



Welcome to UK News 28th July 2022  
your weekly update from around CEMEX UK  
View UK News on: [www.cemexuknews.co.uk](http://www.cemexuknews.co.uk)

You can also follow us on our social media channels



## HEALTH & SAFETY

### UK Aggregates Achieves 2 Years LTI Free



Congratulations to the UK Aggregates team who have achieved Zero LTIs for 2 years. Thanks for everyone for continuing to look after each other.

LTI milestones demonstrate that ZERO is possible, especially in challenging environments and working processes. With the right level of focus and attention to Health & Safety, our Zero4Life objective can be met and sustained.



### Health & Safety Academy Module 3 Kicked Off at Hillsborough



The latest Academy 3 training took place on 19<sup>th</sup> and 20<sup>th</sup> July with 17 candidates at the Sheffield Wednesday Football ground. This was the last of the three modules for all candidates on the course.

This module, run by Julie Welch, Health & Safety Manager UK Supply Chain, and Ian Phoenix, Logistics Manager, was about becoming proficient in applying the

CEMEX Health and Safety Management System in our journey for Zero4Life.

Although the first day was hot and sticky the group battled through and even enjoyed a lunch time stadium tour.

Congratulations to everyone who completed the course, which actually began back in 2016, but due to COVID there was a gap of over 2½ years since Academy 2.

The course is aimed at Managers and Supervisors throughout the different business streams of CEMEX to help with our journey of Zero4Life.



## MP Skills VFL Day at West Deeping



Last week MP Skills (a division of the Mineral Products Qualifications Council) brought a group of nine apprentices to West Deeping quarry in Lincolnshire, to complete their Visual Felt Leadership as part of their End Point Assessment training course.

Thanks to Phil McComb and Gavin Herrick from the Site Management team who welcomed the apprentices on site.

During their tour, the apprentices met with plant operatives and quarry workers to talk to them about their jobs, what they are doing and the safety systems they use. This gave the apprentices the opportunity to engage with our CEMEX people, whilst giving them a real insight to practical site safety.

## Latest Safety Alerts



Two new Safety Alerts have been issued. The first is a Global Alert relating to a tragic incident where an employee in our overseas operations fell eight metres to his death from a walkway. The second is a UK Alert relating to our most recent Lost Time Injury (LTI) in the UK, where an Agency Driver fell while getting out of his vehicle cab, fracturing both collarbones.

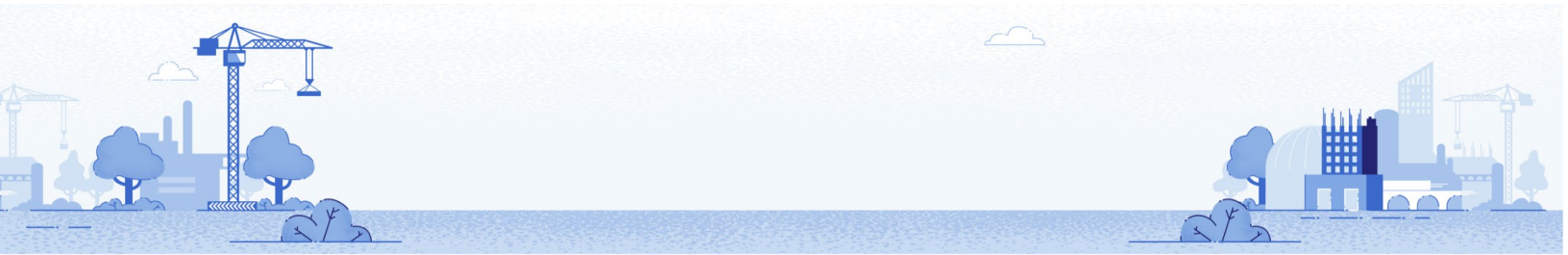
As you will see in the Global Alert, the exact circumstances are unclear; however, it seems the employee may have tripped / fallen on objects left on the walkway and either gone under the adjacent edge protection, which was not fitted with a toe board, or through an access gate.

Falls from height are typically the biggest single cause of workplace fatal incidents in the UK, accounting for 29 deaths across industry last year, nearly 25% of the total.

Please discuss this Alert with your teams, highlighting the need for good housekeeping to minimise the risk of slips, trips and falls, wherever possible tackling the source of spillage, etc. at source, and the requirement for robust inspection schemes to ensure fall protection, such as handrails, gates and barriers are suitable, sufficient and in good order.

For the UK Alert, we have suffered four LTIs this year in the UK, all involving contract drivers, with three of the four resulting from slips, trips and falls... two being the result of falls while climbing down from vehicles. We hope the driver makes a full recovery soon; however, it is estimated he will be off work for approximately eight weeks.

Please discuss this Alert with your team, using it as an opportunity to remind everyone, including contractors and particularly drivers, about the risk of slips, trips and falls. In conjunction with the current slips, trips and falls campaign, please highlight the importance of "Get a Grip" and also good housekeeping standards, two of our Safety Essentials. Risks can be reduced by eliminating slip / trip hazards where possible, highlighting remaining trip hazards, stair treads and handrails with yellow paint, and ensuring Get a Grip stickers are strategically placed around our sites. We can all look after ourselves by getting a grip and maintaining 3 points of contact on steps, ladders, and stairways, and look after each other by stepping in and reminding colleagues to hold handrails, grab rails, etc. as appropriate.



