



Welcome to UK News 21st Jan 2021
your weekly update from around CEMEX UK

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BEING THE BEST FOR FAMILIES

Get a grip – go home in one piece

SERIOUS INJURIES IN WINTER WEATHER



3 colleagues across EMEAA have suffered serious injuries when they slipped in ice / snow on walkways:

- One broke both wrists
- One ruptured ligaments in his knee
- The other required stitches to his ear

Look After Yourself and Each Other Prevent Further Pain and Suffering:

Is your site prepared for winter?

- Do you have stocks of grit-salt, de-icer and PPE?
- Is lighting adequate?
- Are arrangements in place for frost protection and clearing / gritting areas?



Are you prepared for winter?

- Make sure you wear warm / reflective clothing (hi-vis on sites) and appropriate footwear
- Use dedicated walkways
- Always Get a Grip on steps and stairways
- TAKE 5 before starting a new task and ensure all necessary precautions are in place



We are experiencing some nasty winter weather in many parts of the country right now. Please take extra care to avoid slips, trips and falls. We have had three serious lost time injuries in the EMEAA region because of slips in the winter conditions.

To help raise awareness please use the flyer in the download section of the UK News website or at the end of this pdf, to remind people what to do and have discussions with your team. No one wants to go home injured.

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Are you ready for winter?

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'Stop the Fog' – Exceed Team weekly hack #2



Frustrated with your safety glasses steaming up when you wear a facemask? Aline Leteurtre from our aggs division in France has a great hack. Use a nose clip over the mask to stop the breath steaming up your glasses. Simple....just go to www.etsy.com or ebay to buy them.



COVID Vaccine Fraudsters

GOV.UK/coronavirus

Government Counter Fraud Function

NHS Counter Fraud Authority


BE ALERT TO VACCINE FRAUD

Criminals are using the COVID-19 vaccine as a way to target the public by tricking them to hand over cash or financial details. They are sending convincing-looking text messages letting people know they are eligible for the vaccine or phoning people directly pretending to be from the NHS, or local pharmacy.

PEOPLE ARE WARNED TO BE ALERT TO THESE SCAMS

The **NHS** will:

- ⊗ NEVER ask for payment - the vaccine is free
- ⊗ NEVER ask for your bank details
- ⊗ NEVER arrive unannounced at your home to administer the vaccine
- ⊗ NEVER ask you to prove your identity by sending copies of personal documents such as your passport



NHS: We have identified that you are eligible to apply for your vaccine. For more information and to apply, follow here: uk-application-form.com

FURTHER GUIDANCE AND SUPPORT

National Cyber Security Centre
If you receive a call you believe to be fraudulent, hang up. If you are suspicious about an email you have received, forward it to report@phishing.gov.uk. Suspicious text messages should be forwarded to the number **7726** which is free of charge.

Action Fraud
National Fraud & Cyber Crime Reporting Centre
actionfraud.police.uk
If you believe you have been the victim of fraud or identity theft, you should report this directly to Action Fraud either online; actionfraud.police.uk or via phone **0300 123 2040**.

CrimeStoppers.
If you have any information relating to vaccine fraud you can stay 100% anonymous by contacting CrimeStoppers COVID Fraud Hotline online; covidfraudhotline.org or phone **0800 587 5030**.

Please be aware that the online/phone fraudsters are using the COVID vaccine as a vehicle to try and scam people out of money or personal information.

Make sure you talk to any vulnerable people who you think might be susceptible to fraudsters about this.

The NHS will never:

- Ask for payment – the vaccine is free
- Ask for your bank details
- Never arrive unannounced at your home to administer the vaccine
- Never ask you to prove your identity by sending them copies of your personal documents such as you passport

Fraudsters are sending very convincing looking emails or text messages to try and get people to send in money or personal information. If you are suspicious of an email forward it to: report@phishing.gov.uk and forward any text messages to **7726** which is free.

There is also a crimestoppers COVID fraud hot line, which is anonymous, for reporting any information

relating to vaccine fraud: covidfraudhotline.org or phone **0800 587 5030**.



BEING THE BEST FOR CUSTOMERS

An International Juggling Act



Whilst operations in the UK had to deal with juggling extra logistics and changing UK rules during the first lockdown; imagine having to deal with teams and customers who were from several different countries all operating under different lock down rules and having to continue operating 24/7 in the waters around the UK.

