



Welcome to UK News 4th December 2019
your weekly update from around CEMEX UK

View UK News on: www.cemexuknews.co.uk

Follow us on twitter too: @CEMEX_UK

BEING THE BEST FOR FAMILIES

Chocking Brilliant...



Well done to all the UK Haulage teams for continuing to insist on the use of chocks for our internal and external fleet.

There are some great examples from Northfeet and Wickwar.

Please make sure you and your teams are staying vigilant and insisting on using chokes to keep everyone safe.



Team Leyburn Show Support



Thank you to the team at Leyburn quarry and Coating plant for supporting the 'Don't Text and Drive Campaign'.

Keep on raising awareness everyone...

8 Years LTI Free



Well done to the Home Counties and East Anglia teams for reaching 8 years with no LTIs or TRIs proving that sustained ZERO Harm really is possible.

Dave Hart commented: "This amazing achievement ensures all our staff and contractors go home safely every day. It's even more impressive given the transport environment we work in. Thanks to every employee for your safety leadership. Well done and take time to reflect on this success."



BEING THE BEST FOR CUSTOMERS

UK Team Wins European Customer Service Award....



Congratulations to Scott Jones and team who won first place at the European level, as part of the global Superior Customer Experience Award for CEMEX. They won the award for their introduction of Out of Hours deliveries to customer silos.

The goal of introducing Out of Hours (OOH) deliveries was to improve the customer experience by delivering product out of operational hours to ensure silos are full, and ready for the following day's work. This had the added benefit of improving fleet utilisation by operating the fleet over a 24 hour period as opposed to the traditional 12 hour shift, and also ensuring more availability to fulfill our customer's orders. UK Bulk

Cement now has a much more flexible service offering to both internal and external customers by offering an OOH delivery service.

Before the move to OOH, deliveries were largely made to customers between 7am to 5pm, putting a strain on fleet resource and having a negative impact on our on-time delivery service, resulting in on time delivery performance being significantly affected by demand and resource availability across a 10 – 12 hour delivery window. In our industry we see high demand for deliveries between 6am – 8am and by delivering this demand OOH customers have product in their silos ready for the day's work.

In the UK nearly 30% of our total deliveries are now made OOH, with nearly 50% of deliveries to our internal plants being made OOH.

According to Scott Jones, Cement Logistics Manager from United Kingdom, who was an initiative leader, commented: "Delivering our bulk Cement out of hours is key in enabling us to deliver a Superior Customer Experience in the UK. By delivering through the night and outside of traditional operating hours we are able to ensure our customers have product in their silos ready to commence the day's production, and in turn freeing up our own vehicles for deliveries during peak hours. By smoothing our demand across a 24 hour period not only are we able to take more orders from customers but we are able to mitigate the service impact during the first few hours of the day when everyone needs product in their silos."

Happy Customer At Birmingham Airport



MR HAPPY CUSTOMER

Matt Doran, Sales Rep, received a happy email from our customer at Birmingham Airport.

He commented: "It's always nice to receive positive feedback from a customer especially when the job is as demanding as delivering airside at Birmingham Airport. Thanks to David Charles and Chloe Flory at Attenborough Shipping office for helping this run so smoothly."



The Power Of Team CEMEX



Andy Bright put this fantastic story together demonstrating the impressive power of team CEMEX.

Back in the beginning of 2019 CEMEX Dry Mortar were awarded the contract to supply the Murphy Group with sprayed concrete for their contract to supply essential maintenance works at the railways Whiteball Tunnel in Somerset. From bespoke product testing, night deliveries, a crack engineering team, highest safety standards, meticulous planning, fantastic communication, to lightening quick order fulfilment; this job really demonstrates how different teams come together to be the best for our customers.

