



Welcome to UK News 29<sup>th</sup> August 2019  
your weekly update from around CEMEX UK

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## BEING THE BEST FOR FAMILIES

### Safety Alert



A Safety Alert detailing the tragic death of a six year old boy in a road traffic collision has been released this week.

The incident involved a bagged cement vehicle, driven by a contractor operating on behalf of our operations overseas. The boy ran out from behind a parked bus and the driver, who was travelling at over twice the speed limit, was unable to stop in time to avoid the collision.

The Alert, in the download section of the UK News website or at the bottom of this document, includes reminders for us all as drivers to follow the Driving Essentials and, in particular, to ensure we look out for and anticipate the actions of more vulnerable road users and drive in accordance with the road traffic conditions. In addition, as pedestrians, it highlights the need to ensure we cross roads at safe points, such as designated pedestrian crossings, a learning we can share and instil with our family members.

Please discuss this Alert with your teams, in particular employee and contractor drivers. This is an opportunity to remind them of the priority we all need to place on vulnerable road user safety and ensure drivers have carried out defensive driver training in accordance with CEMEX requirements, being aware of the need to be extra vigilant near high risk areas, such as schools, bus stops, parks and shopping areas.

HEALTH AND SAFETY INFORMATION AND RESOURCES CAN BE FOUND AT THE FOLLOWING LOCATION: <https://cemex.sharepoint.com/sites/UKHealthandSafety>

### Safety Update



Unfortunately, one of CEMEX's contract drivers suffered a nasty injury last week in the Czech Republic.

The driver was discharging cement to one of our internal Readymix plants when he was struck by a filter when it was ejected from the top of the silo; suffering an open fracture to



his leg. The causes of the incident are under joint investigation between Supply Chain and Materials and will be shared via a Safety Alert.

In the meantime, relevant operations are encouraged to review existing guidance issued in the UK on ways to minimise the potential for such incidents, this information is available via the following link:

<https://cemex.sharepoint.com/:f:/r/sites/UKHealthandSafety/Health%20and%20Safety%20Guidance/Key%20Topics/Silo%20Overpressurisation?csf=1&e=o56fmA>

Across the Europe Region more widely we are seeing a strong adverse trend in contractor LTIs, with nine this year compared with four at the same stage in 2018. This is a reminder of the need to continue our focus on contractor safety throughout this quarter, where we have historically seen an increase in the most serious injuries.

Part 2 of the Contractor Safety Management Guidelines, which outline effective contractor management arrangements, is now available. This follows on from Part 1 of the Guidelines, which were launched last week, and operational teams are encouraged to review these to ensure compliance with our requirements and identify any improvement opportunities. Please contact Andy Taylor for Part 2.

### Taking The Best From Other Organisations



Last week was the National Health and Safety Forum for our Related Business Managers. Over the years the forum has evolved and for some years now the team have been looking at other businesses, of which some are completely out of scope of how CEMEX operates.

The team took the opportunity to do a tour of the largest Amazon fulfilment facility in Europe, which opened for operation in September 2017. The facility in Tilbury currently has approximately 2,800 employees but is set to increase to over 4,000. The Amazon KIVA robots are in operation at the facility and it was a joy to see how the

robot was used. It was also interesting to hear that the robots were not a direct replacement for people but actually have created a requirement to employ more due to the efficiency of the robots.

Some key principles of the robot use were to improve storage effectiveness with a greater utilisation of floor space; by using the KIVA robot Amazon were able to store 40% more inventory. The CEMEX team were very interested to see how the health and safety was part of the robotic innovation. It was obvious that manual movements had been removed from this area of the process, eliminating all the risk associated with manual handling.

Isolation was remarkably a lot more high-tech, the need for engineers to have access to the area where the robots were moving was essential due to the size of the facility. All engineering staff that required access, of which only two were trained per floor per shift, are issued a special type of vest which has an imbedded sensor, this sensor is picked up by any KIVA robot within five metres of the engineer and will immediately stop, once the engineer moves the KIVA robot will commence on its planned route.