The Marine team had to do just that, whilst many worked remotely as well, and have given a great account of their challenges in the latest 'Masked Heroes' update. Even sourcing enough food for the crews whilst they were on board became an unlikely challenge during the early food shortages. With a three-week crew rotation, many crew members were 'stuck' in their home countries unable to get to the ships at times. In addition, their international customers all needed the teams to abide by different rules during delivery in the various ports which needed very close communication between everyone.

On top of that, the team were trying to get the CEMEX Go Innovation built in Romania with international parts due to arrive and team members from the likes of Italy and the Netherlands needed to finish off the new dredger. Inevitably there were delays, as Romania totally shut its borders at one point. The UK team only just managed to travel back from Romania before the second lockdown came into force. Thankfully, it is now back on track and due for delivery to the UK in the Spring of this year.

Like many of us the entire team has been challenged in ways they never even dreamt of, but through collective resourcefulness and dogged determination they managed to find solutions and continue serving customers throughout.

The full account can be found in the download section of the UK News website [here](#)

The photo was taken of this group who were in a COVID isolation 'bubble' whilst working on board the new dredger, hence they are standing next to each other.

You are invited to the Superior Customer Experience Awards Ceremony



Customer Experience Team would like to invite you to **Superior Customer Experience Awards Ceremony** on Jan 25, 10-11.30 AM GMT+1

The finalists of 3 categories will be announced and awarded by **Sergio Menendez, CEMEX EMEA President**, and the authors of the best initiatives will present their projects and insights.



The achievements of Business Units in providing Superior Customer Experience will be presented by CEMEX EMEAA Business Leaders:

- **Juan Carlos Herrera**, VP Cement Commercial Europe
- **Rüdiger Kuhn**, President Cemex Germany & Central Europe
- **Michel Andre**, VP Materials West Europe Region
- **Marcelo Catala**, Urban Solutions VP EMEAA

We would like to invite you to celebrate our Customer Experience improvements together. Please be informed that the event will be held in English.

The winners in each category will be announced during the ceremony:

- **NPS CATEGORY**
- **CEMEX GO ORDERS ADOPTION**
- **BEST INITIATIVE IMPLEMENTED**

JOIN US TO CELEBRATE 2020 IMPROVEMENTS IN CUSTOMER EXPERIENCE TOGETHER:

<https://cemex.zoom.us/j/81141795448>

Jan 25 10.00-11.30 AM GMT+1



BEING THE BEST FOR SHAREHOLDERS

New Tanks for Lincoln Asphalt



Lincoln Asphalt plant has had three new bitumen tanks installed. Sourced from the LCC it is great to see this investment in the plant. They provide a stable and safe solution as well as giving us greater flexibility to serve our customers.

A further two tanks are due to arrive at Selby plant by the end of February too.



Reminder about Importing and Exporting Goods post-Brexit



Please remember that any part of the business that is exporting/importing goods between Great Britain and the EU now needs to quote EORI number GB222828472000.

The EORI number (Economic Operators' Registration and Identification number) is an operator identification number that is valid throughout the European Union. It serves to identify economic operators and is intended to facilitate automated customs clearance. You will likely find that

customers and suppliers are asking for this before goods are transported; therefore please keep this number to hand.

A further EORI number will be required for goods moving from Northern Ireland to Great Britain only; this will have the prefix XI. We are awaiting written confirmation of this from HMRC and will communicate as soon as this is available.



BEING THE BEST FOR COMMUNITIES

Great CO2 Savings



Last year, despite all the COVID disruption, CEMEX UK managed to save more CO2 by using rail transport than the previous year.

In total our rail journeys saved 150,000 road movements and consequently 17.5kt of CO2 from being released into the air.

The trains carried over 2.7 million tonnes of material in 1627 journeys. Additional tonnage was also moved by sea and barge last year saving yet more CO2. All of these alternative transports

save lorry movements on the roads and CO2 release into the atmosphere; being kinder to the planet and contributing to CEMEX's overall sustainability targets.

Well done to Nick Watson, Nicola Drabble, Tracey Millen and all the Materials and Urban Solutions for their collaboration and continued support.

Meet the Bison...



Meet the 31 American bison housed at El Carmen, CEMEX's nature reserve! To date, we have 23 cows and 8 bulls, 12 of them yearlings.

