



Welcome to UK News 8<sup>th</sup> April 2020  
your weekly update from around CEMEX UK

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## BEING THE BEST FOR FAMILIES

### Decision To Furlough Certain Members Of Staff



Since the outbreak of the Coronavirus pandemic we have closely monitored the impact on our business in the UK. During the last two weeks in particular, customer demand for our materials has dropped in almost all areas of the business and very significantly in a number of markets. Unfortunately, we do not see this situation improving in the short term and with the ongoing uncertainty created by the Coronavirus pandemic it has now become necessary to temporarily close a large number of our operational sites.

The company has carefully considered its options and we intend to take advantage of a new Government backed Coronavirus Job Retention Scheme. In doing so, we hope to be best placed to quickly resume operations when demand picks up again, whilst keeping jobs secure in the meantime. The Scheme enables CEMEX to place employees on 'furlough', which is a temporary period of leave, to help us deal with the fact that there is no work or less work available at this time due to the current COVID-19 situation.

Under this scheme it is possible for employers to claim for a grant from HMRC to cover costs for each furloughed employee of 80% of salary to a maximum of £2,500 per month plus minimum pension contributions and employer National Insurance Contributions for each furloughed employee. However, CEMEX has decided to 'top-up' so that employees receive 100% basic pay, excluding overtime and other variable payments or allowances while they are on furlough leave, subject to periodic review.

All heads of UK business units have therefore reviewed the workload of those in their area, and identified which sites will need to temporarily close and those who have no or significantly less work as a result of the pandemic.

Discussions with those identified as potentially suitable for this temporary period of leave have begun and it is expected that some employees will start to be furloughed from Monday, and throughout next week.

We don't expect all employees to be furloughed and not all 'furloughed' leave will commence at the same time, as we expect it will take us longer to evaluate the need to do this in some business areas



and functions than others, and of course the situation keeps changing. All employees selected as potential candidates for furloughing will be communicated with directly by their Manager.

We would like to thank all employees for their commitment to the business. As our vital work continues, thank you to all who will carry on working at our sites and remotely for your dedication and support. We really appreciate everything you do to help our customers, and keep CEMEX UK, and our country, running.

We will continue to keep you updated on all developments in the business. Please do speak to your Line Manager if you have any concerns or questions.

### 14 Years LTI And TRI Free Congratulations To...



The Supply Chain Materials team at Dove Holes on reaching an amazing 14 years LTI & TRI Free a milestone in which you should be very proud.

Dave Hart commented: "This has been achievable through your continued safety leadership and the support of the Dove Holes based Materials and Related Businesses teams. This is a fantastic achievement considering the number of miles travelled by the fleet on a daily basis.

Please pass on my thanks to the whole team and continue this good work to build upon this performance to keep our employees and contractors safe and healthy so we can reach our target of Zero incidents and Zero harm."

### 4 Years LTI For The Sand Fulmar Crew



Well done to the crews of The Sand Fulmar for reaching an impressive 4 years LTI & TRI Free.

This is an excellent achievement that demonstrates health and safety leadership.

Thank you.

### New Cloud Server VPN Connection



A new cloud server VPN connection for Europe is now available which is called [vpnemea.cemex.com](https://vpnemea.cemex.com). This has capacity for 3,000 connections and can be expanded to allow up to 7,000 connections. This is the best choice for all UK Users, and we recommend using this connection.

Please connect as shown below:





## Physical Distancing At Rugby Plant



The team at Rugby Cement plant have implemented excellent new processes to ensure physical distancing during induction and at the security office.

Lee Needham explains: “We have set up a new site induction process for Delivery Drivers which can be conducted by the Weighbridge Operator behind the safety of a glass window. The small room is part of the inbound weighbridge and has an internal door so there is no contact between the Driver and the Weighbridge Operator, and the Weighbridge Operator can carry out the induction in between booking in deliveries.

All induction material is pinned up on either side of the wall so both parties can refer to it. The quiz, to confirm understanding, is completed and shown through the glass before posting in a box for later filing, so no human contact is required.

We have also installed a ‘Sneeze Board’ in the security cabin so there is a physical Perspex barrier between visitors and security guards to minimise the chance of transferring the virus.”

Well done for these great ideas to keep people safe!

**Reminder:** The UK Coronavirus SharePoint features all updates from the RRT, plus reference documents and guides to help you during these challenging times and best practice ideas from around the country. Visit: <https://cemex.sharepoint.com/sites/CoronavirusEU/SitePages/United-Kingdom.aspx>

## Safety Gear Donation



Great to see our Dry Silo Mortar team donating spare goggles, masks and gloves to NHS Romford to help their medical teams as they fight the Coronavirus pandemic - well done all!



