



Welcome to UK News 3rd December 2020
your weekly update from around CEMEX UK

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BEING THE BEST FOR FAMILIES

COVID – Use the NHS App Correctly....



The NHS's COVID-19 app is an important part of England and Wales's ability to track Coronavirus cases and prevent the spread of the virus. The app has a number of tools to protect you, including contact tracing, local area alerts and venue check-in. **It is very beneficial, and we would recommend all employees download and use the app, if they are not already doing so.**

It is, however, important that all employees follow the Government guidelines when using the app. For example:

- The app does not mean that social distancing should no longer be followed, and it should be used alongside the other preventative measures put in place, both at work and in our private lives.
- Additionally, employees should remember that the app should only be kept active when our phones are with us to avoid incorrect details being registered with the contact tracing system – use the pause function when you are separated from your phone.
- The app is designed to be used by one person per phone only. You should not share a phone with someone else if you are using the app.

The NHS website has a dedicated section covering common questions when using the app.

If you would like any further details about the app, please visit:

<https://faq.covid19.nhs.uk/category/?id=CAT-01032&parentid=CAT-01023>

It is vital that all employees who use the app do so sensibly. **Please consider the impact improper use may have, both on the business and your colleagues and their families.** If the app is not used correctly, it could mean that people need to self-isolate unnecessarily, which may impact their mental health and wellbeing – particularly at this time of year.

Conversely, incorrect use could also mean that someone is not alerted if they are in close contact with a person who has tested positive for the virus, which presents a risk of greater spread. Furthermore,



this could impact the business – risking an outbreak or preventing people from working when they are able to, as well as increasing the workload and pressure on our teams.

If you are using the NHS COVID-19 app and are notified that you have been in close contact with someone who has tested positive from Coronavirus, please ensure you inform your Line Manager in the first instance. They will then need to speak to their Health & Safety Specialist, who will investigate what further action is required.

Winter Safety



It's getting cold, icy and dark – perfect conditions for a slip, trip or fall.

Please take extra care when you are moving around sites or your daily lives, so you don't injure yourselves and use the poster around site to remind others to take care. It can be found at the end of this document and in the download section of UK News website:

<http://cemexuknews.co.uk/downloads>

In It Together – Help is there if you want it



2020 has been a tough year. No one could have predicted the effect of COVID and how it would change our lives. It has been full of uncertainty but, as a group of people working together, everyone in CEMEX UK has genuinely tried to care for and support each other. That is a sign of a great team.

We want everyone to know that there is also an Employee Assist Programme in place to provide support and counselling to anyone who needs it.

The CEMEX employee assist line is there to help. It provides free confidential support and counselling: either call 0808 168 2143 or go to www.lifestyle-support.co.uk username: cemex password: cemex

There is a poster for you to use in your office or site to remind people that there is help available if they are feeling the strain or want some advice - either for yourself or someone else you know. It can be found at the end of this document and in the download section of the UK News website: <http://cemexuknews.co.uk/downloads>



BEING THE BEST FOR CUSTOMERS

CEMEX UK Asphalt Launches Industry Leading Digital App



Led by Project Manager, Brin Sandhu, CEMEX UK Asphalt, are proud to launch their new and improved **iCollect** app which brings to market the very first digital Rewards Scheme alongside a suite of other enticing functionality. The app forms part of our wider digital transformation and customer focus aligned with CEMEX GO.

Core features include:

- In-app rewards scheme that will provide customers with an e-gift card upon reaching the target
- Promotional reward offers to help customers achieve their target quicker
- Alert notifications to keep customers informed of planned maintenance, downtime, latest news as well as allowing direct marketing of our value offerings
- Plant locator with satnav directions to bring customers directly onto site
- Material calculator with the ability to measure requirements using your smartphone camera!
- Quote and call back request makes interaction with our commercial team easier

The digital Rewards Scheme is a real game changer for UK Asphalt and will differentiate their offering from the direct competition. Most importantly it will provide a key hook for the application as well helping to delivery real brand loyalty.