Terence Clair, Operations Manager for Rail Solutions UK, said: "It was good to discuss some of the challenges faced around health and safety, with peoples' behaviours being a top topic for them much like ourselves. It is important to know that we choose to do things every day that have an impact or



consequence, however, if we can think safety before we process the action we will reduce behavioural related accidents.”

### LTi Free Week



Congratulations to CEMEX Operations and Related Businesses, which reported ZERO LTIs and TRIs last week across Europe, and Materials, which also celebrated the same achievement across Europe West.

## BEING THE BEST FOR CUSTOMERS

### Enter The Superior Customer Experience Award



The Superior Customer Experience Award is now underway, and entries are encouraged from all areas of the business.

We will be participating in the Local Awards within our region, and in the Global Awards against other regions, in the three award categories:

1. **NPS Performance & Improvement**
2. **Implemented Initiative**
3. **CEMEX Go Orders Adoption**

Below you can find some important facts about each category:

- I. **NPS Performance & Improvement** - reward segments, business lines or business units that provide a Superior Experience to customers, reflected in their NPS performance and improvement.
  - **4 Awards** for each of the function (Cement Commercial, Central Materials, Western Materials, Related Businesses\*)
  - \*RB only competes for Performance. This implies that RB could not complete in the Global Award.
  - **NPS Performance** will have a weight of **40% over the total score**. We will evaluate how well participants have done **during 3Q 19** in terms of NPS, response rate, on-time follow up closure for Local and Global Awards. For the Global Awards, we will also consider data quality.
  - **NPS Improvement** will have a weight of **60% over the total score**. We will evaluate how much participants have improved **between 4Q 18 and 3Q 19** in terms of response rate, promotor and detractor variation, on-time follow up closure, and average driver satisfaction score.
  - Participants must have conducted the NPS for **at least 4 consecutive quarters**.

The Local Award Winner will compete as region-BL in the Global Awards. There will be one winner for the Global Awards.



- II. **Implemented Initiative** - reward the most creative and effective initiative implemented that improves our customer experience.
- **Entry Form** must be complete and submitted to the Regional Customer Experience Office.
  - The initiative must have been **implemented in 2018 or 2019**.
  - Every European country can submit as many initiatives as they want, Regional Customer Experience Office will filter a maximum of 8 to present to the Customer Service Committee by the end of September.
  - Local Customer Service Committee will vote on the **top 3 winning initiatives** for the Local Awards.

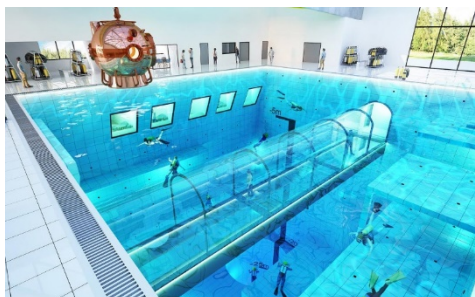
Local Award Winners will qualify to compete in the Global Awards. The Global Network Committee will vote on the winning initiative for Global Awards.

- III. **CEMEX Go Orders Adoption** - increase the Orders Adoption of CEMEX Go and recognise Sales Representatives and Segment Leaders with the best performance.
- **CEMEX Go Orders Adoption** = 
$$\frac{\text{Total orders in CEMEX Go}}{\text{Total orders of onboarded customers}}$$
  - Sales teams are responsible for ensuring their commercial hierarchies' information, based in the country ERP system (SAP in most cases), is correct and accurate.
  - Award will be granted to the Sales Reps who obtain the highest **average** score in **September 2019**.
  - Each segment will have **up to 3 winners** (salesforce level).
  - **Sales Representatives** compete **within their region** (Europe) against other Sales Representatives of **the same segment**.\*
- \*Analytical report will be available to track Sales Rep's weekly performance. When clicking a name in the list the information on the right is updated showing only that person's information. The Adoption Behaviour graph shows the selected person's adoption evolution over the last 5 weeks vs. the segment average. Sales Reps will compete in segments according to the segmentation of their customers (Sales Reps serving more than one segment can participate in as many contests).
- Regarding GDPR (General Data Protection Regulation) we will show only top performers and hide the rest of information on dashboard for the other competitors.

