



UK NEWS



Welcome to UK News 11th November 2021
your weekly update from around CEMEX UK

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HEALTH & SAFETY

Global Safety Alerts



There are two Global Safety Alerts, which sadly relate to fatal incidents involving drivers in our operations overseas.

In the first incident, a contract haulier died when his flatbed vehicle overturned on a sharp bend while transporting cement bags. We know from previous experience the relevance of vehicle speed in such incidents, with slight increases in speed greatly increasing vehicle instability, and also the influence of vehicle type and load (Centre of Gravity) and road and weather conditions. It is important drivers are advised of higher risk routes and periodically reminded of the risk of rollovers.

The rollover training film available via the following link provides a good summary of the hazards and risks, link: <https://cmx.to/2ZrtcF2>

In the second incident, a customer put himself in danger working between the axles of a vehicle without effectively isolating it; tragically the vehicle moved forward crushing the driver. Where possible vehicle maintenance should be carried out in dedicated workshops. If a vehicle cannot be moved, steps should be taken to demarcate / segregate the area, with the activities being controlled under a Permit to Work.

People working on vehicles should be competent and aware of the need for effective isolation, including key control and the use of wheel chocks, throughout any maintenance activities. This incident is a sad reminder for us all of the importance of keeping out of the "line of fire" and the relevance of robust site inductions.

Please review the Alerts with your teams, taking the time to consider any potential improvements to local safe systems.

The Alerts should also be displayed on relevant noticeboards. They can be found at the end of this document and in the download section of the UK News website: www.cemexuknews.co.uk/downloads

Before starting any new task always **STOP**, **THINK...& CHECK** it is safe, and always **STEP IN** if you see anything unsafe.



Hard Months to Come – Be Cautious Now



Last week Prof. Jonathan Van-Tam, England's Deputy Chief Medical Officer, warned that the current very high Coronavirus rates in the UK mean that there are hard months to come, with the winter months potentially posing problems.

He said that while cases appeared to have stabilised, they are very high, and above most of Europe. He also said deaths were rising and there were signs infections were starting to “penetrate” older age groups.

Prof. Van-Tam has urged caution, particularly when meeting with other people, and enforced the importance of vaccinations including those for COVID and the flu as these will be a big determinant between what happens now and the darkest months of the winter.

We wanted to take this opportunity to share Prof. Van-Tam's words with you, as they are another important reminder for us all to remain vigilant as the pandemic is not over.

In particular, please pay attention to his words around vaccinations – we strongly encourage all employees who are eligible and have not already done so, to book their COVID jabs. Additionally, many will be eligible for a booster, such as those who are over 50 years old or are a main carer for someone at high risk from COVID-19. To find out more about the booster vaccine, including how to book, go to: <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-booster-vaccine/>

Finally, be sure to book your flu jab if you have not already done so. If you are not eligible for a free flu vaccine from the NHS, they are available from a variety of retailers including Boots, Superdrug, Tesco and ASDA. Please keep the receipt for your vaccine and the cost (up to £15) can then be reimbursed through payroll, by emailing the receipt with your details to: gb-hrcentraladmin@cemex.com

If you would like to view Prof. Van-Tam's full interview with the BBC, you can do so by clicking the link here: <https://www.bbc.co.uk/news/uk-59147248>

Next Week is Road Safety Week



Next week is Road Safety Week, an important part of our annual safety calendar.

This year the theme is 'Effective Defect Checks Save Lives' and we will be focusing on the vital role defect checks play in road safety.

The Supply Chain, Safety and Communications teams are working hard on materials for our teams to use during the week, which is held between the 15th and 21st November.

Watch this space for more details coming soon....



Regional Diabetes Talk Recording



If you missed this week's regional diabetes talk from our CEMEX Doctor in Egypt, Dr Hossam Zanaty, then there is a recording available for you to listen to here:

<https://web.microsoftstream.com/video/4cef1d00-d34b-460c-ac8e-0bb5ef6c263b>

The talk can also be found in the download section of the UK News website:

www.cemexuknews.co.uk/downloads



CUSTOMER CENTRICITY

Testing, Testing....



LabExperts enjoyed a busy month throughout October with an exciting range of customer lab testing and trials, along with some specialist sprayed concrete site testing in Buxton.

Pictured are Kevin Davis and David Wetherill, our CEMEX UK LabExperts Specialist Technicians, carrying out early age strength testing and coring of hardened concrete.

Also pictured is Sean O'Donnell, Lab Manager, enjoying preparing some cube specimens to help the guys out.

They all look like they are having way too much fun!



PROFITABILITY

Scottish Divestments to Tillicoultry Quarries

**TILlicoultry
QUARRIES**

CEMEX has announced the sale of four of its Readymix plants in Scotland to Tillicoultry Quarries.

As of 4th November 2021, the CEMEX plants in Dundee, Greenock, Cardenden and Perth have transferred to Tillicoultry Quarries and are no longer part of CEMEX's UK portfolio.

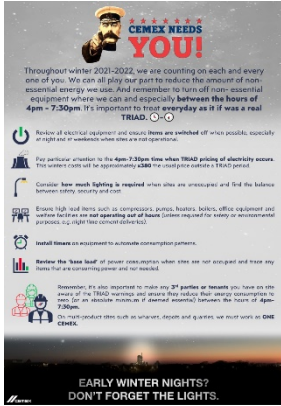
These sites were identified for sale as part of CEMEX's portfolio rebalancing strategy to focus on high growth metropolitan markets.



Employees working at these sites will be transferred to the new owners in accordance with TUPE regulations. The CEMEX and Tillicoultry Quarries management teams have been working closely to ensure the transition is as smooth as possible.

If you have any questions please do speak to your line manager. We would like to take this opportunity to thank our former colleagues transferring to Tillicoultry Quarries for their commitment to CEMEX.

Are You Energy Ready for Winter?

