



Welcome to UK News Oct 31<sup>st</sup> 2019  
your weekly update from around CEMEX UK

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## BEING THE BEST FOR FAMILIES

### 6 times more dangerous than drink driving...



#### Did you know?

- Drivers are 23x more likely to have a crash if texting while driving.
- Texting is 6x more likely to cause a crash than drink driving

#### According to the Department of Transport:

- The number of people killed in accidents rose by 60% where a mobile phone was a factor
- 400,000 of 1.6million incidents relate to texting

This is a serious issue which affects all those who drive as part of their role at CEMEX – whether that is in a HGV, visiting customers, or simply travelling to and from the office.

From 18th – 22nd November, a dedicated road safety campaign on this subject will be running at CEMEX sites across the UK. We will need your help promoting this campaign; sharing it with colleagues, business units, family and friends.

### One small step...



From slippery or uneven surfaces, unsuitable or incorrectly tied shoes, not holding handrails, to failing to keep our workplaces in order – we have a tendency to underestimate hazardous circumstances especially when we are stressed or in a hurry.

However, these seemingly small details resulted in 40 accidents in Europe in the last two years. 28 CEMEX employees and 12 contractors were injured. How can we learn from these events and prevent them from happening in the future?



As we move into the latter part of the year, we will face an increased risk of slips, trips and falls. It is crucial for each of us to understand that overlooking basic Health and Safety rules can have serious consequences, which is illustrated in the attached material.

Let's reflect upon all the "important details" and put our tools into action so that together we can achieve our Zero4Life goal. Our attitude is a key factor in determining whether or not the next accident will happen.

### LTI Free Congratulations to:



The Northfleet Wharf team who have reached 14 years LTI free great achievement from all the staff and contractors that have worked on the site over this period.

East Leake Quarry in the Midlands - 17 years LTI Free 14/10/19. Well done to all the Site staff and Contractors

### Cemex rail solutions LTI Achievement



CEMEX rail solutions celebrate 3 years LTI with a big breakfast. Very proud of the team who have looked after themselves and each other over the last three years.

Carl Platt, Director Related Businesses Europe, commented, "Congratulations to all the teams on achieving 3 YEARS LTI FREE. This is a remarkable milestone and testament to everyone; bearing in mind your high level of manual work and the uncertainty we have lived with at WWH for most of that period."

Thank you for your commitment to our number one priority and please remember safety has no memory so we must be alert at all times and look after each other."

### Safety Video at Raynes



Check out the video for a respirator system, shot at our Raynes Quarry. Stunning footage of the quarry and great to see the weather held out!

<https://vimeo.com/369325203?ref=em-share>



## Safety First



East Anglia and Home Counties monthly managers put safety first when their meeting started with a safety tour of Norton Subcourse. There were some great ideas and discussions to aid and improve site safety.



## BEING THE BEST FOR CUSTOMERS

### neogem all over but not out...



neogem sports sand and gravel has been used by another sporting customer – this time for a cricket pitch in Renfrew. Alastair Gibb, Sales Rep, lined up the job for customer Fairways Sport, at the King George V pitch Renfrew, to rebuild their 10 cricket pitches – 600 m2 in total – to give good drainage, a compact surface and last the whole season. The job required 140 tonnes of sports sand and 180 tonnes of sport gravel.



Luckily the customer had used our materials before on school pitches so knew the neogem quality was exactly what he was after.

### Customer Service NPS Call of the Month



Following a competition for staff to suggest ideas to improve our customer service performance, an area of opportunity that we could directly influence was identified – Developing first class order taking via a call coaching and improvement strategy.

The Aggregates and Asphalt Customer Service team in Scotland now undertake 1-2-1 monthly reviews on call quality, accuracy, delivery and overall performance, and discuss areas of improvement, high scoring areas, and general approach, ensuring that we provide the best customer experience possible.

This was an area that the customer service and planning office could directly influence and were responsible for and could have significant impact on customer call quality and content – Leading to improved customer experience and NPS scores – over the past 3 months we have seen an improvement on overall Employee NPS assessment scores of +21%!