Local Awards are not qualifiers for the Global Awards since Segment Leaders are who compete at the Global Awards. There will be 1 winner per segment in the Global Awards.

## BEING THE BEST FOR SHAREHOLDERS

### CEMEX Supplies Products To Build The World's Deepest Dive Pool



CEMEX has announced that it is participating in the construction of the world's largest and deepest diving pool: "Deepspot", built near the capital of Poland, Warsaw. CEMEX supplies special cement for the realisation of this complex project.

CEMEX supplies special cement from its plant in Rudniki, near Częstochowa, for the implementation of the "Deepspot" project.



With the use of this cement, the construction contractor, the company BUDOKRUSZ, produces two kinds of structural concrete for the construction of the foundation plate of this installation. This type of cement works properly in the manufacture of concrete elements and structures for hydrotechnical construction, as well as in the production of concrete for underground construction.

“This extraordinary project poses a series of challenges for suppliers and contractors of materials in terms of quality of products and technologies. An important challenge is also related to logistics for the delivery of materials to the construction site on time, as the Rudniki cement plant is almost 200 km from the construction site. We are proud to be part of the “Deepspot” project with our special slag-based cement CEM III / A 42.5 N NA LH HSR, which offers low alkalinity, low heat of hydration, high sulfate resistance and lower CO<sub>2</sub> footprint. Its remarkable characteristics and high quality make it a perfect product for this type of challenging construction” said Rafał Gajewski, Director of Commercial Development of CEMEX in Poland.

The advanced design of the pool will allow a perfect adjustment of the installation to the training needs of the divers. The pool will have a depth of 45 metres and capacity for 8,000 cubic metres of water, 27 times more water than a standard 25 metre pool. In addition, the complex will have a special underwater tunnel that will allow visitors to observe people training at greater depths. “Deepspot” will be available to anyone interested, but above all it will become a real attraction for both professional and beginner divers, as well as for lovers of the so-called free diving. The “Deepspot” is scheduled to open in autumn 2019 in Mszczonow, near Warsaw.

## BEING THE BEST FOR COMMUNITIES

### Zero Waste Week



Next week is zero waste week (2<sup>nd</sup> – 8<sup>th</sup> September), and the CEMEX Impact team will be providing employees with some useful ideas for how you can help protect our planet and oceans.

Look out for an email this week with suggestions but in the meantime, why not take part in the interactive activity below:

Which of these products uses the most amount of water per tonne?

- A) 1 tonne of CEMENT
- B) 1 tonne of STEEL
- C) 1 tonne of JEANS

For those at Head Office, head down to the IMPACT board next week to cast your vote. Simply use one of the pins provided and stick it under the corresponding image. For those located around the country, you can vote via the poll here: <https://doodle.com/poll/zmdskqzsb3z4qqu5>

The Impact team will be revealing the answer on Friday 6<sup>th</sup> September so get your votes in before then!





## Southampton Lend-A-Hand



Well done to the Southampton employees who volunteered at Southampton Sea Cadets for this year's Lend-a-Hand. They worked hard despite the weather to lay a new hard standing at the cadet's building.

The new building and surrounding hard standing will enable the unit to double their membership to 80 cadets.



The work was completed over two days by Kevin Fooks (Marine), Jason Cook (Readymix), James Grew (Contractor) and Andrew Wilson (Marine) on day one, and Kevin Fooks, James Grew, Rebecca Rickaby (Marine), Susie Taylor (Marine), Marian Perry (Marine), Joe Holcroft (Marine) and Andrew Wilson (Marine) on day two.

Well done everyone!

## The Twites Need Your Help



Our biodiversity partner, the RSPB, has highlighted the need for financial support to continue the vital research conducted by the English Twite Recovery Project (ETRP).

England's Twite population declined by a staggering 72 per cent between 1999 and 2013 to just around 160 pairs, possibly fewer, breeding mainly in the South Pennines and Derbyshire.