## Employee Comms Forum



Last week members of the UK RRT (Lex Russell, Laurence Dagley, Carl Platt, Dave Hart, Phil Baynes-Clarke and Steph Horn) joined employee representatives to discuss the current position for CEMEX in the UK as a result of the Coronavirus pandemic.

Lex Russell commented: "This is an unprecedented situation that we find ourselves in and we understand our employees are concerned about the impact it is having on themselves and their families. We were therefore grateful to have the opportunity to talk through the situation with employee representatives and discuss the steps we believe we will need to take over the coming days and weeks.

We would like to thank all the representatives and our employees for their support and ongoing commitment to the business. We hope that the forum helped to reassure attendees that we are working hard to support the needs of society, the UK economy, our customers and most importantly looking after our people during the pandemic. We will ensure our employees are kept up to date with all developments as the situation progresses."

## Instant Temperature Taking....



Thanks to Phil Stockdale, Production Manager in South Ferriby, for sharing this piece of ingenious good practice implemented by the Cement Plant's Maintenance team.

They have taken their thermal imaging camera, normally used to fault find equipment, and relocated it to our main entrance as a makeshift body scanner. Now the temperature of employees, contractors and visitors can be checked in real time as they walk in.

## BEING THE BEST FOR CUSTOMERS

### A Uniquely Rail Tribute



Thank you to John Birks from Victa for helping to set up a very uniquely rail tribute to the NHS and care workers. They sounded the train's horns in unison at the time everyone was outside clapping. A surprisingly moving tribute!

Thank you to everyone who took part from CEMEX, Victa, GB Rail Freight and DB Cargo.

See the footage via our twitter page: [@CEMEX\\_UK](https://twitter.com/CEMEX_UK)



## Customer Appreciation



Thank you to Matt Doran, Sales Executive, for sharing some great customer feedback from last week.

We were supplying a job for Inside O'Brien, 418m3 concrete slab pour. Staff had to observe physical distancing guidelines and ensure the job was completed safely. Here's the feedback:

*On behalf of our project team at our Blythe Valley project, we just wanted to say thank you for your help and excellent service you provided yesterday.*

*All guidelines were observed and the planning and notice given by everybody really helped the pour to go well in these most testing of times.*

*Please pass on our gratitude to all concerned.*

## Thank You From Walter Tipper Ltd



The CEMEX Concrete Products team received a huge thank you from Bill Tipper (Managing Director) of Walter Tipper's yesterday.

They moved 11 branches to us at the start of this year, increasing from 3 last year, and all branches have reported great service, open communication and quick responses. During this current period of uncertainty they have all reported that CEMEX have continued this excellent level of service and all branches are thrilled they are stocking CEMEX products!

Well done Concrete Products team.

## Harnessing Digital Tech For Our Call Handling



To achieve our goal of Digital Transformation we need to deliver a superior customer experience by embracing digital technologies.

For this reason, we started several months ago a project to implement Contact Centre as a Service in the UK. The objectives of this initiative are to move away from our old and obsolete voice systems and to migrate to a Global Cloud platform enabling new technologies and superior call handling features.

Genesys PureCloud was identified as the global leader for Contact Centre solutions which brings many ways of engaging with customers plus direct integration with Dynamics CRM and it will enable us to enhance our customer service.

We are pleased to announce that we have now completed the implementation. During the last two months we have migrated 230 Users in the three main sites: Rugby, Preston Brook and Stockton plus a further 18 Users based in Czech who support our commercial administration.



Whilst the Genesys PureCloud solution is a sizeable change in the way our agents and teams work we did not experience any major incident or event which impacted the service provided to our customers during the transition.

Agents have quickly adopted the new system functionalities and we are learning more about customer behaviour through the live statistical reporting. Feedback from Supervisors and Agents has been very positive with thousands of calls being received and made each day. Customers are now managed by more intelligent call handling features and they are advised of their position in the queue if they are waiting. Various CEMEX branded messages are played as On Hold audio so maximising the sales opportunity.

The implementation has been a great success, driven by the support and engagement of all the business areas. We recognise the effort and dedication on this project.

Today, at this difficult time we are able to take advantage of this cloud-based technology to help ensure the continuity of our daily activities, allowing our agents to work from home whilst still communicating effectively with our customers and colleagues.

We hope to take full advantage of Genesys PureCloud and to expand its use and continue providing a superior customer experience.

## BEING THE BEST FOR COMMUNITIES

### Nature Carries On.....



Whilst the human population are in interesting times, the birds are unaffected!

The RSPB reminded everyone last week that the Sand Martins are due to our quarries any day now! Back from their warm winters, ready to breed in our specially selected sand banks.

### Dove Holes' Blooming Biodiversity



When it comes to biodiversity and ecology the team at Dove Holes quarry are most known for their work protecting the future of the Twite bird population (more will be happening on that front this summer!) However, they have been working to retain and improve the outcome for all wildlife at the quarry.