You can read both Safety Alerts at the end of this document and in the download section of the UK News website: [www.cemexuknews.co.uk/downloads](http://www.cemexuknews.co.uk/downloads)

Please display the Alerts on relevant notice boards.

## Summer Driving Tips



As the great British getaway is well underway, please take extra care whilst driving during the busy holiday period.

Please ensure to do the basic vehicle checks before setting off, take regular breaks and if feasible share driving on longer trips.

The CEMEX UK Fleet team have shared some great Summer Driving tips – you can find the poster at the end of this document and in the download section of the UK News

website: [www.cemexuknews.co.uk/downloads](http://www.cemexuknews.co.uk/downloads).



## CUSTOMER CENTRICITY

### CEMEX Go Paperless is here for Readymix!



As you are aware, the next step towards the digitalisation of CEMEX UK is paperless deliveries. After significant preparation, we are pleased to announce that we will be launching Paperless deliveries in our Readymix business on 5<sup>th</sup> September 2022. This will be a phased roll out by market area with the North West launching first on this date.

Paperless will minimise paper consumption related to delivery tickets, reducing our environmental impact. Also, it will improve our productivity by reducing administrative errors and realising the full potential of CEMEX Go, enhancing our customer experience.

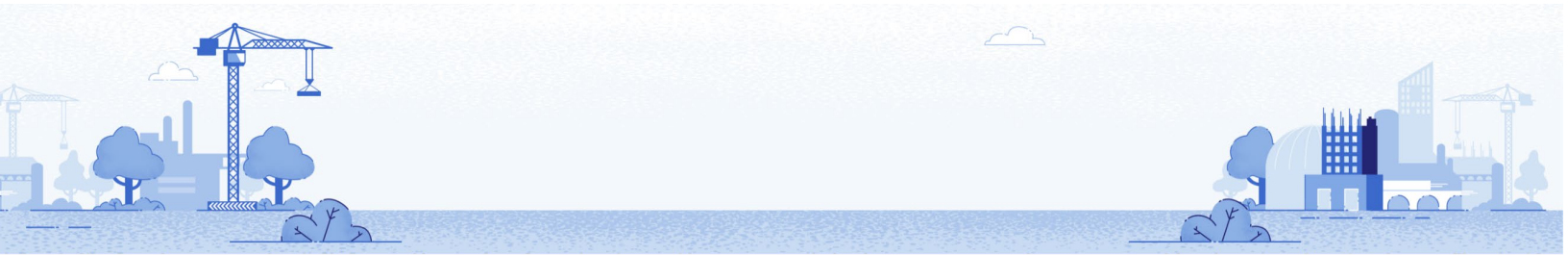
We encourage you to continue learning more about Paperless and please ask if you have any questions.

### CEMEX Invests in COBOD'S Revolutionary 3D Printing Tech



CEMEX Ventures, CEMEX's corporate venture capital and open innovation unit, is investing in COBOD, a global leader in construction-grade 3D printers.

This investment is part of CEMEX's strategy to deliver a superior customer experience enabled by digital technologies.





CEMEX and COBOD have been working together over the last year to innovate in the 3D printing space. Through this partnership, they recently introduced the first ever 3D printing solution that utilises conventional ready-mix concrete in the building process. The solution can deliver significant savings versus traditional 3D printing construction methods and materials and has been implemented in several geographies.

Through this investment, CEMEX will strengthen its ability to use 3D printing technology and add another avenue to address housing needs. CEMEX and COBOD also intend to further develop innovative material solutions and building performance enhancements for 3D printing applications.



You can read the full press release [here](#)



## FUTURE IN ACTION

### School Children Visit Halkyn Quarry



Earlier in July Mick Ripley, Aggregates Operations Manager, welcomed 50 primary school children who visited Halkyn quarry from the local school, Ysgol Cynfran.

The children had a wonderful visit and were presented with some CEMEX gifts. Mick spent some time discussing the dangers within a quarry and asked the children to identify some of the hazards and why they should not be playing in the quarry. They were also asked to design some posters warning of the dangers. We look forward to sharing these in the near future.

During the visit Mick spoke to their teacher, Fiona Davies, about CEMEX's new Circular Economy education programme. She was really interested and was planning to review the material with a view to including it in the teaching programme in the next academic year.

Mrs Davies wrote to thank Michael: "Thank you again for allowing us to visit the quarry, I am sure it will be something the children will never forget. We really appreciated you giving up so much of your time."