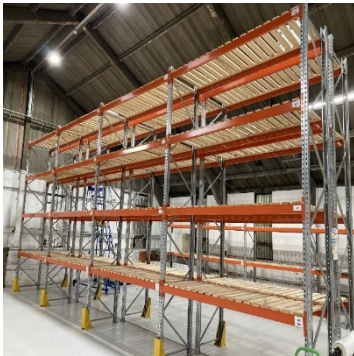


This year's Energy Awareness Campaign launched recently. This simple and interactive guide breaks down the importance of minimising our energy consumption throughout the winter, and especially during the TRIAD periods that run throughout November to February between 4pm – 7.30pm.

It's important that this winter, where possible, we reduce and closely monitor our energy consumption. This poster lists some key things we can all do to help achieve this.

The poster can be found at the end of the document and in the download section of the UK News website: www.cemexuknews.co.uk/downloads Please share with your colleagues and post on your site/office notice boards.

Mansfield Warehouse Open for Business



The warehouse is taking shape nicely and is ready to take deliveries of our Low Cost Country Sourcing activities.

Brendon Scott, Negotiator, commented: "We also have en route 70 Triangle off road tyres (17 to be held in stock in MWH the remaining delivered directly to site), over 4,500 LM of conveyor belting, 5 pellet hoppers manufactured by CEMEX Assiut Egypt, plus Slurry pump wear parts, and a range of smaller submersible pumps.

The Readymix team have also requested to store a new mixer on site until they are ready to install – the warehouse is happy to help with. Please contact Jason Sparrow for any warehouse requirements."



UK Best Option for Aggregate Pumps and Fuel Tanks



After an international tender, three UK suppliers have been selected as our low cost country of choice for pumps and tank requirements.

Emissions compliance, pump fuel capacities and pump performance were major contributing factors in evaluating suppliers of choice.



Many thanks to Operational Managers for their feedback and continued insight, we look forward to receiving these pumps and tank in the latter part of 2021.

Oldbury Scoop October's Ideation Crown



Our congratulations go to the team at Oldbury Readymix plant for winning the October Ideation Best Ideas competition with their digital "Synergy" communications board. It's a nice, simple and very visual improvement that keeps drivers informed and improves safety by minimising the number of occasions they need to get out of their cabs!



The team fitted an LED board (Synergy Board) in the truck parking area that can be operated from the batch office by the Plant Manager, so he can call the next driver that is to be loaded by displaying their registration number on it. To have better control the Plant Manager also has a tannoy to communicate and a camera to see what is happening in the area.



The Plant Manager can now maximise the efficiency for loading the trucks because he can see and communicate with them without leaving the office. This also stops drivers walking to the batch office which can cause distraction and disruption to the Plant Managers, and loading the trucks can be done quicker thus improving productivity.

Well done to all the entries and quick wins which are put on the portal. Every little idea helps make a big difference to our efficiency and productivity.

If you want more details then please go to the 'Ideation Portal – Quick Wins' for more information. Here is a shortcut ...

https://cemex.idhall.com/direction/view.php?dir_id=1&vw_tab=ideas#ui-view-access-content

CEMEX Closes Unsecured Bank Agreement



CEMEX announced recently that it has successfully closed a new \$3.25 billion syndicated credit agreement (the "Credit Agreement") and used the proceeds to fully repay its previous facilities agreement.

The new Credit Agreement consists of a \$1.5 billion 5-year amortising Term Loans and a \$1.75 billion 5-year committed Revolving Credit Facility. The committed facility is roughly \$600 million higher than the previous facilities agreement, resulting in a stronger liquidity position which is favourable from a company risk and credit rating perspective.

"This new Credit Agreement represents a major milestone in our path to investment grade as it is our first major syndicated unsecured bank agreement since 2009. It showcases CEMEX's continued access to diversified funding sources while further aligning our financing strategy to our leadership in addressing climate change," said CEMEX CEO Fernando A. Gonzalez. "We are starting a new chapter



for the company where we shift our strategic balance a bit more towards growth and the advancement of our Climate Action goals.”



FUTURE IN ACTION

Getting In on the COP26 Debates



CEMEX representatives have been busy at the recent COP26 conference in Glasgow. Martin Casey, European Public Affairs Director, has been particularly involved.

Here he is speaking at ‘Taking On The Industrial Decarbonisation Challenge’ event chaired by the former UK Prime Minister Theresa May MP.



It was interesting to note that cement and steel were the focus of almost all the questions from the audience, and there was a really encouraging reaction from those present to our ‘Future In Action’ programme and the GCCA Roadmap for our sector.

Below is a table with some of the replays of events we attended if you are interested.

DATE	TIME	TOPIC	PARTICIPANT	LINK
02-Nov	Replay	Bringing COP26 to CEMEX Roundtable	Vicente Saiso Eva Masa Andrew Spencer Martin Casey Alberto de Armas	English Spanish
04-Nov	Replay	Boardroom: How does your sustainability strategy measure up?	Vicente Saiso	Vimeo
09-Nov		Turbocharging industry decarbonisation of the “need-to-abate” sectors through public-private partnerships	FGO	This event is not open to the public
10-Nov	8:00-8:45 CT	From Ambition to Action – Highlights from two years of Business Ambition for 1.5°C	Lucy Rodriguez	Business Ambition for Climate Action

CEMEX is Founding Member of World Economic Forum’s “First Movers Coalition”



CEMEX recently announced that it is a founding member of the First Movers Coalition (“FMC”), a new initiative launched at COP26 that unites more than two dozen of the world’s leading companies to accelerate innovation and the development of early stage decarbonisation technologies by leveraging their combined purchasing power. The FMC brings together business leaders with global footprints to create market demand for zero carbon solutions in this decade and jump-start the scaling of these emerging technologies.



The coalition is a partnership between the World Economic Forum and the US Office of the Special Presidential Envoy for Climate John Kerry. It is the only buyers' club working to scale new technologies across the heavy industry and heavy-duty transport sectors.