Andy continues: “We carried out trials during August 2018 to prove the performance of the product as this material was designed with the added complication of 54mm macro poly fibres

which had the tendency to mesh together and stop the flow of product from the silo. Other suppliers were reluctant to assist with the problem solving, but the team at Dove Holes refurbishment base came up with the idea of using a different type of butterfly valve to aid the flow. The customer was very happy with our willingness to try to help, and the trials were very successful.



In February/March 2019 we supplied over 1,800 tonnes of a 3,000 tonne order but due to various issues on site (nothing to do with our supply) the contract over ran. The railway track blockade and the remainder of the works were delayed until November 2019. Murphy's were so happy with the CEMEX supply that we were asked to form part of the team to identify the root causes for the delays and how to improve the process for the November restart.

So now to November – Murphy's had obtained a new blockade from Saturday 9th to Friday 15th November, but in effect our supply window was from Saturday to Wednesday as everything had to be cleaned away from trackside before the line could be reopened. The remaining volume was calculated to be 1,260 tonnes and additional fibres were ordered to cover the shortfall. The contractor told us that they would be working over the weekend and at night to deliver the contract in time. Murphy's wanted CEMEX to supervise the Concrete supplies during this period (even at night), so a team of dedicated Engineers was relocated to Somerset - some of them up to two weeks to initially set up the site and ensure that the equipment was fully operational and then to deliver the Concrete over the period. The team sent to site were: Bill Buckley, Paul Hickinbottom and our trusted contractor, Neil Wagner.

As the quarry would not be open over the weekend a tremendous amount of pre-planning took place to ensure that the customer did not run out of material. We delivered eight silos to site (four located at one end of the tunnel in Somerset and the other four located in Devon) and filled them with material. An additional 20 Cement Tankers were hired. In addition, the team loaded seven tankers for the weekend and Monday morning deliveries. The task was carried out safely by the team at Dove Holes via Nova plant (Specialist Solutions) headed up by Roger Taylor, supported by Dan Ball, Mark Voigt, Harry Gould and fitter staff particularly, Ted Hullock from Cavendish Engineering.



We had to use our Dry Mortar plant at Braintree in Essex which meant that the team, headed by Lee Liggan at Braintree, had to keep the Specialist Solutions plant plus the Mortar business supplied over this period. The total supply task was given to NJ Docksey who hired the tanks and collected the dried sand and this was co-ordinated by the office at Rugby under the guidance of Ginnie Spencer and Briony Potter.

The communication between the various team members worked so well. The customer informed us on Monday that they would be reducing the order and the final loads would be delivered Tuesday morning.

I was scheduled to do a Customer Journey Experience visit that afternoon to see what Murphy's thought about our service, only to be notified on route that they had ordered another two loads that morning. As you would expect the team loaded the product in the morning and the loads were to be delivered late that afternoon. I arrived on site around 2pm to find a number of unhappy Murphy people wanting to know what I could do to help - they had under-estimated the quantity required to finish the contract in time and another nine loads were required. They were at tremendous risk of not completing the project if we could not help them with their problem.

After a flurry of phone calls from the various teams the Production team stayed to load two tankers that evening, but because the drivers had already completed their days work only one could be delivered to site by NJ Docksey Drivers, however, Murphy's had a driver to haul the other loaded tank to site and the Driver of the first load discharged both. So now they had enough material to start spraying again on Wednesday morning at 1am on the basis that the other seven loads would come in throughout the day.

Up stepped the teams again. Sand was dried and moved, vehicles were organised, raw materials were ordered and the Production team came in at 1am to start loading vehicles, bearing in mind we were also supplying materials to the Thames Tideway contract at this time. This effort was above and beyond in so many places.

At 10am I received a call from Bill Buckley to say that they had finished spraying and everything had gone very well. The customer, once they started spraying at 1am that morning, had not run out of product until the end, in fact some came back!

I would like to thank the massive efforts from the whole supply chain to deliver this project on time and safely – WELL DONE!"

BEING THE BEST FOR SHAREHOLDERS

Bramshill Investments



Adam Bradbury and the team at Bramshill quarry are very pleased with the recent investment in a new sand plant.