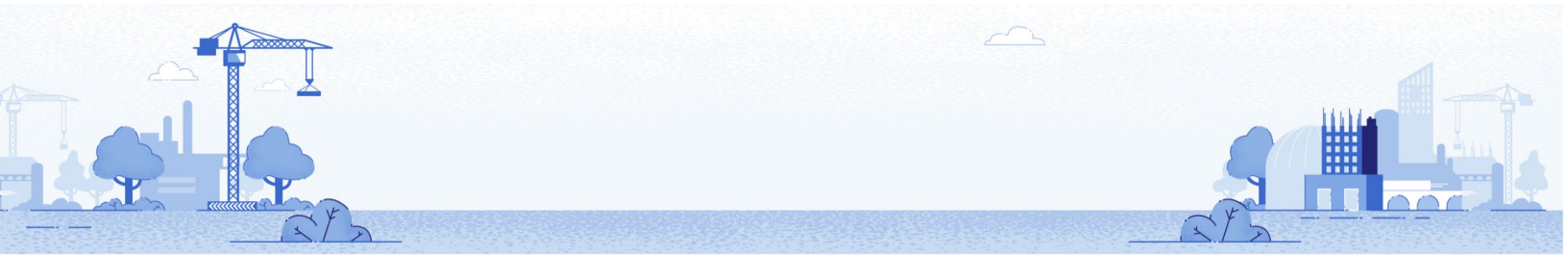
## EMPLOYEES

### Thanks For Your Effort – June Winners



Congratulations to the June 2022 Thanks For Your Effort winners – **The Buxton Block Plant team: Julian Wildgoose, Aaron Hamilton, Gary Collins, Mark George and Paul Carson (Foreman and Operators)**

The team won for their commitment – they stayed long into the following morning to clear out concrete from the mixer and hopper,



ensuring there was no impact of lost time from the breakdown for the following shift.

Here are some of the comments from the voting panel included: “Huge commitment and teamwork at night after a long shift to help ensure continued operations for the next team.” “The team went beyond the call of duty.” “A great example of thinking of your colleagues and working as one team.”

“Exceptional consideration for colleagues and customers in resolving a problem, rather than leaving it for the following shift and the knock-on effect to customer service.”

The team had a breakdown on site just before the shift finished their duties for the evening. They would have been due to finish at 1am. The mixer/hopper failed and would not feed the concrete to the press. The concrete started to set and options would have been leave it until 5.30am for the next shift or stay and dig out 4 – 5 tonnes of concrete by hand. They decided to stay and safely remove the concrete by hand from the mixer and hopper. This took them until 5.30am when the next shift arrived on site.

They all pulled together as ‘one team’ to ensure this was cleared. This commitment helped the second shift so they didn’t have to clear hard concrete when they arrived which would have taken longer.

There was no impact of lost time from this breakdown due to the quick thinking of the shift. The commitment of all employees that evening to stay and complete the task even though they had already carried out a 12 hour shift.

Well done to the whole team – a fantastic effort and achievement.

### Thanks For Your Effort – June Nominees



More thanks go to our fantastic colleagues nominated for the Thanks For Your Effort award for showing exceptional dedication and going above and beyond their day jobs. They are:

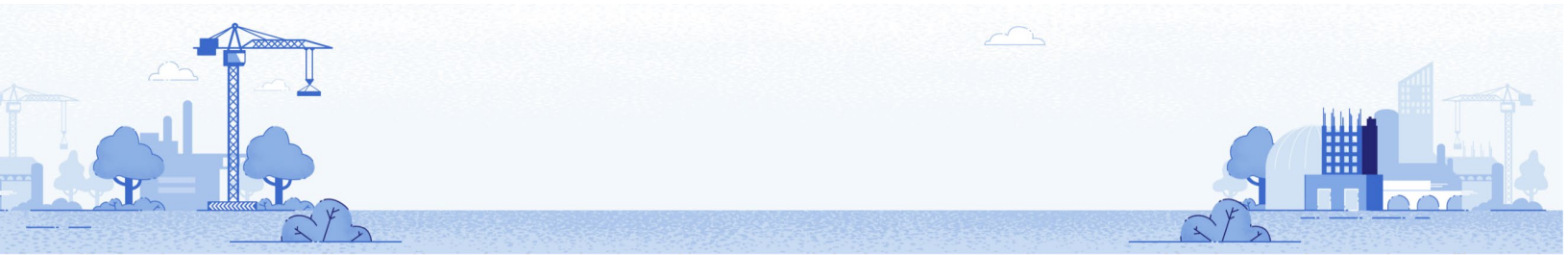
**Gary Donnelly and Duncan Finney, Lead Driver and LGV Driver, Supply Chain**

Julie Welch, Health and Safety Manager and Carl Milton, Cement Logistics Manager, nominated Gary and Duncan: “Over the past few years CEMEX have been supporting the Institute of Traffic Accident Investigators (ITAI) crash test and research day. CEMEX provided a rigid tipper vehicle for this year’s event. Our Drivers, Gary Donnelly and Duncan Finney, worked non-stop during the event – giving a CEMEX driving experience and displaying the vision available to the drivers and demonstrating the safety features fitted to the truck to protect vulnerable road users. They acted very professionally and the feedback we got from the attendees was excellent and assisted those who had never even sat, let alone driven a large goods vehicle in understanding the challenges for a driver, including the many blind spots around the vehicle.”

### Mark Brightwell and Dani Cullinane, Team Leaders at Rugby Customer Service Office

Rob Wilkinson, Logistics Manager, nominated Mark and Dani: “As a result of a period of extended absence of their Line Manager both Dani and Mark stepped up above and beyond their current roles as Team Leaders to ensure the office performed exceptionally well through a challenging period. They ensured high service levels were maintained for both Aggregates and Asphalt despite significant supply chain challenges which led to outages across several locations.