According to International Energy Agency ("IEA"), roughly half of the emission reductions needed to reach the critical 2050 climate target of keeping the global temperature increase under 1.5 degrees Celsius, when compared to pre-industrial levels, rely on new and emerging technologies. The FMC will create new markets and promote growth by leveraging collective demand and purchasing commitments for zero emission goods and services by 2030.

The coalition will work across eight key sectors. Seven of these sectors —steel, cement, aluminum, chemicals, shipping, aviation, and trucking—account for more than a third of global carbon emissions, but do not currently have cost-competitive energy alternatives to fossil fuels.

Rochester Office gets an Eco-Makeover



Working closing with CEMEX Engineering Project Managers, CBRE will be refurbishing Rochester offices to make it one of the most eco-friendly offices we have. It will include Solar panels providing an output of 21,246 KWh and a carbon reduction of 4,950kg.

Benefits of the new refit include reduced electric bills, reduced carbon footprint, ability to sell electric back to the grid and storage of power that can be used in peak times. It will also include rainwater harvesting which will reduce water bills, and carbon, and include storm water retention with the ability to use "Greywater" for showers, hand basins, toilets and washing appliances.

We look forward to completed development..... aimed finish Christmas 2021.

Let's hope all our offices can become this eco-friendly over time.



EMPLOYEES

Would You Recommend CEMEX?

Participate NOW!

EMEA
Q3 '21eNPS
Pulse Survey

https://ondemand.perceptyx.com/odcemexpulse2021/dc/?task_pin=1

Talent Wins
CEMEX WINS
WE'X PULSE 2021

It only takes 5 minutes so if you haven't already done so make sure to share your feedback via our short employee NPS Pulse survey.

Listening to what you have to say about our company's culture and taking action based on your feedback is important for CEMEX.

Managers, please ensure your teams (offline and online) take the opportunity to complete the survey by 15th November and display the poster at your sites. The poster can be found at the end of the document and in the download section of the UK News website: www.cemexuknews.co.uk/downloads Look out for your previous emails from our survey partner Perceptyx (CEMEX Global 2021 WE'X Pulse <customers@perceptyx.com>).



Alternatively, the URL address & QR code are also available for you to participate in this Q3'21 eNPS Pulse. Simply use your employee number starting with 1***** to access it via these routes:

https://ondemand.perceptyx.com/odcemwexpulse2021/dc/?ask_pin=1



Note:

Employees are encouraged to complete the survey via their PC or individual mobile device due to the ongoing COVID-19 pandemic and the need for caution when passing items between each other. Where it is necessary to use shared workstations, tablet devices or mobile phones, it is important that physical distancing (2 metres), personal hygiene and other protective measures are followed.

In particular wash / sanitise hands before and after use, avoid skin to skin contact, disinfect the workstation area / equipment after each use, follow maximum room occupancy requirements and wear a face covering as necessary... "Mask & Move".

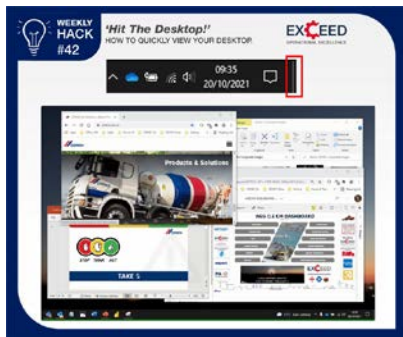
Welcome to Tilbury!



We would like to wish a very warm welcome to two new HGV Driver Apprentices who have joined the cement team at Tilbury.

Pictured are Jethro Scott (L) and Adam Smith (R) – we hope you enjoy working at CEMEX!

How to Quickly Minimise your Desktop – Weekly Hack



We've all been there, at one point or another we've needed to quickly get to our computer desktop only to be slowed down by 8inimizing the many windows we have open.

Simply, hover your cursor over the small button in the bottom right most point in your screen (to the right of the time and date) and click. This will then 8inimizi all windows you have open.

Bonus Tip – Hovering your cursor over this button will allow you to peek at your desktop without 8inimizing!

Thanks to the EXCEED team for another handy hack.



Long Service Congratulations



Well done and thank you to the following person for reaching a long service milestone. We appreciate all your contributions and hard work over the years:

Martin Allcroft – Class 1 Tipper Driver, Dove Holes – 15 years.

Hotel Bookings Through CWT



As people begin to travel for work more, remember to use the CWT platform for booking hotels. Where using Virtual Payment for the booking, CWT recommend that travellers download the free mobile app providing them access to their reservation details (including a digital image of the virtual card number 24 hours prior to check-in (UTC time)). The traveller can then just show the screen to reception staff at check-in or resend the payment authorisation from the app if required.

Users may also like to store the following links for ease of reference directly to the Conferma Pay [Quick Guide](#) – showing how to register account and sign in, and [Uploading your hotel receipt/folio](#). Please also see the factsheet and app guide at the end of this document and in the download section of the UK News website: www.cemexuknews.co.uk/downloads

Internal Vacancies

IVC Ref	Position	Company	Location	Closing date
312-11-2021	Customer Service Representative (Maternity Cover)	Cement	Rugby	12/11/2021
313-11-2021	Night Shift Supervisor	UK Materials	Angerstein	15/11/2021
314-11-2021	Plant Operative x 2	Dry Silo Mortar	Special Solutions Plant (Via Nova)	22/11/2021
315-11-2021	Transport Planner x 2	UK Materials	Preston Brook	24/11/2021

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**



Participate NOW!



https://ondemand.perceptyx.com/odcemwexpulse2021/dc/?ask_pin=1

EMEA Q3'21 eNPS Pulse Survey



ONE Question – On a scale from 0-10

How likely are you to recommend CEMEX as a good place to work to family or friends?

eNPS CALCULATION FORMULA

Employee Net Promoter Score = % of Promoters (9-10) minus % of Detractors (0-6)



☐ 9-10: Promoters, extremely loyal employees to the organisation, & spread a positive word around



☐ 7-8: Passives, employees who are neither emotionally invested nor disengaged



☐ 0-6: Detractors, employees who are highly dissatisfied with the organisation & spread negative word of mouth

#1

WHY ARE WE TRACKING OUR EMPLOYEE NET PROMOTER SCORE (eNPS) QUARTERLY?

