



Welcome to UK News 12th February 2020
your weekly update from around CEMEX UK

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BEING THE BEST FOR FAMILIES

Lock Out, Tag Out, Try Out....



One of the focus areas on our Europe Region 2020 Health and Safety Plan is isolation of equipment. We have repeated the self-audit of isolation arrangements across our operations in the UK a number of times since the tragic death of our colleague Jimmy Brownlie back in 2017.

However, analysis of the responses in INTELEX shows that we still have 243 none compliances:

- Cement - 16
- Supply Chain - 8
- Urbanisation Solutions - 59
- Materials - 243

Gaps in such a fundamental requirement are concerning, particularly where we have things like 15 sites reporting the operation of switches, valves and machinery are not clearly labelled, and nine sites where the use of master and duplicate keys for padlocks, trap key systems, etc. have not been prohibited.

Where sites have identified gaps in their isolation arrangements, they are asked to add improvement plans to the existing audits in INTELEX and to remedy any outstanding items at the earliest opportunity; the health and safety team are on hand to provide support as required. It would be great if we could report that everything has been closed out well before the third anniversary of Jimmy's death on the 13th May.....

Also, it may be a good time to remind everyone to always LOCK OUT...TAG OUT...TRY OUT, ensuring equipment is isolated before starting work, and always following the Safety Essentials.



BEING THE BEST FOR CUSTOMERS

Nominate Your Project For A Concrete Society Award



Have you worked on an interesting or innovative project which could be nominated for a Concrete Society Award? This year's nominations close on Wednesday 22nd April and the awards will be given at the Awards Dinner on Wednesday 18th November.

Each project will stand on its own merits. Winners have ranged from private houses to hotels, coastal works to bridges, churches to offices, theatres to innovative sculptures and more. The project can be a completely new construction or a regeneration/renovation.

Any organisation which participated in the project can enter by completing The Concrete Society Awards nomination forms which can be found on the website: www.concrete-awards.org.uk

Each entry costs £500 +VAT with an early bird discount for nominations before Friday 20th March.

Superior Customer Experience Delivers For Travis Perkins



At the end of 2019 it was extraordinarily encouraging to receive an email with positive feedback from our Core Customer, Travis Perkins, UK's largest builders' merchant, which very explicitly evidences that daily engagement in delivering a Superior Customer Experience is indeed making the difference. Furthermore, it clearly proves that not only what we do, but also how we do things matters, and that it has a positive impact



promoting CEMEX's broader offering beyond blocks. The email was a tribute to two sales employees, Hannah Plimmer and Samantha Leigh:

"Just a quick email about 2 members of your staff. Sam and Hannah are 2 of the most pleasant people to deal with I've ever known, they both are always quick to respond or call me back, nothing seems too much trouble and can usually come up with a solution to my ridiculous requests no problem."

"Consequently, CEMEX are now getting around 80% of my block orders DTS and we have swapped a few branches over to your concrete common business too. I just wanted to say thanks for everything and to let you know of their efforts too." Ian.

Ian controls the direct deliveries to sites for Travis Perkins for a number of the Midland branches – he shops around for the best prices as the main contact for the contractors and then he puts the work through one of his branches, dependent on their numbers at the time.

Feedback from the customer was that he has struggled finding his preferred supplier over the years as where one falls down another excels and vice versa, so he would usually just pick whoever gave the cheapest price regardless of service or quality. However, he has said that he would now actively lower



his own margins to use CEMEX as Sam and Hannah have made it so much easier for him, alongside our good quality product and next day lead times.

His prices are communicated from Sam and Hannah directly to the office so that the transition for him from placing an order to receiving an order is pretty seamless, and due to our good lead times out of Buxton he gets good quality blocks on the dates he requires.

Sam and Hannah speak to Ian on a daily basis as he wants to put as much of his work over to CEMEX as possible, understandably, other suppliers come in to certain areas a lot cheaper and he is unable to justify the cost difference, however, he is very open when talking about this. As a result, a lot of Travis Perkins branches have called Sam and Hannah over the last 9-12 months off the back of Ian talking about CEMEX to them and enquired about yard rates for their own branches, so it has resulted in winning other Travis Perkins branch work that doesn't fall into Ian's area.



According to Hannah Plimmer, Area Sales Manager Distributors Concrete Products UK: *"If you have a positive attitude and try your best people can tell and want to work with you, this develops into a relationship and in turn it doesn't just become about the price."*



In Samantha's Culshaw, Area Sales Manager Concrete Products UK, opinion: *"In a very challenging market, building these relationships over my past eight years and getting this kind of feedback is a great feeling. It all goes towards how important our Sales Manager roles are for growth in Concrete Products."*

Let's go above and beyond to maintain an ongoing relationship with our customers. Customer Experience should be created in the everyday moments, woven into every fibre of our company culture, where going the extra mile is a way of life.