Rewards Scheme summary:

- ✓ Rewards are provided on consumption/collection at any UK asphalt site
- ✓ Extra rewards are provided for repeat business (more collections on the same working day)
- ✓ Additional rewards incentives are provided for collections in non-peak periods (weekends, valley periods)
- ✓ Recommend a friend points to help create brand ambassadors
- ✓ Promotional offers will support the sales of value-added products and services
- ✓ Affiliation with over 30 popular high street/ecommerce retailers to allow the customer to redeem the e-gift card of their choice

Downloading this app couldn't be any easier! Please visit the app store and search for CEMEX iCollect or scan the QR code below with your smart phone camera.

Carl Platt, European Director Building Products, Asphalt and Paving, commented: "We are always looking for ways to improve our customers' experience when purchasing from CEMEX. Our new and improved iCollect app perfectly combines attractive incentives that recognise and reward loyalty with increased transparency and product expertise.

Not only will customers be able to quickly and easily choose and locate the product they need but they will be able to earn points while doing so – points which they can use for a well-deserved treat! We are excited to bring to the industry the very first digital collect rewards scheme, which we hope demonstrates the value we place on our asphalt collect customers."



Brin Sandhu, Commercial Development Manager & Project Manager for iCollect, commented: "It is clear from our quarterly NPS surveys that digital innovation and pick up (collect) experience are key drivers to ensure successful partnerships with our asphalt customers."

Our collect customer base, which mainly consists of the SEC (small end customer) segment, is made up of hundreds of small enterprises that can be difficult to regularly make direct contact with. iCollect now enables us to communicate to a mass captive audience through push notifications, allowing us to share innovations, case studies and general updates. Our Rewards Scheme will create real value for our customers in terms of recognition for their loyalty as well as allowing us to manage behaviours through strategic offers and promotions relating to VAP and other value-added services."

Thanks to the launch of the new and improved iCollect app, CEMEX UK Asphalt continues to lead innovation within the industry. This platform will enhance the benefits and tools our business offers and strives to make every interaction seamless, and in doing so provide a superior customer experience.

Watch the video here: <https://www.youtube.com/watch?v=UuMAu8HCRas>

Another Great Marine Solution!



Last Friday the UK Marine team had a call from our colleagues and partners at CEMEX Granulats in France to ask if we could help with a problem that they had at Les Graves de l'Estuaire (LGE). LGE is a joint venture Aggregate processing plant operated by CEMEX in the Port of Le Havre.

Their floating raw material feed system had failed and would be out of action for 15 days, and with only three days of finished goods available they

would not be able to supply customers from the following Wednesday.

The CEMEX Marine chartered dredger, MV Reimerswaal, has a 48-metre long delivery conveyor situated on the ships bow, so they programmed the ship to deliver a cargo the following Wednesday. Thankfully the ship was able to get close enough to the land adjacent to the existing system to discharge a cargo of 10,000 tonnes of raw material to keep the processing plant operating whilst their existing system was repaired.



Great teamwork and thinking like one CEMEX shows that we can solve issues even across country borders to ensure our customers get the service they deserve.



Happy Customer at Southampton



Our Southampton plant recently supplied the final Concrete pour for Stephenson, completing the RC frame at their city centre student accommodation project. This has been a total of 3,000m³ over the past six months, with some pours exceeding 250m³.

Stephenson's Contracts Manager had the following to say – *"Just wanted to drop you an email to commend your team dealing with our project on Portswood Road in Southampton."*

Our Project Manager has informed me that both Alex, as Rep looking after us, and Will, at the Shipping Office, have made his job a lot easier with their understanding of what we require and when. It's good to hear from site that we are getting this kind of service from our supply chain. We have a busy order book for next year and will be relying on getting similar service where and when we require it."

Great work from the South Coast team!

BEING THE BEST FOR SHAREHOLDERS

Save the Date: Global End of Year Town Hall



Next Wednesday 9th December a global town hall style meeting will take place with our Executive Committee (EXCO) to share an end-of-year message with all CEMEX employees. This is the first time they have tried such an event and it would be great to get as many employees as possible to attend.

It will be at 2.30pm so please put it in your diaries!