We **want** CEMEX to be a great place to work – so we're tracking quarterly how everyone feels about working here

#2

WHAT WERE THE EMEA eNPS RESULTS IN Q2'21?

We **maintained positive** Q2'21 eNPS results in our EMEA Region: **+32 vs +34** in Q1. Our eNPS Pulse Response Rate in Q2'21 was **61%**

#3

THIS Q3 WE'X PULSE:

Our EMEA Q3'21 eNPS Pulse Survey will include the Global 2021 WE'X Pulse. It will be the same experience, same Perceptyx platform but this time with the eNPS plus 9 additional questions.

#4

HOW CAN I PARTICIPATE IN OUR EMEA Q3'21 ENPS /GLOBAL WE'X PULSE?

Today, Monday October 18th, you will receive an email from our partner Perceptyx (CEMEX Global 2021 WE'X Pulse customers@perceptyx.com) You can also use the QR Code & URL at the top of this poster to access the Pulse Survey with your Employee Number

“We are committed to listening,

understanding and valuing your thoughts

in our journey to make

CEMEX a great place to work for our talent”





★ ★ ★ ★ ★ ★ ★ CEMEX NEEDS YOU!

Throughout winter 2021-2022, we are counting on each and every one of you. We can all play our part to reduce the amount of non-essential energy we use. And remember to turn off non-essential equipment where we can and especially **between the hours of 4pm - 7:30pm**. It's important to treat **everyday as it if was a real TRIAD**. ⌚-⌚



Review all electrical equipment and ensure **items are switched** off when possible, especially at night and at weekends when sites are not operational.



Pay particular attention to the **4pm-7:30pm time when TRIAD pricing of electricity occurs**. This winters costs will be approximately **x380** the usual price outside a TRIAD period.



Consider **how much lighting is required** when sites are unoccupied and find the balance between safety, security and cost.



Ensure high load items such as compressors, pumps, heaters, boilers, office equipment and welfare facilities are **not operating out of hours** (unless required for safety or environmental purposes, e.g. night time cement deliveries).



Install timers on equipment to automate consumption patterns.



Review the 'base load' of power consumption when sites are not occupied and trace any items that are consuming power and not needed.



Remember, it's also important to make any **3rd parties or tenants** you have on site aware of the TRIAD warnings and ensure they reduce their energy consumption to zero (or an absolute minimum if deemed essential) between the hours of **4pm-7:30pm**.

On multi-product sites such as wharves, depots and quarries, we must work as **ONE CEMEX**.

**EARLY WINTER NIGHTS?
DON'T FORGET THE LIGHTS.**

GLOBAL SAFETY ALERT

CONTRACTOR FATALLY INJURED IN ROLLOVER INCIDENT

INCIDENT DETAILS

A contractor was travelling on a downhill section of road with his flatbed truck loaded with cement bags. After approx. 350 meters of the downhill stretch, he was confronted with a sharp curve in the road and as he tried to maneuver around it, his vehicle rolled over and landed on the driver's side of the cab.



KEY FINDINGS

- The truck was traveling too fast when taking into consideration the sharpness of the curve and how the stability of the truck could be affected while loaded.
- Our contractor had 20 years experience as a driver and before joining our company 3 years ago, he had travelled that route with different types of vehicles during other employment positions (public service vehicles and wood transporter).
- The risk route map did show curves on the road, but in a general way without highlighting the severity.
- There were no warning signs or speed restrictions along that section of the road.

MANAGERS – KEY POINTS TO CHECK

- All drivers, including contractors, have received defensive driving training and they have a high awareness about the additional precautions to take in adjusting their speed for the road conditions.
- An effective journey planning process is in place, including any diversions, and specific hazard areas are highlighted to drivers to keep their awareness high and to create a culture of risk caution.
- Driver induction and training takes into consideration the different types of vehicles and center of gravity differences that drivers may not be aware of, including when loaded and unloaded.

ALL PERSONNEL – ACTION TO TAKE

- Always review the route risk analysis before your journey starts, make yourself aware of hazard areas and report back with any additional hazards you identify.
- Be aware of the center of gravity limitations for your vehicle and always adjust your driving practices, especially speed, accordingly.
- Please remember, some road hazards may not be signposted, so always drive with caution and remain alert – **your family are waiting for you at home!**



Watch your
Speed



Journey
Planning



Respect the Law
& Other Drivers



Remember

GLOBAL SAFETY ALERT

CUSTOMER FATALLY INJURED AT LANDFILL SITE

INCIDENT DETAILS

After unloading waste material at a company landfill site, a customer experienced a mechanical problem with his truck, which prevented it from moving. The customer descended from his vehicle to try to fix it himself, but our supervisor in the area informed him such activities are forbidden and that he would need to return to his truck cab and wait for some arranged transport to take him off site. However, after the supervisor moved away, the driver started the engine and tried several gears, but the truck did not move. Then, with the gear still engaged and the brake system off, he climbed down from his vehicle and began inspecting each axle to see if he could identify any fault. While in the line of fire between two axles, suddenly the truck moved forward, running over the customer.



Line of fire

Reconstruction of customer's position using an old isolated vehicle

KEY FINDINGS

- The customer was informed about the site safety rules, in cases of mechanical failure, but he didn't follow them.
- When the customer tried to attend to his vehicle, he was asked to stop by the area supervisor on two occasions, but he was not escorted away from his vehicle.
- While positioned in the line of fire between the two axles, it seems the customer managed to free something, or the problem suddenly resolved itself. Tragically, he had left his truck engaged in 1st gear without any brakes applied and the truck moved and rolled over him.
- The customer did not apply any vehicle isolation practices to prevent it from moving.