The top performer was selected in recognition of their exceptional customer call quality over the previous month, and the October winner for call of the month was Natalie Weir, shown here accepting her award from Team Leader Mandy Robinson.

### Concrete Centre Café event



Well done to Richard Kershaw who presented at The Concrete Centre's Cafe Concrete event this week. This day is aimed at promoting concrete to specifiers, designers and architects. This is our second year of presenting and the focus was on:

- Concrete Innovation
- Durability
- Sustainable Construction.

Thanks to Andrew Walker, Hannah Hyslop and David Elston for supporting the day.



## Customer Service Promise for Europe



At CEMEX we consider our customers to be at the centre of our organisation. We constantly work to offer them a superior experience, which contributes as much as possible to the efficiency of their processes and results, at all times and in all places.

As a CEMEX partner, our customers have our commitment to:

- Product availability and quality
- Punctual delivery in the established timeframe
- Prompt response to enquiries and requests

In early November, the new Service Manifesto will be published on all CEMEX websites in Europe.

## Material South Coast 2020 Vision....



"Thanks to everyone who attended the South Coast 2020 Action Plan Workshop this week." Posted Adam Leverett, General and Commercial Manager, on Yammer, "it was fantastic to get the Commercial and Operations teams aligned and working on initiatives for next year as one Materials business. Can't quite believe it's already November!"





## BEING THE BEST FOR SHAREHOLDERS

### Exxon and CEMEX collaboration



Marine team held an excellent Procurement meeting with Exxon Mobile at Southampton to receive the first delivery of Fuel by Barge in 10 years. The collaboration with Marine and Procurement was excellent and it was well set up, and very professional by both parties. Well done Cemex and Exxon.

### Secure your CEMEX laptops and tablets



In recent weeks we have suffered four separate thefts of CEMEX issued laptops or tablets. In each case the theft could have easily been avoided by responsible actions in accordance with CEMEX policy. The security of a mobile IT asset is the responsibility of the user. There is clear policy requiring colleagues to take responsible actions to secure CEMEX issued mobile IT assets whilst in their possession, and the law requires us to be extra sensitive in the security of personal data.

Tablets in operational use in unattended lorry cabs should always be secured and laptops should not be left in unattended vehicles, hotel or conference rooms. Whilst there are often unique individual circumstances, users must take all reasonable steps to secure the assets to which they are entrusted, we can ill afford to continue to accept these avoidable losses either financially or in respect of our obligations under data protection law.

Please take all appropriate steps to secure your mobile IT assets, failure to do so may be a matter for investigation and possible disciplinary action

### CEMEX recognizes Benjamin Romano



CEMEX announced that it will grant the Lorenzo H. Zambrano Award to architect Benjamin Romano for his outstanding career and contributions to modern architecture.

This award recognizes the contributions of architects who create better environments for communities and inspire new generations to innovate.

The Lorenzo H. Zambrano Award will be presented on November 7, 2019, during the 2019 CEMEX Building Award ceremony, to commemorate the professional career of the architect in charge of building the iconic Reforma Tower, Tres Picos Tower, and Chapultepec Tower in Mexico City.

Read the complete press release: <https://cmx.to/32ZHtJl>



## BEING THE BEST FOR COMMUNITIES

### Preston Brook - Halloween - Fancy dress charity day



The Preston Brook Customer service team had a great fun Halloween fancy dress day - raising £175 for Halton Haven Hospice.

The team voted for the winner - Lucy Enright - "Scary Clown" with runner up Melissa Whitby - "the Joker".

Everyone looked amazing and thanks to all for a great team charity event. Even Bob got involved!!!



### Divethill Restoration Plan Wins at MPA Awards



The planned restoration at Divethill was victorious at the MPA Quarries and Nature 2019 Awards. It was named as the overall winner of the Planned Biodiversity-led Restoration category.

The MPA praised the plan as a fantastic example of progressive restoration of a rock quarry to create an attractive landform and a mosaic of species-rich, locally important and distinctive 'Whin' grassland, agricultural grassland, woodland and hedges, and open water. The judges were impressed by the clear plan to deliver a range of habitats and realise the unique opportunity

presented by quarrying to deliver regional priorities and wider landscape-scale benefits.