Many quarry sites within CEMEX have Biodiversity Action Plans (BAPs for short.) These plans take a holistic look at wildlife within the quarry and incorporate habitat and wildlife aspirations for the site, feeding into the active restoration of the quarry. Each site is reviewed annually against the actions



proposed in these plans, to gauge progress. These results are reported on and feed into CEMEX Europe.

The team at Dove Holes is doing really well against their actions; monitoring and supplementary feeding Twites, enhancing grassland by improving management. They currently manage the grassland with cattle to help the wildflowers flourish.

Limestone and Chalk Grasslands have more flowers than any other type of grassland but have declined by 94% in recent years. These grasslands in turn support specialist butterflies like Marbled Whites and numerous other invertebrates. Other actions include bird and bat boxes in the woodland fringes, with Barn Owl boxes next on the list.

However, the most spectacular result last summer was the success of the annual flower mix that was sown on limestone rubble at the back of the car park! Yep that's right, sown on rubble. Wildflowers like low nutrients and can grow in the most seemingly inhospitable places. This vivid show of colour is not just great for feeding our eyes and soul, but is a fantastic nectar source for bees, butterflies, hoverflies - invertebrates; plus, it shows that a quarry team cares about its environment.

Team Dove Holes have raised the bar and thrown down the gauntlet to other CEMEX chalk and limestone quarries that have the base rock ingredients to create fantastic habitats that are rare and declining. Their positive impact is helping CEMEX buck that trend.

### CEMEX-TEC Awards – Global Call For All Applications!



The CEMEX-TEC Award is an annual global award recognition for the development of high impact proposals and projects in the field of sustainable development that foster economic growth, technology transfer, social involvement of communities and the preservation of natural resources.

In this edition we will have four categories: **Transforming Communities, Social Entrepreneurship, Collaborative Action and Community Entrepreneurship.**

For those that are interested there will be webinars to explain the registration process as well as tips and further information.

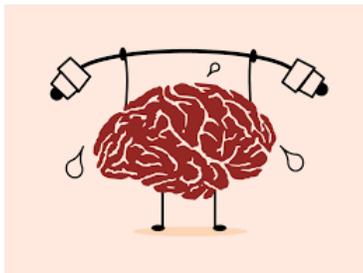
- 15<sup>th</sup> April at 15:00GMT(English) - Register here: <https://forms.gle/WPeLxJBKW9fyxkdQA> (In this case, the Webinar is hosted by the Impact HUB. Once you register you will be sent the zoom link).
- 21<sup>st</sup> April at 16:00GMT (English) - <https://itesm.zoom.us/j/461025302>
- 19<sup>th</sup> May at 16:00GMT(English) - <https://itesm.zoom.us/j/656638898>

For more information please visit [https://www.cdcs.com.mx/en/cemextec\\_award](https://www.cdcs.com.mx/en/cemextec_award).



## BEING THE BEST FOR EMPLOYEES

### Look After Your Mental Health



During these challenging times, it is important to ensure that we are looking after our mental health. That might be having virtual online drinks with your friends or reaching out to talk about how you feel.

Please find recommendations that may help during these times:

- CEMEX helpline – 0808 168 2143 – <https://carefirst-lifestyle.co.uk/>
- NHS recommended mental health support lines – <https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/> and/or <https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/>. (\*More recommendations for support lines below).
- World Health Organisation advice on mental health and wellbeing during COVID-19 Outbreak [https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf?sfvrsn=6d3578af\\_8](https://www.who.int/docs/default-source/coronaviruse/mental-health-considerations.pdf?sfvrsn=6d3578af_8)
- <https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak>

Organisation	Target Audience	Type of Service	Hours of Operation	Contact	Website
Shout	General	Text	24/7	Text SHOUT to 85258	<a href="#">Text of link</a>
Refuge	Domestic Abuse	Phone	24/7	0808 2000 247	<a href="#">Text of link</a>
Samaritans	General	Phone/email/letter	24/7	116123	<a href="#">Text of link</a>

### Staying At Home – Advice And Recommendations



Our CSR colleagues have compiled a useful guide packed full of advice and suggestions to help you cope while being at home for so much longer than usual. It includes details about free educational sessions for children, online exercise resources and contact details for organisations that can help with any mental health concerns.

See the presentation [here](#)



## CEMEX Europe Provides Employees With Coronavirus Disinfectant



CEMEX Europe has started to produce hand disinfectants according to WHO specifications: Our company wants to make a contribution in the current crisis and meet its responsibility towards our Colleagues in Europe and Globally. Disinfectants will also be donated to local communities, and support hospitals in procuring raw materials.