It has dramatically improved the quality of the material and they anticipate a much improved 2020.



Better Deal For Transporting Our Coal



Well done to the FDB Procurement and Cement Inbound Operations team who have reached a deal for the transport of coal to our UK Cement plants for 2020.

We expect to transport in the region of 118,000 tonnes at a significant saving compared to 2019 haulage charges.

Congratulations to the negotiation team - Marian Dobrea (FDB) and James Watson (Inbound).

BEING THE BEST FOR COMMUNITIES

Willington Quarry Team Happy To Lend-A-Hand



Willington quarry staff were asked to assist in tidying up the site of the Newton Solney village charity bonfire after local flooding had destroyed the site leading to the annual event being cancelled. The flood water had washed material for the fire all over the site.

Members of the quarry team helped local people tidy the site by placing the material in a pile so it could be disposed of.

Well done to the team for helping out.

V Is For Volunteer

DECEMBER 5
INTERNATIONAL VOLUNTEER DAY



International Volunteer Day



Not many of you may know that this Thursday is International Volunteer Day. As a global company CEMEX wanted to celebrate all the great volunteering that employees do all over the world.

We do loads of great volunteering in the UK – especially through our lend-a-hand days and charity fundraising.

Please join in and tell the CEMEX community what you've done this year on Yammer or Twitter or send your stories into:

gbcommunicationsandpublicaffairs@cemex.com and we'll share them for you.

Let's inspire others in CEMEX to use their skills and time to help others too.



Save The Children Christmas Jumper Day



Team Wenvoe will be getting festive by taking part in 'Save the Children' Christmas Jumper Day on 13th December. If you'd like to support them then please feel text TEAMWENVOE to 70050 to donate £2.

Last year's jumpers are in the photos - looking forward to this year's festive array!

CEMEX Sponsors Soccer School



Thanks to a contribution from CEMEX, a children's football team in Ashbourne will be able to practice throughout the winter in a safe and warm environment. They have also purchased some new equipment, and are very grateful for the support.

Well done to everyone who helped facilitate partnership!

BEING THE BEST FOR EMPLOYEES

Everything You Need To Know About Porofoam



Last week saw another successful VAP Academy Day on Porofoam held at The National Technical Centre (UK). Both commercial and technical attendees came together for an immersive day of training.

Thanks to Hannah Hyslop, James Fairclough and John Shrimpton for their efforts in delivering the session.



Help Protect Yourself This Christmas



In the light of the terror attack last week on London Bridge, the Counter Terrorism Police have put out this information. Please support their campaign to keep crowded places safe, especially over Christmas. **If you see something that doesn't look right – ACT. Report concerns to staff, security or – in confidence – to the police at gov.uk/ACT.**

This annual campaign asks everyone to be the extra eyes and ears of the police so we can work together to tackle terrorism. “Our message is not to worry that you might be wasting our time,” says Deputy Assistant Commissioner Lucy D’Orsi, Senior National Coordinator for Protective Security. “If you see something that doesn’t look right – ACT. Report it to staff, security or the police at: gov.uk/ACT and let us check it out.”

Internal Vacancies

IVC Ref	Position	Company	Location	Closing date
328-11-2019	Assistant Quarry Manager	Materials UK Midlands	Berkshire Quarry & Landfill	06/12/2019
329-11-2019	Multi Skilled Operative – Finished Products Backshift	Materials UK North	Dove Holes Quarry	05/12/2019
330-11-2019	Rugby Night Driver (Bulk Tanker Monday – Friday) x 5	Supply Chain Cement	Rugby Cement Plant	13/12/2019
331-11-2019	Rugby Bulk Tanker (Monday – Friday and 1 in 3 Saturdays) x 3	Supply Chain Cement	Rugby Cement Plant	13/12/2019
332-11-2019	Bid Writer/Proposal Manager	Materials UK	Rugby Office	16/12/2019

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

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