BEING THE BEST FOR COMMUNITIES

PAN Arts for Social Change



CEMEX supports the charity PAN which is a charity set up to help young people who have come to the UK as asylum seekers, refugees or migrants, are survivors of human trafficking or young people vulnerable to peer pressure and in danger of entering criminality. During COVID the charity has been able to maintain its key priorities of helping vulnerable and fragile people, keeping them engaged and alleviating anxieties, keeping them creative and joyful and helping develop their self-confidence and ability to enter employment or further education.



Often the participants have to overcome significant mental health hurdles because of their previous experiences. For this reason, the charity have been allowed to carry on meeting with clients during the second lockdown in small groups. They use theatre, the arts and music to help their young clients.

The Director of PAN wrote us a touching email explaining why ours is such a vital support and to tell the story of one member of the group, who had been coming to the sessions for quite a long time and had been pretty much silent. The other week he surprised them all by volunteering to show them an exercise to help with their mental health. He confidently and clearly explained how in English and began to find his voice.

It is through small but vital moments like these that people begin to flourish again and be able to contribute to the new society they are members of. Only made possible because of the support from sponsors such as us. Find out more about PAN at: www.pan-arts.net

Have a read of the uplifting Guardian article featuring the Amies Freedom Choir made up of female survivors of human trafficking:
www.theguardian.com/global-development/2019/dec/17/were-bonded-like-sisters-the-choir-giving-trafficked-women-a-voice-amies-freedom-choir

BEING THE BEST FOR EMPLOYEES

We Are All Ears....



Tell us what you think of the communications you receive from CEMEX UK. The Internal Communications team (Sarah Murphy, Vicky Leonard and Tracey Neal) are keen to hear from you so they can improve what they say, and how they say it!

It will only take a few minutes and you might win a £20 amazon voucher for your time!!

Please follow the survey monkey link and fill in the simple survey:

<https://www.surveymonkey.co.uk/r/UKcommssurvey2020>

If you want to be entered into the prize draw you simply have to leave your email address at the end. All responses will be treated in confidence. For terms and conditions of the prize draw please see the download section in the UK News website: <http://cemexuknews.co.uk/downloads>

Road Safety Week Competition – Winners Announced



Thank you to all who entered our Road Safety Week competition. We have taken the correct answers and randomly selected three winners, as follows:

1. Alex Hopcroft - £50 Amazon voucher
2. David Tomlinson - £25 Amazon voucher
3. Tony Whalley - £15 Amazon voucher



Dave Hart commented: "Congratulations to our three lucky winners! We hope you enjoy your prize and treat yourself to something in time for Christmas. We'd like to thank all those who entered the competition, and those who participated in our Road Safety Week campaign at their sites and with their teams. While Road Safety Week is over, we must never stop paying attention to the way we drive and ensuring our speed is in line with area limits and road conditions."

Stay Cyber Safe this Christmas



Most of us are using more and more online services this year as the shops are shut, so it's really important to make sure that you are cyber safe. The Global Security team have recorded a webinar explaining ways that you can keep your work and your personal devices safe. The video is quite long but worth a watch. Talk to your families and friends (especially older ones who might not be tech savvy) about it so that they avoid being scammed this Christmas.

They recommend tips such as:

- Download apps only from official sites
- Make sure your device is locked automatically
- Update your software such as operating systems and browsers
- Back up your information periodically
- Keep your software's antivirus up to date
- Use recognised services such as OneDrive and avoid using unknown software's

On CEMEX devices tips such as:

- Connect to the VPN once a week
- Create a strong password of at least 8 characters
- Avoid downloading any non-corporate software's
- When leaving home avoid using any Wi-Fi that requires downloading a software to gain access

They explain email Phishing and how cyber criminals target their victims. The top five brands criminals pretend to be from are: Microsoft, UPS, Amazon, Apple, Zoom.

How to avoid fraud in your online shopping:

- Check to see if the website is safe, and the address starts with https:// (the 's' stands for secure) look at the site's reputation and seller's ratings
- Don't save your card information in the browsers of your computer or mobile
- Don't access websites of online stores via email links. Always type the address yourself

Here is the video link for you to watch. It is a safe link!!!!