High levels of fleet productivity were achieved, and increased night work helped deliver this.



Excellent communication was maintained with all parts of the business especially with the Operations and Commercial teams. They have overseen the return of the Planning team back into Rugby Office and delivered the Zero4Life safety training. They have both worked long hours to ensure the Planning Office operated effectively. Both internal and external customers benefited from excellent service.”

### **Naomi Gough, Readymix Planning Team Leader and Jamie Helps, Readymix Transport Planner**

Paul Cooke, Freight Manager, nominated Naomi and Jamie: “Naomi and Jamie have helped support the transition and setting up of our new Midlands Shipping Office based at Oldbury. Naomi will be the first Team Leader in Readymix to Team Lead two offices across two markets, while Jamie, in his own time, developed a full training package for new starters which he then rolled out himself over a period of four weeks.

With their help and support, our very ambitious timeline of two months to migrate two Midlands teams into one was achieved. Both have made huge personal sacrifices to help us to achieve our ongoing goal, to improve our overall customer experience for our customers in The Midlands.”

### **Gregg Thompson and Ryan Crowther, Plant Managers – Sheffield Readymix**

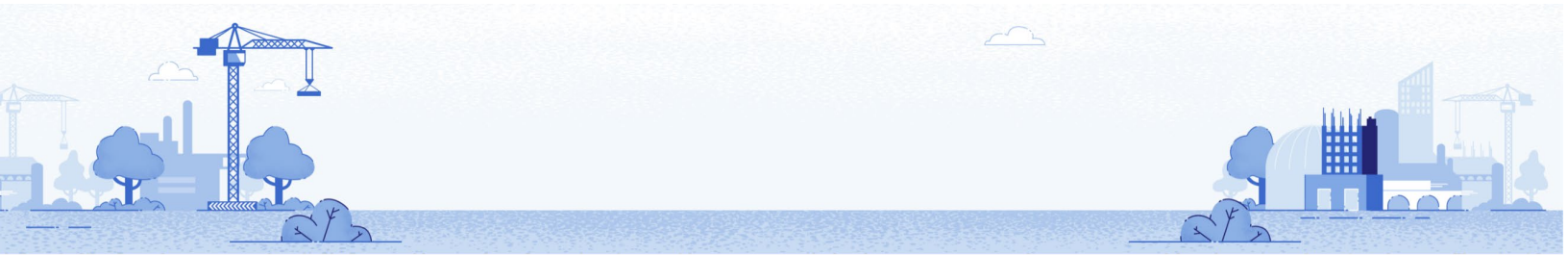
Adam Leverett, Head of Operational Excellence WEM, nominated Gregg and Ryan: “Gregg and Ryan kindly assisted the Operational Excellence team this week in filming a case study for our CEMEX University Academy. The video will show some of the improvements the site team have made over the last year. The guys made us feel very welcome, kept us safe and were so accommodating of everything we asked for their help with, even though they were busy doing their day jobs. Gregg even agreed to appear on camera!”

### **Steve Rowsell, Transport Co-ordinator**

Daniel Jacks, Customer Service Agent, Concrete Products, nominated Steve: “I was having issues with my computer and he took time out of his already busy day to help source a solution and enable me to get back to working as needed. The whole of the Concrete Products team benefitted as the system issue was stopping me from accessing necessary spreadsheets and therefore stopping me from processing orders.”

### **Clint Yarwood, VP & IT Support Leader**

Adam Leverett, Head of Operational Excellence WEM, nominated Clint: “Clint has been extremely helpful in resolving some IT/software issues my team were having with some mobile devices we have rolled out to our Readymix sites. Essentially our INTELEX safety application was not working on the devices and Clint had to try many, many(!) different technical solutions, testing each one along the way, until he found a resolution. We now have this resolved and really could not have done this without Clint’s expertise. Clint is always so willing to help out and we really appreciate all his support with our projects. This will positively impact all our Readymix sites (100+).”





## CEMEX UK Prioritises Employee Wellbeing



In July, the first meeting of CEMEX UK's new Wellbeing Strategy Group was held. This group is made up of people from across the business's different product areas, alongside representatives from Health & Safety, HR, and Social Impact.

The objective of the group is to support the development of our wellbeing strategy, initially focusing on mental health, smoking cessation, and menopause. These key focus areas were agreed in the group's first meeting, along with ratifying the UK's Health and

Wellbeing Plan. The plan covers physical and mental health, as well as workforce experience. Campaigns and training for each of these focus areas is now being developed as appropriate – watch this space!

The meeting also saw an open and honest conversation about wellbeing issues that can affect those in our workforce, while examining initial absence rates for the last few years. Work is being done to provide more detail on absence rates to allow the group to drill down further on any common reasons or issues, while maintaining anonymity.

A defined list of actions was agreed at the end of this first meeting against each focus area, with meetings arranged bimonthly moving forward.

Further detail about the activities planned to support employee wellbeing will be shared with the wider workforce when relevant.