A red-listed species, Twite is one of only two UK bird species that feed exclusively on seed. This makes the quality of farmland pastures and meadows crucial to their survival.

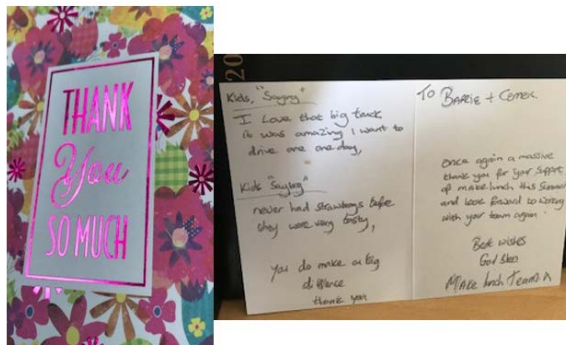
Despite concerted efforts over the past 10 years, Twite numbers continue to fall and further habitat management trials and research are required to reverse their decline and stabilise populations. Colour-ringing is an important aspect of this research, concentrating on survival, migration and connectivity between Twite groups. This work would not have been possible since 2016 without the support of the CEMEX team, who have supported Twite in the South Pennines and Derbyshire.

You can now sponsor a Twite in the South Pennines or Derbyshire for a suggested donation of £25 – all income generated will support vital research, aid conservation efforts and the continued monitoring on England's Twite.

For further information, or if you would like to help, please contact: [mike.harris@rspb.org.uk](mailto:mike.harris@rspb.org.uk)



## A Wonderful Thank You



Following a story from a couple of weeks ago when a team from Rugby Logistics visited a local school with one of their vehicles to educate children about road safety and the dangers around large good vehicles, lovely feedback has been provided to the team.

In case you can't read the card, one child commented: "I love the big tank, it was amazing – I want to drive one one day", while another said: "Never had strawberries before, they were very tasty."

Barrie Flitton, Operations Manager, was delighted and taken aback by some of the comments in the thank you card received. He said: "We certainly do take some things for granted."

M20 fund various activities at the school throughout the summer and other school holidays, including providing a nutritious lunch for all the children who the majority would normally receive a free meal during school term. The visit also allowed CEMEX to provide some fruit as part of the children's lunch, an initiative driven by M20 Church and local volunteers.

## BEING THE BEST FOR EMPLOYEES

### Thanks For Your Effort Winner



A big well done to the winners of July's Thanks for Your Effort.

The winners with 55% of the votes are the Aggregate and Asphalt Contract Haulage Managers. The team is made up of:

Navpreet Singh Dhadwal, Ronnie Simpson and Daniel King.

They were recognised for taking a lead in CEMEX Go implementation by volunteering to become business leaders, managing improvement conference calls and team training events, canvassing across business streams in the operational and implementation teams, developing reports to bring about significant improvements on Driver App uptake and identifying areas for development and improvement. This has been recognised by the whole business.

This dedicated attitude has benefited our customers and the Logistics teams and ensured the involvement of involving key influencers across the business streams to support the implementation by enabling weighbridges, operations managers, sales and planners to support the roll out.

As a result, there has been a significant improvement in adoption rates and CEMEX is well on the way to achieving or exceeding +65% Driver App usage by Quarter 3.

Some of the comments about the team were as follows:



“Focus on Customers, Working as One CEMEX - leading and supporting our Digital transformation by engaging with our 3rd party hauliers on this important change to support our customer service offering.”  
 “Proactively working to move the needle in effective utilisation of digital technology to improve customer experience.”  
 “They have shown great leadership in promoting our digital model.”  
 “Collaborative effort to increase the uptake of CEMEX Go.”

### **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. All employees are eligible and able to nominate. The monthly winners receive store vouchers to the combined value of £100.

### **Thanks For Your Efforts As Well....**



Congratulations must also go to the CEMEX employees who were nominated for July's Thanks for Your Effort:

**Shaun Bingham**, Plant Manager, Readymix. Shaun volunteered to work at short notice on a Sunday to supply concrete to a customer out of hours, and then also needed to come in on the Saturday as the customer had suffered breakdown. On the day of the pour itself, the pour didn't start until late due to breakdowns on his own plant, but Shaun got on with the work, missing a whole weekend of excellent weather.