MANAGERS – KEY POINTS TO CHECK

- All drivers, employees, contractors & customers, are informed about the site safety procedures, including the restrictions for mechanical failures in our facilities.
- Supervisors are aware of the need to oversee the cessation of any unsafe practices or breaches in rules, accompanying the person away from the vehicle for their safety when necessary.
- Effective vehicle isolation practices (LOTOTO) are in place and strictly enforced.
- All drivers are trained in the key functionality principles of their vehicle, their maintenance limitations and the safe procedures for what they are allowed to do.

ALL PERSONNEL – ACTION TO TAKE

- Always follow the site safety rules and procedures – they are there to keep you safe!
- If a supervisor, or colleague, asks you to stop what you are doing because it's unsafe, please follow their request. They are trying to keep you safe!
- If you are unsure about any aspect of your vehicle, always ask your supervisor. Never carry out unauthorized vehicle maintenance and always apply the safe vehicle isolation practices (LOTOTO) before carrying out any work.
- Please remember, always follow the safety procedures, **your family are waiting for you at home!**



Safety Checks



Isolation
Procedures



Safe
Systems



Remember



Conferma Pay App

July, 2021

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What is the Conferma Pay App?

Conferma Pay's free mobile app streamlines hotel payments and removes the challenges associated with physical cards. It displays a digital image of the virtual card number (VCN) and reservations details on the day of check-in. The traveler would just show the screen to reception staff at check-in or resend the payment authorization from the app if required.

The app also allows the traveler to upload the hotel invoice.

Which devices does Conferma Pay App support?

The Conferma Pay App supports Android version 8.0.0 – Oreo – API26 and above, iOS devices version 12.1 and above, including iPads and iPhones.

Windows, Blackberry, and any other mobile devices with operating systems outside of Android and iOS are not supported.

Note:

Rooted or jailbroken devices are restricted from accessing the Conferma Pay App. Some Android device manufacturers sell their devices in a pre-rooted or semi-rooted state, and these devices will not be able to use the Conferma Pay App

Which languages are supported by the Conferma Pay App?

The Conferma Pay App currently supports English, Spanish, French and Japanese. This is determined by your device.

Registering for the App

You can register for the Conferma Pay App using the Conferma Pay registration portal. To access the portal, you can:

- Click the link in your invite email, you may have received, at time of booking.
- Navigate to <https://app.confermapay.com/>
- Download the Conferma Pay App from your App Store (Apple or Google Play). Tap the **Register** link on the app **Sign In** screen will direct you to the registration portal. (as per the link above)

Link to Conferma Guide : <https://help.conferma.com/hc/en-us/articles/209328009-Conferma-Pay-Quick-Guide-How-to-register-your-account-and-sign-in>

You will need to fill in your:

- Email address: ensure this is the email address where you received your invite link **This should be your corporate email address**
- Forename
- Surname
- Password: ensure that your chosen password contains at least 8 characters and at least one of the following: upper case letter, lower case letter, number, special character.
- Confirm Password: This needs to match exactly the password you entered in the **Password** field.

When you have successfully entered your details and clicked **Register**, you will receive a verification email to your mail box.

Warning

The link in your email is only valid for two hours. If the link expires, you will need to begin the registration process again.

When you click the link you will be asked to enter the password you chose earlier. You will also need to choose a security question and answer to be used if you forget your password and need to set a new one.

There are four standard security questions that you can choose from:

1. What is your mother's maiden name?
2. What was your childhood nickname?
3. In what city or town was your first job?
4. In what city does your nearest sibling live?

If you prefer, you can also set your own question.

Tip

Choose a security question that would be difficult for others to guess the answer to, but ensure it is something that you will remember when you need it.

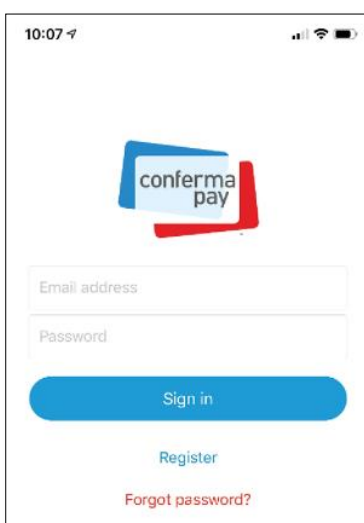
When you have completed the form, click **Complete Registration**

Next, you can download the Conferma Pay App from your App Store, if you haven't done so already, and log in.

Logging in to the App

When you open the Conferma Pay App, you will see the log in screen.

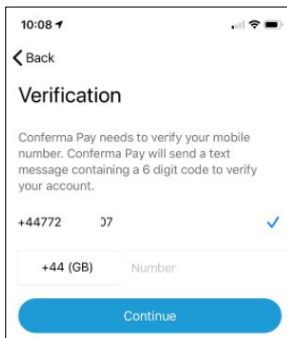
Enter the email address you registered with, and the password you chose at registration. Click **Sign in**.



If you are logging in for the first time, or the terms and conditions have been updated since you last logged in, you will need to accept the terms and conditions before you can proceed.

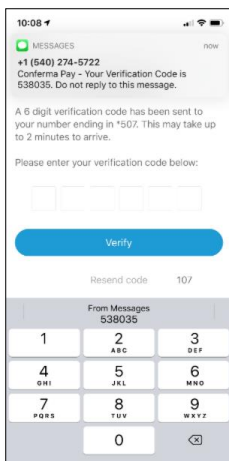


You will be asked to provide your mobile number for verification the first time that you sign in.



Click **Continue** and a verification code will be sent via SMS to the mobile number that you provided. The verification code may take up to two minutes to be received, and you will not be able to request a new code until at least two minutes have passed.

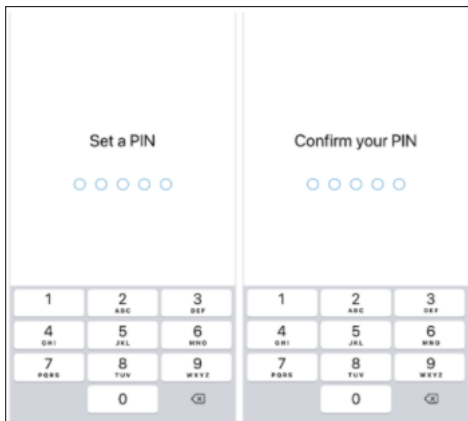
Enter the code into the verification screen. If you enter the code incorrectly, you will be able to re-enter it without needing a new code.