## Welcome Rachel

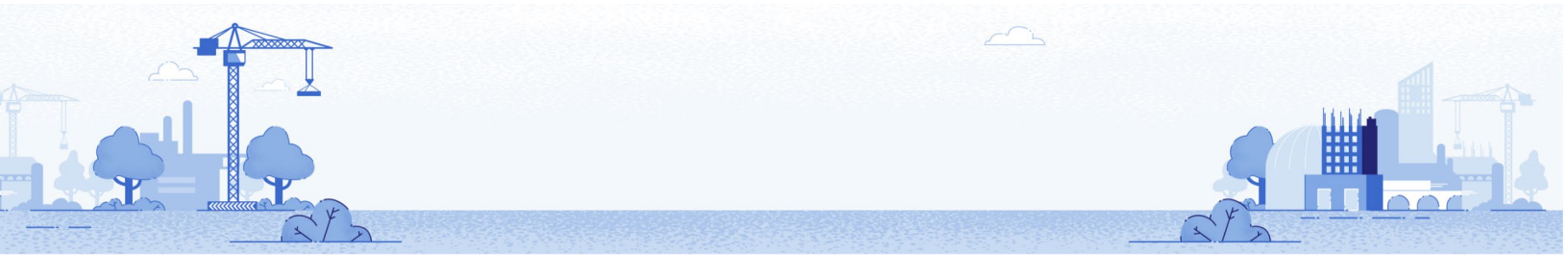


Welcome to Rachel Jones, who has recently joined CEMEX UK as a Principal Development Planner. Working within the Planning and Permitting team, Rachel's role will involve submitting planning applications in respect of mineral and waste activities at current and future CEMEX sites across the UK, plus a variety of other planning related activities.

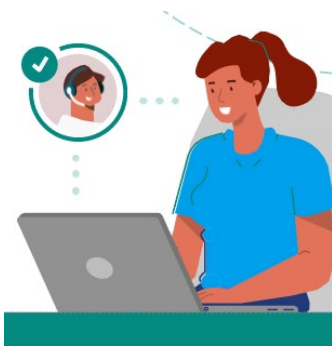
Rachel brings with her over 32 years experience in local government planning, including over 20 years experience of County Council Mineral and Waste Planning in a variety of roles, including Business Manager County Mineral and Waste Planning (CMWP) at Cambridgeshire County Council.

Rachel is very much looking forward to working with her new colleagues across the UK business.

We wish Rachel well in her new role.



## Easy Way to Contact GSC



Did you know that you can contact GSC via Microsoft Teams chat?

You may have noticed a GSC button in Teams, below the chat icon. To contact GSC click this button and contact the Help Desk Agent by just typing hello.

The benefits of contacting GSC this way are:

- Get faster response
- Keep your conversation history
- Connect instantly anytime, anywhere
- Personalised service 24/7

You can watch a video to get to know how you can contact GSC using Microsoft Teams Chat. Click here <https://web.microsoftstream.com/video/ba545dc5-9ba9-4799-8199-86804ccb599f>

You can also find a useful graphic at the end of the document and in the download section of the UK News website: <https://www.cemexuknews.co.uk/downloads>

## HR Evolution



You may be aware from other communications that our Human Resources function is undergoing a companywide transformation. This aims to enhance workforce experience by providing easier access to services, automating back-office functions, and improving transparency and communication.

As part of our **HR Evolution | Working Smarter** initiative we have partnered with TATA Consultancy Services (TCS) who will help us to leverage new digital technologies and solutions.

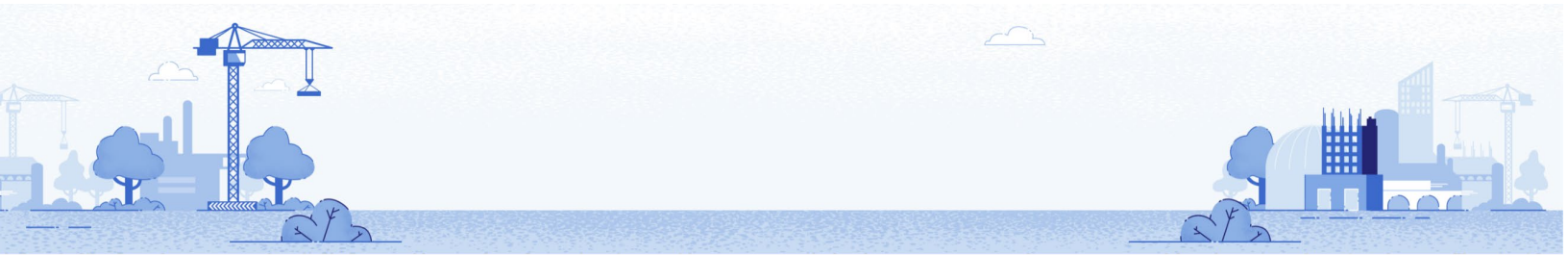
With effect from 25<sup>th</sup> July 2022, TCS will start to provide services for the following processes:

- HR Administration
- Recruitment and Onboarding
- Compensation and Benefits

Some of these services are currently provided by IBM through our [hradmin@cemex.com](mailto:hradmin@cemex.com) mailbox and these will now be carried out by TCS. From 25<sup>th</sup> July 2022, please start sending your requests and information to the email addresses shown below.