Donald Wilkins, Development Planner, said: "Through early engagement with the Northumberland Wildlife Trust, the RSPB, Northumberland County Council and Magnificent Meadows, it was clear that the restoration at Divethill Quarry provided an opportunity to create new areas of species rich grasslands and whin grasslands, both of which have been in decline over the past few decades."

"CEMEX is delighted to have won the 'Planned Biodiversity-led Restoration' and will continue to work with our partner organisations to maximise the benefits from the restoration of our quarries."

The restoration plan is to create a grassland with whin ridge/escarpment and outcrops (locally named as 'heughs') within a mosaic of species-rich grasslands with subtly varying soil types. Additionally, native woodland to the south and a small waterbody will add diversity and act as a hub for wildlife (both local and on passage). Whin grasslands are closely associated with the 'Great Whin Sill' a quartz dolerite intrusion upon which Hadrian's Wall is located.

The thin soils found there are base-rich but nutrient-poor and prone to drought, which has led to the development of a species-rich sward, a composite of both acid- and alkali-loving plants. Whole hosts of specialist wildflowers and numerous red listed upland birds and mammals and national scarce species can be found; maiden pink, wild onion, biting stonecrop, common rock-rose, wild thyme, salad burnet,



the locally scarce small-flowered and long-stalked crane's-bills. Birds and mammals include brown hare, peregrine, yellowhammer, linnet, curlew and whinchat.

## Neolithic finds at Hyndford



Photo 3: North facing corner of post-hole (302) with casting points to clay (Photo 30).



Photo 7: Examples of the development of decorative pottery recovered from (202), (204), and their general vicinity (Photo 142).

Some Archaeological finds unearthed from the recent soil strip at Hyndford Quarry. A possible prehistoric roundhouse and pottery, estimated to date back the Neolithic Age, which was 12000 years ago until 3000BC, the Archaeological team think there may be some publications made once the finds are investigated further....

Hyndford Quarry ROMP 2019, Lanark: Watching Brief and Excavation



Plate 4: Shot of the complete ring groove of the possible prehistoric roundhouse. Note the probable ring-ditch (359) on the inside of the ring groove (Photo 43).

## Mayor of London visits Stepney Plant



Sadiq Khan, Mayor of London visited our Stepney readymix Plant this week. Along with Carl Milton and Dave Hart, he was there to look over our fleet of trucks on the day he was implementing the Direct Vision Standard to ensure LGVs in the Capital meet the necessary safety requirements. Andy Taylor commented, it was “an honour and reflection of the long-standing commitment to road safety that runs throughout the business that he chose to visit one of our sites on the day he officially launched the initiative.” Thanks to operations manager Jamie Izzo for looking after everyone.

## Myton Hospice Lend a Hand



Well done to the team from Concrete Products Customer Service Centre for their help at Myton Hospice's Coventry Warehouse. The team have been helping to sort through a large amount of clothing and homeware donations, identifying which items were suitable for re-sale in their shops in and around the Midlands.

They are planning further dates with Myton Hospice during 2020, who very much rely on volunteers to keep up with demand and they were very appreciative of the help.





## BEING THE BEST FOR EMPLOYEES

### Your Voice Matters please take part in the survey



REMINDER - WE'X is the new Workforce Experience survey for 2019, and is still open for your views. All employees are encouraged to complete the survey, either online or using a paper version, before the closing date. You should have received an email invitation for the survey from Perceptyx last week.

The survey opened on **Monday 14<sup>th</sup> October** and runs until **Friday 8<sup>th</sup> November 2019**, and is completely confidential.

There should be a **poster** at your sites with a QR code can be used for easy online access for all.

To find out more, please visit the dedicated WE'X SharePoint:

[cemex.sharepoint.com/sites/WEXSurvey](https://cemex.sharepoint.com/sites/WEXSurvey)

### 25 Years' Service



Congratulations to Lee Needham for achieving 25 years' service.