Caution

The verification code will only be valid for 15 minutes. After this time, you will need to request a new code by tapping the Resend code link

When you have successfully entered the verification code, you will be prompted to set a five-digit PIN. You will need to enter the PIN twice for it to save.



Set a PIN			Confirm your PIN		
○○○○○			○○○○○		
1	2 ABC	3 DEF	1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO	4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ	7 PQRS	8 TUV	9 WXYZ
0		↩	0		↩

If your device supports biometrics such as fingerprint or facial recognition, you can set these up as an alternative to using your PIN. If you have these enabled on your device, after setting up your PIN you will be prompted to accept biometrics as an authentication method for the Conferma Pay App. You will still need to set your PIN as a back-up for if the fingerprint or facial recognition fails.

Note

You will be able to log in using your biometric or PIN for 90 days from your last log in to the Conferma Pay App. After 90 days, or after an app update, you will need to complete the full log in process, including receiving an SMS verification code.

Conferma Pay App Travelers fact sheet

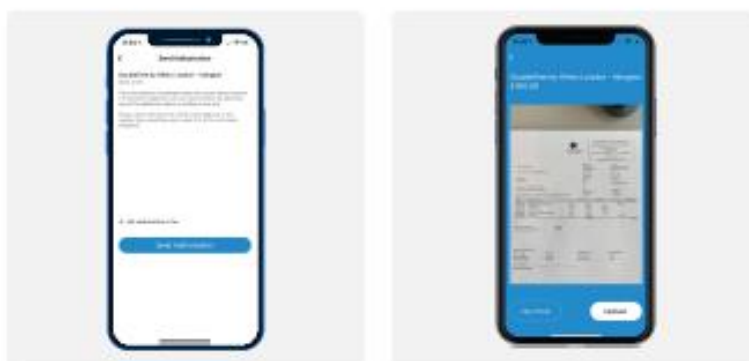
Fact sheet is available for travelers for the App, this is provided by Conferma as will give you an overview of what the app will look like.



If your travel is booked through one of our integrated partners using a virtual card, your hotel and flight bookings show in-app.

Your travellers will receive a notification once a trip is booked by your Travel Management Company.

The booking details along with the full virtual card number, CVV and expiry date can be seen from the day prior to arrival until the day of departure and can be shown to front desk staff if required.



You can even resend a copy of the confirmation to the property if needed.

The traveller can upload images of hotel invoices and receipts in-app and submit them to Conferma Pay Snap for automatic reconciliation, which matches that information with booking data

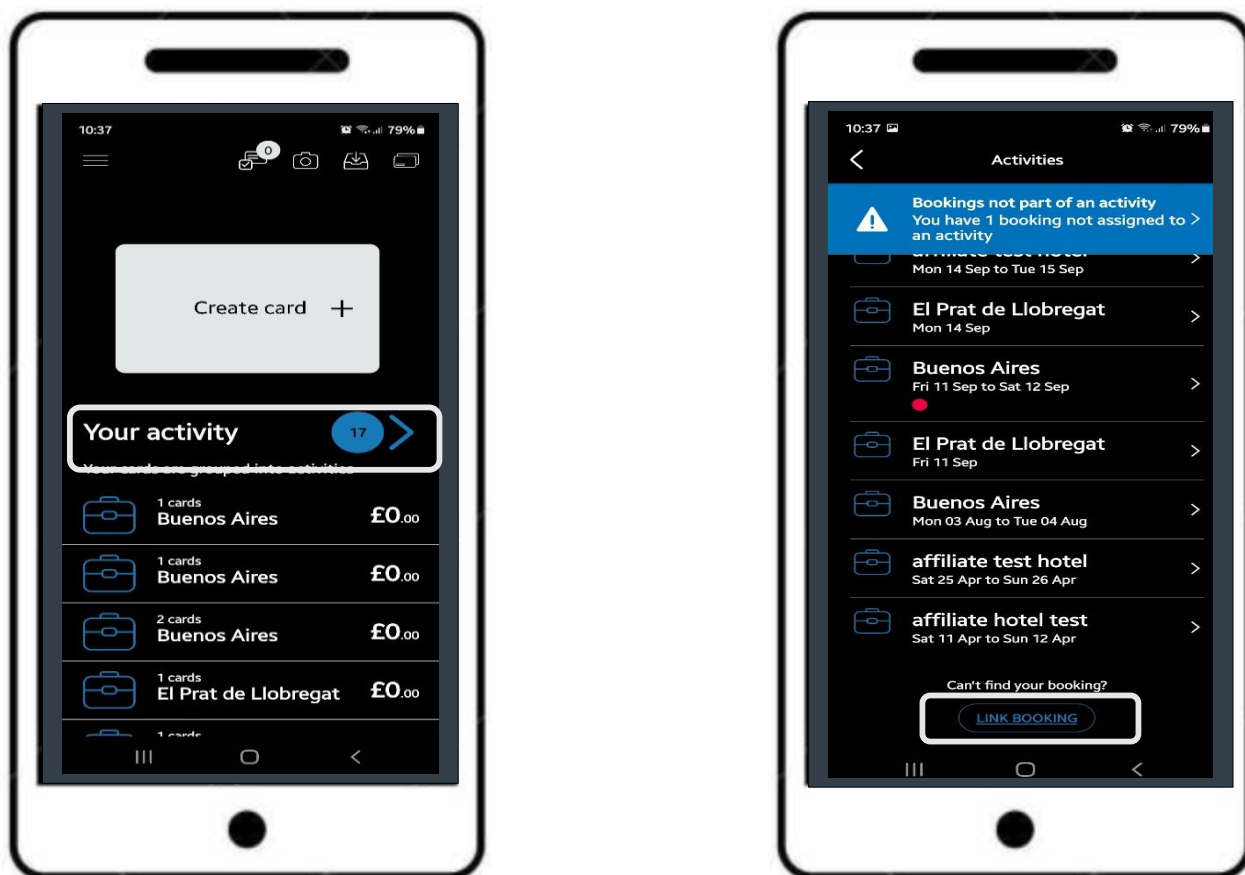
Once registered on the App, and future hotel / air bookings you complete will be available for you in the App to view. This will support you specifically for hotels should you need to resend communication or display the card details to the hotel upon check in.