[HRAdminUK@cemex.com](mailto:HRAdminUK@cemex.com) This e-mail address should be used for:

Managers	Employees
Sickness Absence Documentation	Address Change Requests
Notification of Leaver Forms and Exit Interviews	Bank Detail Change Requests
Probationary Review Forms	Name Change Requests





First Aid Payments	Changes to Other Personal Details
Long Service Awards	
Filing	
Financial and Leaver References	

[RecruitmentUK@cemex.com](mailto:RecruitmentUK@cemex.com) This e-mail address should be used for:

Managers	Employees
Requesting IVCs	
Employee Inductions	
New Employee References	

In the coming months we expect to be able to utilise TCS support to offer Managers more help with recruitment activities, such as liaising with employment agencies and external advertising. We will communicate more about this in due course.

**[Compensation&BenefitsUK@cemex.com](mailto:Compensation&BenefitsUK@cemex.com)**

Managers in the business may notice that some reports may be sent out from this e-mail address, in which case, please reply to the same e-mail address.

**[gb-hrcentraladmin@cemex.com](mailto:gb-hrcentraladmin@cemex.com)**

This e-mail address is still live and should be used by Managers for offer letter documentation, changes to job roles, work location, salary etc.

A detailed Manager Guide on who to contact for which activity is available on spark! in the HR Information Centre. Follow this link for access: [HR Activities and Contact Details July 2022.xlsx](#)

We thank you for your support with this transition. If you have any questions about this communication, please contact your HR Business Partner.

**Get Away this Summer for Less!**



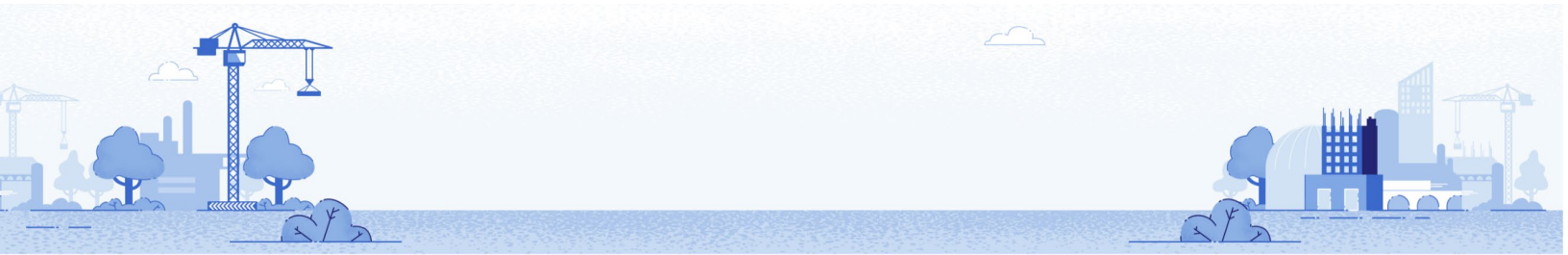
Did you know that the CEMEX Lifestyle platform offers discounts on holidays (both UK and abroad), airport parking, hotels, coach travel and theme parks.

Here are just some of the brand names you can find discounts with:

Jet2Holidays, Easy Jet, TUI, Airparks, Hoseasons, Alton Towers, Disneyland Paris, National Express, hotels.com, cottages.com and many others.

Log in to the CEMEX Lifestyle platform to see how you can save on your summer getaways.

<https://cmx.employeebenefitsplatform.com/>



## Policy Centre July Updates



Be sure to check [here](#) for the latest updates to the Policy Centre for July.

Remember that the CEMEX Policy Centre is now all on spark!

You can visit [here](#).

## Want to Nominate a Colleague?

**NOMINATE NOW!**

Nominate any colleague you think has gone above and beyond their day job and demonstrated any of the CEMEX values.

Email: [gb-hrplanning@cemex.com](mailto:gb-hrplanning@cemex.com) for a nomination form or use the form on the UK News website: [www.cemexuknews.co.uk](http://www.cemexuknews.co.uk)

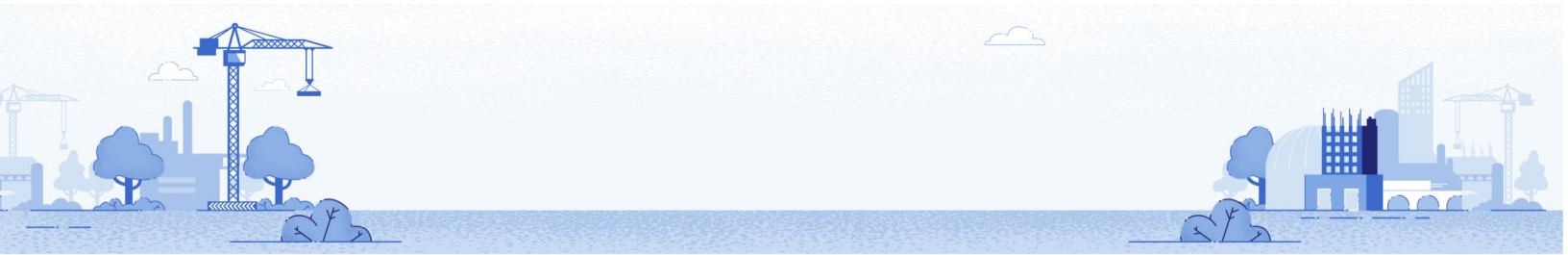
## Internal Vacancies

IVC Ref	Position	Company	Location	Closing date
212-07-2022	Planning & Shutdown Engineer	Cement Operations	Rugby Cement Plant	28/07/2022
213-07-2022	Relief Plant Manager	Materials Readymix	Yorkshire	09/08/2022
214-07-2022	Fitter – Day Shift	Materials Aggregates	Dove Holes Quarry	10/08/2022
215-07-2022	Internal Sales Representative	Customer Experience Readymix	Binley Office	10/08/2022
217-07-2022	Fitter – Night Shift	Materials Aggregates	Dove Holes Quarry	10/08/2022
218-07-2022	Operative	Urbanisation Solution - DSM	Dove Holes Quarry	10/08/2022