**Dhiren Mistry**, Senior Sales Agent, London and Southern Region - UK Readymix. Dhiren has provided consistent help and assistance for Ben, who hasn't been with CEMEX long, and has had a busy six months.

### **15 Years For Jamie Deere**



Congratulations to Jamie Deere, Aggregate & Asphalt Technician based at the Laboratory in Wenvoe quarry, who has recently achieved the milestone of 15 years service.

Here's to the next 15 years!

### **Congratulations, Good Luck And Farewell**



Ben Leitch, Logistics Controller at Rugby, is leaving CEMEX for ventures new.

Ben is pictured receiving his good luck cake and vouchers from Operations Manager, Barrie Flitton, to celebrate his forth coming marriage to partner Gail.

We wish them both all best for their futures.





## Latest Issue Of Our Global Voice Now Available

### Our Global Voice

CEMEX's Global Newsletter | AUGUST 2019



The latest issue of Our Global Voice is now available to view online.

Click through the link below to find out about the latest features for CEMEX Go, the use of alternative fuels across CEMEX, interesting and exciting customer projects, and much more.

<https://cemex.sharepoint.com/sites/OurGlobalVoice>

## Internal Vacancies

IVC Ref	Position	Company	Location	Closing date
218-07-2019	Transport Planner	Materials UK North - Scotland	Uddingston Office	30/08/2019
240-08-2019	Specialist Pavements Manager	Related Businesses – Paving Solutions	Any Hub Office	02/09/2019
241-08-2019	Plant Manager	Materials UK - Midlands	Redditch	04/09/2019
242-08-2019	Plant Manager	Materials UK - Midlands	Oldbury	04/09/2019
243-08-2019	Landfill Plant Engineer	Materials UK - South	Base location flexible	11/09/2019

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.





# GLOBAL SAFETY ALERT

## YOUNG MEMBER OF THE PUBLIC FATALY INJURED

### INCIDENT DETAILS

A 6 year old boy sustained fatal injuries when a contractor could not stop his truck in time as the young boy ran out from behind a parked bus, to cross the road.



### KEY FINDINGS

- The investigation team identified that the driver did not anticipate the potential risk of pedestrians crossing the road when he saw the public transport bus stopped on the other side of the road.
- The truck speed was evaluated to be 64 km/h, which was considerably above the road speed limit of 30 km/h. An independent road traffic specialist determined that the driver may have been able to stop in time if he had been travelling at 30 km/h or less.
- The public transport bus made a stop to pickup/drop off people in an unauthorised place and the boy crossed without any adult supervision.
- The road had sand on it due to a near by aggregates operation and the road was wet as a result of rain.

### MANAGERS - KEY POINTS TO CHECK

- All drivers have received training in how to protect Vulnerable Road Users (cyclists, motorcyclists and pedestrians) as part of their Defensive Driving training.
- The training programme follows CEMEX requirements, which includes the approach to take near buses.
- There is an ongoing programme to fulfill all elements of the CEMEX Vulnerable Road Users model - **Education** for drivers, **Collaboration** with industry experts and other organisations, **Community** activities with local authorities, focus groups, Police etc, **Raising Awareness** with public and the correct **Vehicle Specification** for safety features

### ALL PERSONNEL – ACTION TO TAKE

- Always drive at a speed accordingly to the road conditions and never exceed the maximum road speed limit.
- When near buses and there is a risk of pedestrians, especially children, stepping unexpectedly into the road, **always drive with the safety of the pedestrians in mind** at a speed suitable for the conditions and never above 7 km/h. Remain vigilant and always be prepared to stop in case someone steps into the road.
- Always be extra vigilant for pedestrians (**especially the elderly and the young**), cyclists and other Vulnerable Road Users, especially on congested roads, near schools, bus stops and crossing points. **Be prepared for people to act in an unexpected way!**



Watch Your Speed



Other Road  
Users



Remember



Respect the Law  
and other Drivers