Should you have a booking to add to the App that was complete before your registration, you can manually add this booking to the App.

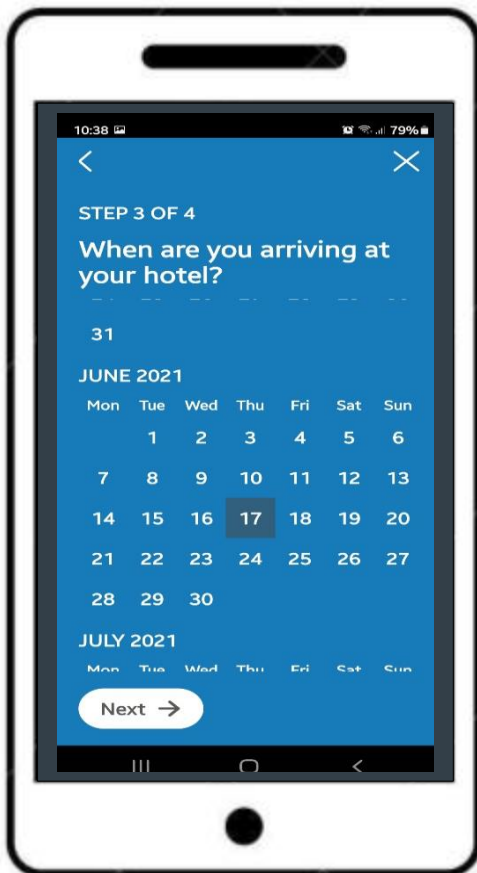
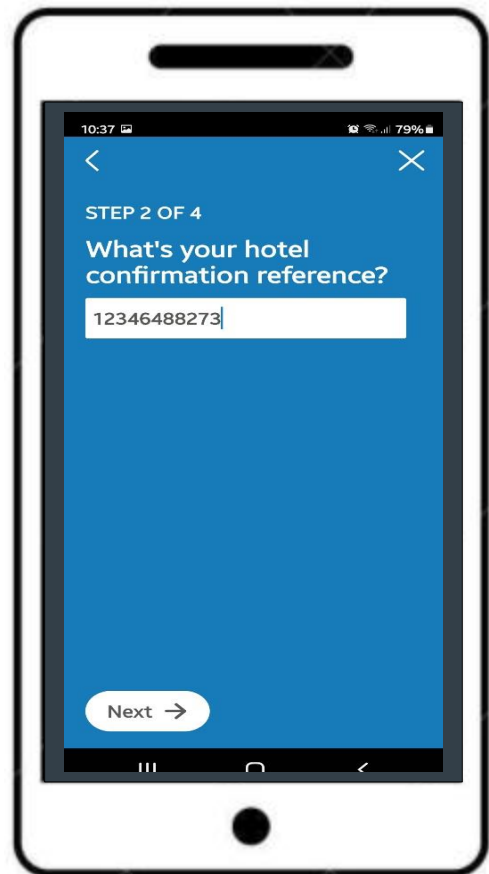
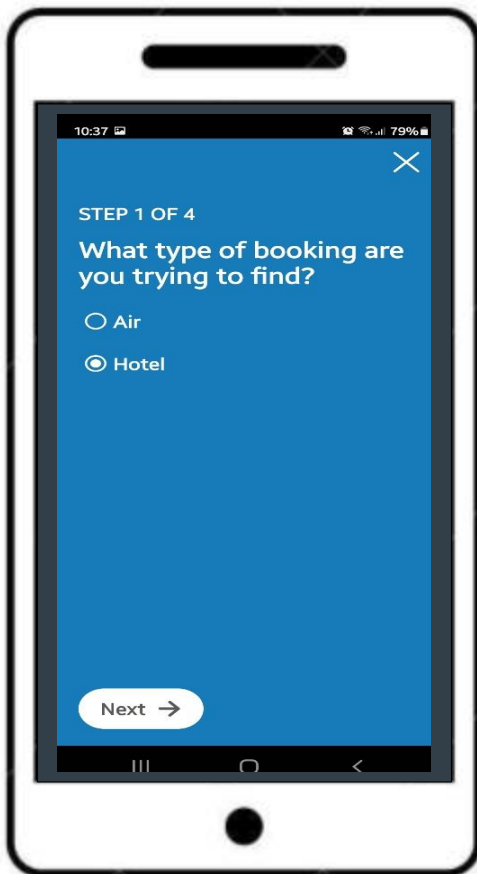
How to manually add my booking to the App?

Note: Layout of the App will differ depending on the version supported by your device.