### 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.



## Employee Assistance Programme

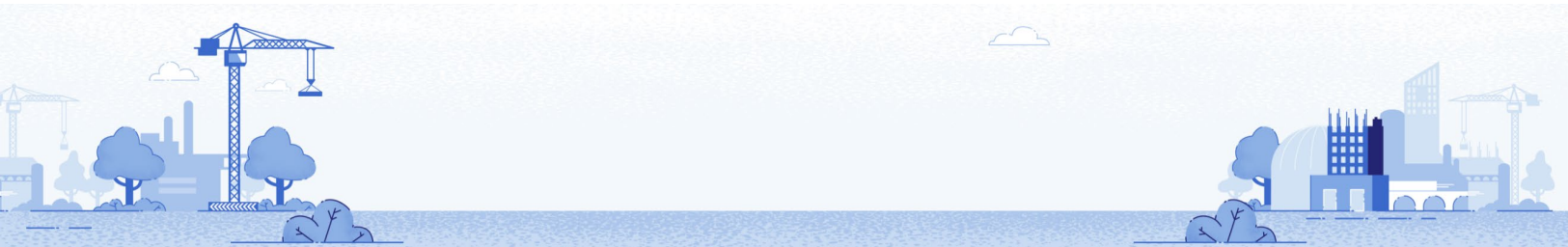
Free, confidential support and counselling available for all employees

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



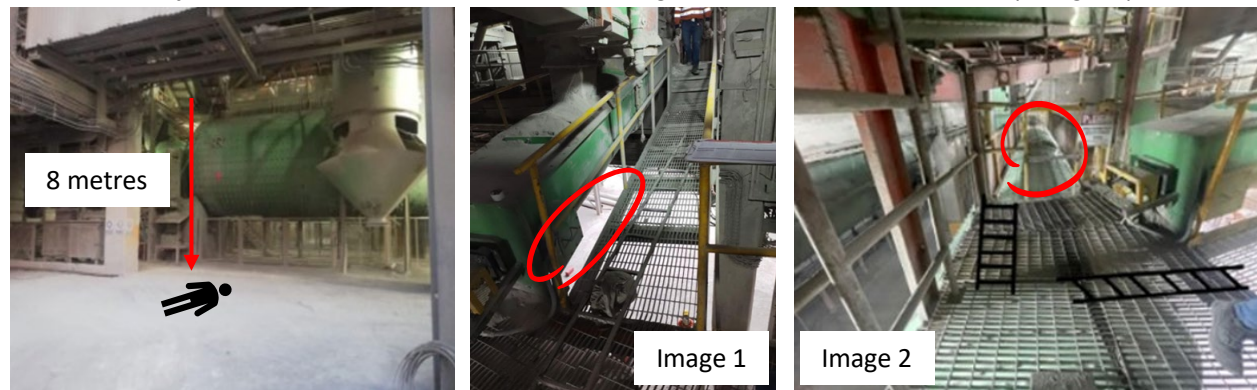


# GLOBAL SAFETY ALERT

## EMPLOYEE FATALLY INJURED AFTER FALL FROM HEIGHT

### INCIDENT DETAILS

An employee was cleaning around the cement mill conveying system when he fell 8 metres to ground level. A colleague found our employee on the ground and medical assistance was called but sadly, he passed away before leaving the site. There were no witnesses to the actual incident and the investigation team arrived at two possible hypotheses: 1) he tripped over objects that were on a walkway and fell through a gap (Image 1) between the railing and the floor of the walkway, or 2) he tripped over objects that were on the platform at the end of the walkway and fell under the rail of an access gate located above the mill (Image 2).



### KEY FINDINGS

- The walkway had railings on both sides but the toeboard was missing (hypothesis 1) and the gate of the mill had just one rail (hypothesis 2) instead of an access door with a mesh.
- Poor housekeeping in the area because there were some objects such as ladders, a hose and a bag with grease in, that weren't removed before starting the task. There were also some material leakages and spills that were caused by damaged seals and out of service dust collectors.
- Visibility was hampered in the area because of the cleaning work that was taking place.
- The employee didn't have any assigned tasks for that day, so he spoke with a colleague who said he could help him with some cleaning. A Permit to Work had not been issued, despite both employees being told by the supervisor that one was needed.
- The employee hadn't received any training for the task, and he was working alone when he fell.
- A Take 5 had not been carried out.

