Anti-Bribery Policy: Remember, always complete a form when receiving/giving gifts, hospitality or entertainment of £100 or more per person – the form is in the Yammer page for you to access.

### Holiday Handover!



In a remarkable coincidence Amy Kennedy and Tracey Yates met up during a brief overlap on holiday in Egypt. They went above and beyond with Amy updating Tracey on what she had covered and what was coming up whilst she had been away so she could 'hit the ground running' when she got back!

Next year they plan to go to different locations!

### Internal Vacancies

IVC Ref	Position	Company	Location	Closing date
165-05-2019	Health and Safety Manager – Materials	Health and Safety	Hub Office	14/06/2019
166-05-2019	Multi Skilled Operative	Asphalt	Salford Asphalt Plant	13/06/2019
167-06-2019	Negotiator – Cement	Procurement	Rugby Cement Plant	18/06/2019
168-06-2019	Transport Planner ***6 months temporary contract***	Materials UK North	Sheffield Office	11/06/2019
169-06-2019	Sales Executive	Materials UK South – Home Counties	Area Readymix Plants (Bramshill/Bray/High Wycombe)	21/06/2019
170-06-2019	Multi Skilled Operative	Asphalt	Springetts Plant	19/06/2019



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.