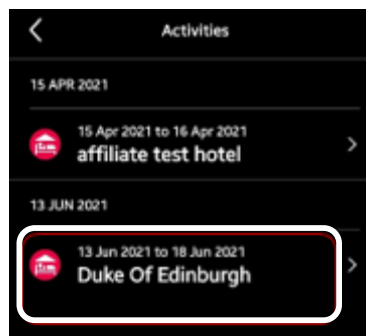
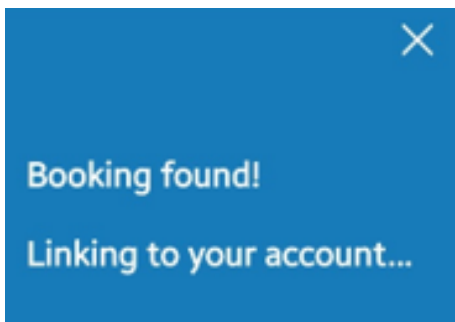
Once logged in to the App, from the main screen click 'Your activity', then click 'Link Booking'



You will then have 4 steps to complete, as follows:



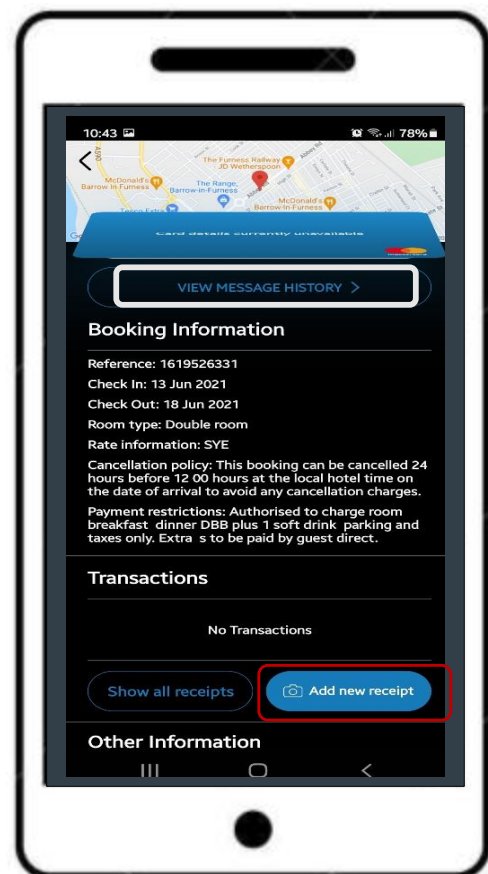
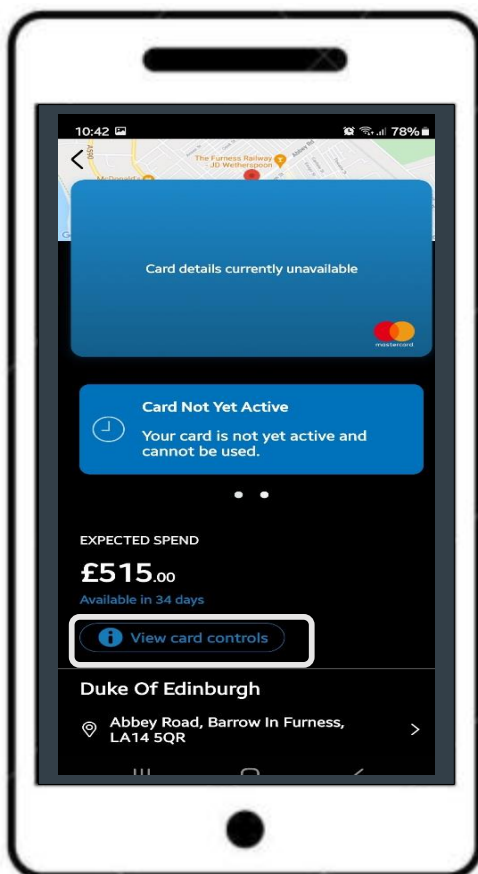
Once your booking is found you will receive the following message in the App, and your booking will then show in your activities



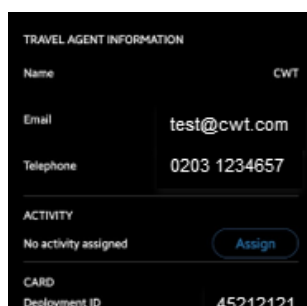
Booking View

Card details will show as active on day of check in. 'View card controls' will show the date the card is active from and to, along with the billing address.

'View message history' will show when the original communication was sent to the hotel. You can also in the App at the end of your stay take a photo of the bill and upload.

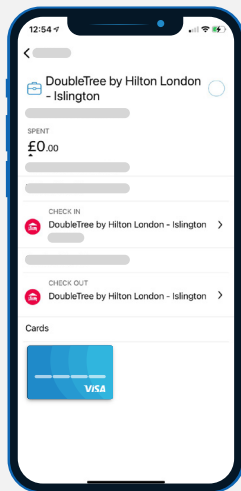


Scrolling down to other information you will have access to your local CWT team details should you require support.

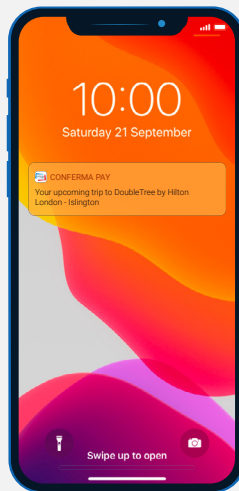


Conferma Pay App

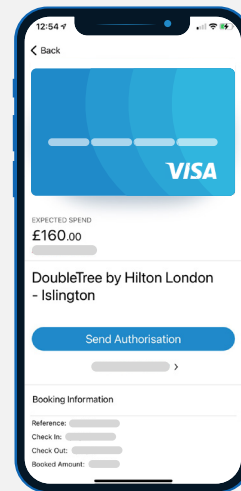
Factsheet



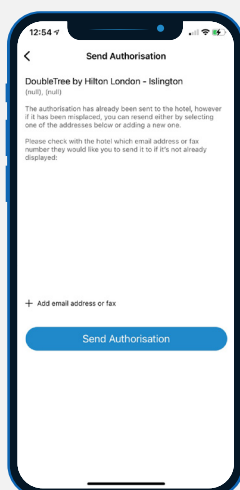
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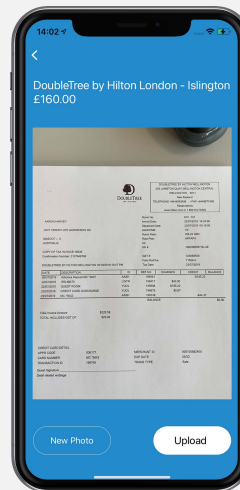
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