Lee started his career as a graduate trainee in September 1994, working with the Instrumentation & Control team at the then, Crown House. As part of his development programme, Lee also worked at South Ferriby and Ash Resources, firstly with the Commercial team then, following the acquisition of Lytag, with the Business Development team.

In 1998, Lee and his then fiancée, Emma, went to Jamaica to set up a new lime plant supplying lime to an alumina factory. They returned 2 years later married with a baby daughter and a son on the way. Although Jamaica was beautiful, Lee has a few shocking stories to tell of violent incidents outside the gated area where they lived, so they were happy to return to the UK in 2000, when Lee worked with the Instrumentation Dept at Rugby Plant. With the implementation of Shifting Gear (change management programme), Lee was part of the project team to roll out the programme.

Lee's responsibilities grew after the acquisition of RMC by CEMEX, and he took responsibility for production data management for Cement Operations UK & Northern Europe and since 2016 has been UK Cement Inbound Manager.

It dawned on Lee recently that, having recently celebrated his 50th birthday, he has spent half his life with CEMEX – long may it continue.



The picture shows Phil Baynes Clarke (UK Cement Operations Director) congratulating Lee on this tremendous achievement.

### Thanks for Your Effort Winner



James Sykes Plant Manager, York Readymix, is the winner for September, for developing our SEC business at his York Readymix plant.

Over the last year James has worked extremely hard on building good relationships with the local collect trades. The plant is seen as a hassle free stop off for concrete. This is largely down to the plant manager's work ethic and good attitude. It's obvious how much James cares about the success at York. This is evident not just with the collects but around his plant as well.

Some of the comments about James were are as follows:

"Over a sustained period James has improved standards at York Plant benefiting not only collect customers but other stakeholder groups. Most importantly always putting safety first."

"James has consistently shown exceptional levels of customer service, he is innovative when it comes to selling our RMX and he is a strong Leader"

"For developing our SEC business - a key target segment - by using his own initiative!"

### Thanks for Your Effort Nominees



A well done also needs to go to all those who were nominated for Thanks for Your Effort in September. They will shortly be receiving a limited edition CEMEX 'Your Awesome' mug to use for their tea break and remind themselves we think they are great.

**Steve Deasley, Sales Executive, South Coast.** Steve has been nominated by his team for the support he provides, particularly to new starters. They think he deserves this award as he always goes out of his way to help anyone. He is very good at what he does, and he has shared his knowledge with others to help them succeed.

**Melissa Whitby, Transport Planner, Preston Brook.** Melissa has shown great communication skills, pro-actively looking for issues that could arise and cause issues, then coming up with alternative scenarios to prevent customers been let down.

**Dean Pinchess, HGV Driver.** Well done to Dean for his efforts when another driver was taken unwell. His direct action ensured the driver got the required help and prevented any potential accidents.



**Jo Wright, IT Procurement.** Jo has been praised for acting with integrity, pursuing excellence, ensuring safety and always focusing on customers. Jo has helped with team members' training, showing them the processes to enable them to demonstrate the same attributes.

**Nadia Gradia, Sales Agent Readymix Northern Region.** Nadia consistently reacts quickly to raise contracts, from quotes and liaises with technical to arrange mix designs. CEMEX benefits as we secure more orders, particularly from SME customers, through being able to turn around requests for quotes, mix designs, and contract acknowledgements.

**Will Smith, Transport Planner.** Will is always helpful and wants to ensure an impeccable delivery service is provided to our customers.

### Want to nominate a colleague?



Who do you think deserves and thanks for your effort award? Nominate any colleague you think has gone above and beyond their day job and demonstrated any of the CEMEX values. Email Rob Greenfield for a nomination form. [rob.greenfield@cemex.com](mailto:rob.greenfield@cemex.com)

### Global Our Voice now out



The latest Global Our Voice is now out. The global news roundup for employees. You can look at it on sharepoint using this link: <https://cemex.sharepoint.com/sites/OurGlobalVoice/SitePages/One-on-One.aspx>

### 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.