BEING THE BEST FOR SHAREHOLDERS

Ensuring Quality



Thank you to Derek Sim who delivered an Excellent Product, Quality and Technical Aggregates training sessions to the Commercial, Planning and Internal Sales staff at Uddington last week.

Ronnie Simpson commented: "Well done to Derek for making what is in essence a minefield of standards, applications and requirements so simple (who would have thought?!) and the measures and procedures we need to have in place to maintain and continually improve."



Disruptor Wanted....



Nobody knows our industry better than you: what works, what could be improved, and what you think could be done differently. Got a revolutionary idea in mind? Smart Innovation is looking for you!

This year we will work together to have more focused ideas. It's not only about creativity. Let your knowledge in our industry guide you and explore all trends and technologies.

We encourage you to take control of this initiative and share your ideas on how to transform our products, services, or even our business model.

Disruptor wanted! <https://cemex.sharepoint.com/sites/SmartInnovation/source/challenges.aspx>

Submit your ideas

CEMEX Launches Call For Building Awards 2020



The registration process for this year's CEMEX Building Awards is now open to all construction professionals who can register their work at: www.premioobrascemex.com

The awards honour the best construction projects in Mexico and the world, as well as the professional who make them possible. It has become a benchmark in the construction industry, recognising projects that stand out for their design, innovation and promotion of environmental preservation while offering better solutions for their users and communities.

CEO Webcast Recording Now Available



We hope you all had the chance to connect to the Open Dialogue with our CEO Fernando Gonzalez yesterday, where he clearly explained our five CEMEX priorities for 2020 and took many interesting questions from CEMEX global employees.

For anyone unable to join, the webcast is available to watch again on Shift at this link:

http://shift.cemex.com/wikis/home?lang=en-gb#!/wiki/W7028ae300bd1_409d_ae21_2965b21c0764/page/CEO%20Webcast

Please could you share the link in your internal comms channels this week to let everyone have the chance to watch and listen again to the important messages.



BEING THE BEST FOR COMMUNITIES

Amy's Fascinating Fossils....



The children at Orton Primary School in Cumbria really enjoyed the STEM workshop that Amy Cooper, Quarry Manager, set up for them last week.

Amy continues: "We looked at rock types, how they are formed and how to identify them. I also included a few examples of minerals and some fossils that were collected in Cumbria and Wales. Thank you to Philippa O Leary and Mike for lending me your special rocks to add to the collection."

It was great to be invited into school to talk to the kids. They asked so many good questions and listened so well."

Mick Ripley, Aggs Operations Manager, commented: "Well done Amy, the first STEM Ambassador training event carried out in the North West. Looks like the children were fascinated by your presentation on geology. Thanks for putting so much effort into putting together the material that you used it looks really good!"

BEING THE BEST FOR EMPLOYEES

A 15 Years Triple For Cement Logistics!



Many congratulations to South Ferriby Cement Logistics employees Martin Akester, Martin Newborn and Paul Campbell, who all recently completed 15 years service.

The pictures show Paul Campbell (right picture) and Martin Akester (left picture) receiving their award from Cement Area Logistics Manager, Ian Phoenix.



Well done to the trio for their achievements!

National Safe Internet Day | Cyber Security Video Now Available



Did you know that the 11th February was the UK's National Safe Internet Day?

To coincide with this CEMEX UK has launched an informative video on cyber security, incorporating a range of practical hints and tips about how to stay safe online.



The video has been recorded in partnership with The West Midlands Regional Organised Crime Unit, Cyber Prevent Specialist, James Squires. It shows a presentation on online security recently given to a wide range of employees at both the CEMEX UK head office and the Cement plant at Rugby.

View the video here: <https://cemex.sharepoint.com/sites/UKCyberSafetyDay>

Please take the time to watch the video. You will gather many useful points to help secure your online use both at work and home. Once you have watched the video, complete the short survey to test your knowledge.

Cyber enabled crime represents the No.1 security threat to CEMEX globally. We strongly advise all UK employees invest the time in watching the video and ensuring they are using their devices securely.

Internal Vacancies

IVC Ref	Position	Company	Location	Closing date
27-02-2020	Plant Operative	Materials UK North	Dove Holes – Dry Silo Mortar	20/02/2020
28-02-2020	Multi Skilled Operative	Materials UK Midlands	West Deeping Quarry	21/02/2020
29-02-2020	Sales Executive	Materials UK North	Preston Brook	19/02/2020
30-02-2020	Plant Manager	Materials UK South	Amesbury	18/02/2020
31-02-2020	Area Fitter	Materials UK Midlands	Midlands	26/02/2020

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.