This is the second herd of American bison to be introduced into the El Carmen reserve in Mexico. This was possible thanks to a joint effort between AES Mexico, the Mexican Fund for the Conservation of Nature (FMCN), and CEMEX.

The RSPB -Big Garden Birdwatch is nearly here



As part of the CEMEX & RSPB partnership, we are encouraging sites and staff to take part; there has never been a better time to join in. We are calling on staff across CEMEX UK to spend an hour watching birds on either Friday 29th, Saturday 30th or Sunday 31st January — **No experience**

required. Bird ID sheet provided. Take a look and get yourself signed up today via the [RSPB website](#).

Our advice for 2021 is, where possible, please take part from the safety of your own home — this could include a birdwatch from your window if you overlook a green space/courtyard. For those planning to take part in a park or public space, please stay local and ensure you follow all current government Covid-19 guidance.



Over the past year there has been a surge in interest in nature, and more than ever before, we've seen how important the natural world is to our mental health and wellbeing. The first lockdown coincided with the start of spring and many people came to rely on wildlife to bring joy and comfort during uncertain times.

Last year, almost half-a-million people spent one hour enjoying the sights and sounds of wildlife on their doorsteps and united to watch and count the nation's garden birds over one January weekend.

You can watch the birds from your garden or from your workplace, Ready mix, Asphalt, Quarry...wherever you are, take your lunch break and see which birds are having their lunch too. It's a great way to introduce the children and grandchildren to nature. This might be the source of your first real nature encounter and **if you send in a nature story and its used by CEMEX you'll win a prize too.**

As we find ourselves once more facing restrictions on how we can live our lives, we can again turn to nature to lift our spirits. RSPB are hoping that this year's [Big Garden Birdwatch](#) (BGBW) can not only allow people to enjoy a tranquil hour safely, bringing nature into our hearts, but also be part of a welcoming, fun and engaging community.

Sign up for BGBW

There's no time like the present! Take a look and get yourself signed up today via the [RSPB website](#). The whole BGBW experience can now be completed [online](#) with print at home resources available, and for those who want to take part by post, we will continue to offer the ever-popular postal guide — which this year includes our bird identifier, counting chart and poster.



BEING THE BEST FOR EMPLOYEES

Look for LEAP – the new commercial training programme



CEMEX University in partnership with the Customer Centricity Global Network have created LEAP, a new learning program targeted to Commercial leaders, commercial managers & sales execs.

LEAP will be rolled out globally during 2021 as the evolution of the CEMEX Commercial Academy.

- LEAP is designed to enhance interactions with customers and align our BUs in a standard commercial approach, based on the One CEMEX Commercial Model. Key learning objectives include empowering Commercial teams to drive growth & modeling the Global Salesforce Identity, Values & Culture.
- LEAP is structured around 13 Key Interactions along our Customer Journey, combines online learning modules with other assets (webcasts, podcast, videos...) that will be delivered by local Commercial leaders.
- LEAP will be delivered in 4 Phases throughout 2021, making sets of 60-min online modules available every quarter to target audiences for a total of 19 hours in the full year. No cost/fee associated with this new program for our Region.
- Carlos Delgado Conde, Alberto Salviejo and Everardo Sánchez as EMEAA CCGN representatives will be coordinating this effort and are currently in the process of defining EMEAA target audiences. 2,000 Commercial leaders, commercial managers & sales execs.

For our EMEAA region, the proposal is launching LEAP during February '21 to English & Spanish target audiences. With the aim to launch the program to the rest EMEAA local languages during April '21.

Want to thank a colleague?



Who do you think deserves a 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 Monthly winners receive a £100 gift voucher and all winners and nominees receive a coveted 'Thanks for your effort' mug to show off in the messroom or kitchen...

UK Vacancies

Please find here the latest UK vacancies:



09-01-2021	Plant Manager	Materials UK South	London Area / Stepney	29/01/2021
10-01-2021	Customer Service Agent	Concrete Products	Rugby Office	21/01/2021
01-01-2021	Plant Manager	Materials UK South	Guildford Concrete Plant	01/02/2021

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.

Employee Assistance Programme

Free, confidential support and counselling available for all employees

If you're worried about a work, family or personal issue then the Employee Assistance Programme can help, 24/7.

Support with everything from consumer rights to bereavement, depression & anxiety to childcare.

Visit www.lifestyle-support.co.uk (username: cemex / password: cemex) or call **0808 1682143**



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