Personal hygiene is one of the major weapons in the current COVID-19 pandemic, but commercial hand disinfectants are becoming increasingly scarce. “We decided to investigate whether we have the resources and know-how to produce disinfectants in-house, and fortunately we do,” says

Dietmar Vötsch, Director Mortars & Admixtures.

Marcelo Catala, **CEMEX Europe** VP of Urbanisation Solutions at **CEMEX**, emphasises: “We have extraordinary talent, creativity and expertise in our Teams; scale to leverage... and above all the determination to put our teamwork and solutions at the service of our Colleagues and the Communities in which we operate.”

The production of the new “ISOCLEAN” disinfectants is a joint effort of the Admixtures, Materials and Procurement divisions. This week, the CEMEX Admixtures plant in Salzkotten, Germany will produce sufficient quantities to cover the needs of all the approx. 10,000 CEMEX employees in Europe for the first month. The product will be delivered to all European countries with CEMEX plants. The potent disinfectant mixture is supplied in 5-litre containers together with a user manual and safety instructions. In the next two weeks Admixtures will produce a stock for six months.

Our company will also begin donating disinfectants to local communities and plans to make the disinfectants available to customers on a cost base only. In addition, some colleagues are helping pharmacies and hospitals to secure raw materials.

The Admixtures plant usually produces construction chemicals such as air-entraining agents, water reducers, concrete retarders, accelerators and superplasticisers. The facility and its staff are therefore well positioned to ensure safety and quality.

The formulations are recommended by the World Health Organisation for relatively simple, local production. ISOCLEAN WHO 1 is an alcoholic solution containing 70 to 80% ethanol. The second formulation, ISOCLEAN WHO 2, is based on 70 to 80% isopropyl alcohol. Hand disinfectants in the form of gel or liquid are particularly effective and work quickly.

CEMEX Europe’s cross-divisional team is working in close coordination with colleagues at our company’s headquarters in Mexico, in the wider EMEAA region, in the United States, and in the SCAC region. “We share our findings so that they can be leveraged by our international colleagues as quickly as possible,” explains Marcelo Catala. “We hope that our efforts will help keep our employees and our external stakeholders safe.”

CEMEX R&D, Innovation and Business Development projects are part of the global R&D collaboration network, headed by CEMEX Research Centres, based in Switzerland.



## Don't Get Caught Out By A COVID Scam



According to the UK National Cyber Security Centre, cyber criminals are preying on fears of the Coronavirus and sending 'phishing' emails that try and trick users into clicking on a bad link. Once clicked, the user is sent to an untrustworthy website which could download malware onto your computer or steal passwords. The scams may claim to have a 'cure' for the virus, offer a financial reward, or be encouraging you to donate.

Like many phishing scams, these emails are preying on real-world concerns to try and trick people into doing the wrong thing.

For genuine information about the virus, please use trusted resources such as the Gov.UK, Public Health England or NHS websites.

Recent BBC research identifies the following email title examples, each aimed at evoking an emotive response in the reader, leading them to 'click' on falsified and fraudulent links:

- "Click here for a cure"
- "Covid-19 tax refund"
- "Little measure that saves"
- "The virus is now airborne"
- "Donate here to help the fight"

Our organisational response to the coronavirus pandemic is presenting a variety of challenges for us all. Please do not fall for the unscrupulous efforts of those that seek to take advantage of the issue.

Detailed advice on how to stay safe online is available via the following SharePoint, including an informative video filmed in partnership between CEMEX and the UK Police Cyber Prevent Team.

Visit: <https://cemex.sharepoint.com/sites/UKCyberSafetyDay>

## Free University Courses For You



Want to find out more about a subject for free? There are a whole host of free online courses that CEMEX employees can have access and opportunity to do in their free time.

Please find the following platform link with many free courses from top universities around the world available right now –

<https://www.classcentral.com/subjects>

Also don't forget CEMEX UNIVERSITY for all employees with additional and institutional courses – <https://www.cemexuniversity.com/>



## Easter Can Still Be Fun At Home!



With the Easter Weekend coming up you might want to make it a little more fun for everyone being at home.

If you do anything with your families and would like to share some photos please send them to us for the next edition of UK News for an Easter special!! Send them to:

[gbcommunicationsandpublicaffairs@cemex.com](mailto:gbcommunicationsandpublicaffairs@cemex.com)

There are some great websites out there with ideas, here is one of them: <https://www.familyeducation.com/fun/easter-activities-crafts/top-10-easter-activities-families>

You could try:

- An egg and spoon race
- The classic Easter egg hunt
- Easter crafts – make some bunny ears, a bunny mask, egg carton ducklings, egg holders...
- Print off and colour easter cards...
- Easter cooking – the classic chocolate nest cakes – always a winner!



**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.