<https://web.microsoftstream.com/video/59d7dff9-0649-41ba-b267-1c236a267c6c>

For more information on cyber security go to the CEMEX University "cybersecurity". If you think you have been subject to an attack on a work device contact: security.culture@cemex.com



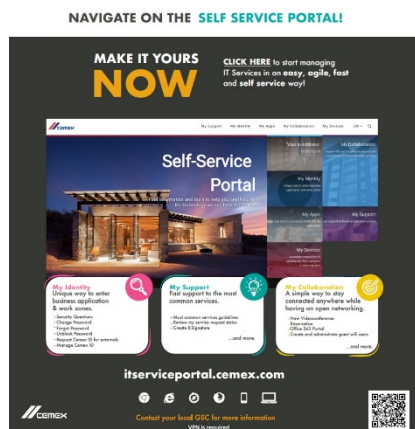
In the Mix



More news from CEMEX UK!! Just in case you haven't had enough, we have created a new podcast for you to stay abreast of all the news and views from CEMEX UK. Grab a coffee, put your ears on and listen in.....

Go to: <https://web.microsoftstream.com/video/d12bd513-9700-4ad8-9c67-d845e962f7d1>

All your IT Services in One Place....



Managing your tech whilst remote working can be a challenge!

The IT Service team have created a one stop shop portal for us all to use to manage common CEMEX IT issues, so we don't have to call the GSC if we don't want to.

It provides a simple way to deal with things such as changing or unblocking passwords or requesting external ID's; you can review any IT service requests; and stay connected anywhere in a secure way.

Go to: itserviceportal.cemex.com for info. You need to be using your VPN to access it. Having problems? Then you can still contact your local GCS for more information.

Internal Vacancies

IVC Ref	Position	Company	Location	Closing date
158-11-2020	Readymix Internal Sales Executive	Materials UK North	Preston Brook Office	09/12/2020
159-11-2020	Plant Manager	Asphalt	Preston Asphalt Plant	14/12/2020

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.

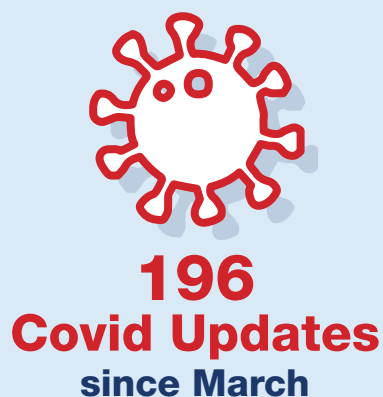
We would love to hear from you for the next edition

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.



How We Are Supporting Everyone's Health, Safety & Wellbeing at CEMEX UK



Where can I go if I need help?

- CEMEX takes the health and wellbeing of all its employees very seriously.
- If you have any concerns and feel comfortable to do so, speak to your manager, or a colleague.
- Our HR team is also always available to provide support.
- If you would prefer to speak to someone outside the organisation, the **Employee Assistance Programme** provides free, confidential support and counselling for all employees:
 - Covers a wide range of issues, as seen above
 - Visit www.lifestyle-support.co.uk,
username: **cemex** / password: **cemex**
or call **0808 168 2143**

Take Care This Winter



Slips, trips and falls are our main cause of accidents in winter

Please be careful when moving around our sites and be aware of ice and slippery conditions

#staysafe



Terms and Conditions apply

This Prize Draw (the “Prize Draw”) is run by CEMEX UK Operations Limited of CEMEX House, Evreux Way, Rugby, Warwickshire, CV21 2DT

The Prize Draw will run from 00:01 on Tuesday 1st December 2020 until 23:59 on Thursday 31st December 2020.

One winner will be drawn at random from those who supply their email address when completing the UK Communications 2020 survey, hosted on Survey Monkey.

All applicants must be employees of CEMEX. Employees may only complete the survey, and thus enter the Prize Draw once.

The winner shall be contacted via email to arrange delivery of prizes. Prizes will be sent to the winner within 2 weeks of receiving details of the winner’s delivery address. Delivery addresses shall be used for the sole purpose of delivery of prizes and shall not be used by CEMEX for any other purpose.

The winner shall receive a £20 amazon gift card as described. No cash alternative is available.

CEMEX reserves the right to disqualify any entry.