### MANAGERS – KEY POINTS TO CHECK

- There is an effective monitoring process to regularly check plant conditions and to prevent an accumulation of spillages and leaks.
- An effective preventive maintenance program is in place to prevent spills/leaks.
- All the required safety features are in place on all walkways and platforms, including handrails, toeboards, guards, and effective gate arrangements.
- All workers are aware of their daily responsibilities, they are well trained to be able to carry out their tasks safely, and aware of when they need a Permit to Work.
- All trip hazards are removed from working areas and housekeeping is regularly monitored and maintained to a safe standard.
- The importance of a Take 5 before starting a task is constantly reinforced.

### ALL PERSONNEL – ACTION TO TAKE

- Before you start working, make sure there are no obstacles or objects that could cause you to trip, slip or fall.
- If visibility is inadequate, stop and report it to your supervisor.
- Always carry out a Take 5 assessment before starting your task and take the appropriate actions to avoid incidents
- Always report unsafe conditions in your workplace, including accumulated material due to spills or leaks, as well as missing guards, handrails, toeboards, etc.
- Only carry out a task if you are trained and authorized (including any permits).



Housekeeping



Safe  
Systems



Incident /  
Hazard Alert



Remember!

# SAFETY ALERT

UK SA08/2022 – 25.07.22

Display Until  
26.08.22



## AGENCY DRIVER LTI – FALL WHEN GETTING OUT OF CAB

### DETAILS OF THE INCIDENT

An agency driver was delivering to an external customer during his period of training with another driver. As he exited the cab, he appeared to miss the bottom step and fell to the floor, banging his head. The site called an ambulance as there were concerns the driver lost consciousness momentarily. When taken to hospital, he was diagnosed with 1 broken collarbone (clavicle). He visited hospital 7 days later for a routine check up and was diagnosed with a further break to his other collarbone.

### KEY FINDINGS

- The driver had 15 years experience driving coaches which have lower access steps.
- The driver had originally trained on a cab which had 2 steps. This particular vehicle had 3 steps as it had a higher cab, and it appears the driver thought his next step was to the ground and therefore lost his footing when egressing.
- The driver didn't maintain 3 points of contact, as he was holding the steering wheel and the delivery paperwork with his left hand when getting down from the cab.

### HOW COULD THIS HAVE BEEN AVOIDED?

By maintaining 3 points of contact and holding onto the grab handles while egressing the cab.  
Being aware of the step configuration of the vehicle.

### KEY REVIEW POINTS

- Reinforce Get a Grip through Slip, Trip and Fall campaign.
- Remind drivers not to hold objects when getting in / out of the cab i.e. paperwork, phones, bags etc.
- Remind drivers who drive numerous vehicle with different step configuration to be aware of the number of steps; mostly relevant when getting out backwards because steps not clearly in view.



Incorrect handhold for the driver and final landing when driver fell



### Look after yourself and each other

Don't let anyone act unsafely, always stop unsafe practices.

### Get a grip

Hold handrails on stairways and use three points of contact when getting into/out of vehicles.

### Safe Systems

Follow safe systems of work, site rules, signage and traffic signals.



STOP THINK ACT

## Top up your fluids



Make sure your coolant, windscreen wash and engine oil are at the correct level.

## Cool Car



Park your car in the shade, open your windows and put the aircon on before you start your journey.

## Hydration



Have a drink at regular intervals to counter the effects of the heat.

## Downpours



This is the UK, so expect the weather to change dramatically.

## Avoid sunglare



Always have a pair of sunglasses handy and make sure your visors are in perfect working order.

# Summer Driving Tips

These are some tips to help you prepare for driving in warmer temperatures.

## Tyre condition



Make sure your tyre pressure is correct. Over-inflated tyres are most likely to rupture.

## Look out



Be more vigilante of others using the roads for leisure, holiday travel and agriculture purposes.

## Switch off engine



If you're stuck in traffic, limit you engines chances of overheating by turning off the engine.

## Hayfever



Take the correct level of medication and make sure it doesnt interfere with your driving.

## Battery



Heat accelerates battery corrosion and evaporates the batterys liquid electrolyte.



# We're here to help! Contact us via Microsoft Teams Chat



Open the **Global Service Center (GSC)** app

**1** Start interacting with a Help Desk Agent by just **typing hello!**

**2** Choose the language of your preference

**3** Receive the help you need

The screenshot shows a Microsoft Teams chat window titled "Global Service Center". The chat history includes:

- A message at 10:01 AM: "Hello!" (highlighted with a green dashed box and a '1' in a green circle).
- A message at 10:02 AM: "Hi, John. Welcome to Global Service Center." followed by a language selection menu (highlighted with a blue dashed box and a '2' in a blue circle) with buttons for English, Spanish, French, German, Polish, Czech, and Arabic.
- A message at 10:05 AM: "Thank you for contacting the Global Service Center. My name is Jane. How can I help you?"
- A message at 10:05 AM: "Hi Jane, I get an error when trying to log in into SAP, can you help me review this behavior?" (highlighted with a purple dashed box and a '3' in a purple circle).
- A message at 10:07 AM: "I have reviewed your case and your account was locked, I've fixed it. Can you try to log in again?"
- A message at 10:09 AM: "I am able to access SAP again, thank you!"

### Benefits:

- ✓ Connect instantly anytime, anywhere
- ✓ Personalized service 24/7
- ✓ Get faster response
- ✓ Keep your conversation history

