

UKNEWS







Welcome to UK News 16th March 2023 your weekly update from around Cemex UK

View UK News on: www.cemexuknews.co.uk

You can also follow us on our social media channels



@CEMEX_UK



CEMEX-UK



CEMEXUK



HEALTH & SAFETY

Do you Take 5?



A common finding in the root cause analysis of incidents in our Region was in relation to the lack of use and/or quality of Take 5 and an interdependent 'looking after each other' culture. As a result, we have developed a specific campaign focused in these two areas, which forms part of our 2023 EMEA Health & Safety Improvement Plan. This campaign aims to promote, encourage and convince colleagues to use **Take 5** and **Take 5 Together** in their daily work and for Managers to integrate these processes into their health and safety management activities.

We have now launched this new campaign, which will help to strengthen our interdependent Health & Safety culture by further embedding Take 5 and Take 5 Together – both aimed at preventing injuries and incidents.

The campaign will run for three months – March, April and May – and has been designed for local teams to engage and interact with each other on key subjects in each of those months.

March is specifically focussed on Take 5. At the end of this document and on the UK News download page: www.cemexuknews.co.uk/downloads, you can find the following resources to share on your work notice boards:

- Take 5 Poster
- What is Take 5 Poster

To all Managers, it would be greatly appreciated if:

- You can share the materials with your teams.
- Managers and Supervisors familiarise themselves with the "Manager Briefing" and "Take 5
 Briefing" which you can find on the UK News download page:
 www.cemexuknews.co.uk/downloads





- Managers and Supervisors hold Take 5 briefing sessions with their teams, using the "Take 5 Briefing" in conjunction with the following video here.
- One or both of the attached posters are displayed appropriately to further promote Take 5.

April will be focused on <u>Take 5 Together</u> and the materials will be communicated later this month.

Your support to get behind this initiative will be appreciated.

LTI Milestone Achievements



Congratulations to everyone in London Materials UK who achieved 15 years LTI free. Also, congratulations to Supply Chain Aggregates North UK who achieved 1 year LTI free. These are significant milestones – well done.

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

Maintaining a Good Work/Life Balance



It's important that we all do what we can to have a good work-life balance.

A healthy work-life balance allows everyone to excel at work and take care of their personal wellbeing outside of the office or site environment. It improves health and motivation, while reducing stress and the risk of burnout.

However, we understand that the demands of the business can make this difficult at times. The Cemex UK Wellbeing Strategy Group wants to support employees by providing practical and effective tools for building

and sustaining a good balance.

This year, each month will have a different theme, from managing your SAP workflow and coordinating considerate meetings to email etiquette and out of office guidance.

We'll be sharing these in UK News and on Yammer, plus via email to GB all, starting later this month.

Look out for them, and we'd love to hear any recommendations you may have yourself!





World Sleep Day



Today is World Sleep Day.

Just like eating well and exercising, sleep is a behaviour that is foundational to one's physical, mental, and social well-being. However, sleep is not yet commonly considered an essential behaviour for good health.



That's why getting enough sleep is important for people of all ages to stay in good health. People often cut back on their sleep for work, for family demands, or even to watch a good show on television. But if not getting enough sleep is a regular part of your routine, you may

be at an increased risk for obesity, type 2 diabetes, high blood pressure, heart disease, stroke, and poor mental health.

Even one night of short sleep can affect you the next day. Not only are you more likely to feel sleepy, but you're also more likely to be in a bad mood, be less productive at work, and be involved in a motor vehicle crash.

Healthier Sleep in Adults:

- 1. Establish a regular bedtime and waking time.
- 2. If you are in the habit of taking siestas, do not exceed 45 minutes of daytime sleep.
- 3. Avoid excessive alcohol ingestion four hours before bedtime, and do not smoke.
- 4. Avoid caffeine six hours before bedtime. This includes coffee, tea and many sodas, as well as chocolate.
- 5. Avoid heavy, spicy, or sugary foods four hours before bedtime. A light snack before bed is acceptable.
- 6. Exercise regularly, but not right before bed.
- 7. Use comfortable, inviting bedding.
- 8. Find a comfortable sleep temperature setting and keep the room well ventilated.
- 9. Block out all distracting noise and eliminate as much light as possible.
- 10. Reserve your bed for sleep, avoiding its use for work.

You can find more sleep advice here: https://worldsleepday.org/usetoolkit/resources

You can find a poster at the end of this document and on the UK News download page: www.cemexuknews.co.uk/downloads with these Top 10 suggestions for healthier sleep.

Please share on your workplace notice boards.





Do You Smoke? We Need Your Help!



One of the Wellbeing Strategy Group's focus areas is to help any employees who may wish to stop smoking or reduce the amount they smoke. The group is currently identifying potential activities and resources that could be made available for Cemex UK employees.

However, we want to make sure the right support is provided – in the most appropriate format and at the best time for employees.

To do this, we need to hear from anyone who smokes – even if you have no desire to stop smoking at all!

Please complete our anonymous survey, accessible <u>here</u> and via the QR code in our poster (see on the UK News download page: www.cemexuknews.co.uk/downloads). It's only 10 questions in length and shouldn't take more than 10 minutes. It asks about your smoking habits, any 'stop smoking' resources you have used previously, and what you think could work well for employees.

We would love to hear your opinions, and these will help us decide what activity is organised for employees – watch this space. Thank you for your support!

Some facts about smoking:

- There are about 6.9 million adult cigarette smokers in the United Kingdom.
- Overall, the proportion of adults (aged 16 and over) smoking in Great Britain has been declining since 1974 (when national government surveys on smoking among adults first began).
- Across Great Britain, since 1990, there has been a steady increase in the number of smokers using mainly hand-rolled tobacco.
- In general, men are more likely to smoke than women.
- Since 2010, smoking has become less common across all age groups.
- Smoking continues to be lowest among people aged 60 and over.

Considering giving up? Here are some initial resources to help:

https://www.nhs.uk/better-health/quit-smoking/

https://www.nhsinform.scot/healthy-living/stopping-smoking

https://www.blf.org.uk/support-for-you/smoking/how-can-i-quit

https://www.bhf.org.uk/informationsupport/heart-matters-magazine/wellbeing/stop-smoking





FUTURE IN ACTION

Please Support Robert's Charity Run



Robert House, Health & Safety Director EMEA, is running in the Derby 10k on 26th March to raise money for the charity PASIC (Parents Association for Seriously III Children) which provides cancer support for children and young people. The charity has been supporting some close friends of Robert's. Please see the YouTube link here for a short video that says it all (you might have seen it in a recent BBC program already).

In summary, Robert's friend's daughter was diagnosed with a rare type of thyroid cancer, closely followed by their son (they discovered

it was genetic). The charity PASIC have been providing valuable support to the Purnell family.

You can support Robert's 10k run by clicking the Justgiving link below – Thank you.

https://www.justgiving.com/fundraising/roberthouse3?utm_source=copyLink&utm_medium=fundraising&utm_content=roberthouse3&utm_campaign=pfp-share&utm_term=d3878159d59c47989d903cfcb02394db

Employee Offer for Macready Theatre



Macready Theatre, one of our charity partners, is pleased to offer a special discount for all Cemex employees. You can get a 10% discount on all events. Please use the promo code CEMEX10 when booking.

Further details of the shows can be found here: https://www.ticketsource.co.uk/rugby-arts





PROFITABILITY

Upgraded Mixer Brings Many Benefits



The plant mixer at our Sheffield Asphalt Plant was around 60 years old and the internal wear parts were no longer available - this had been the only mixer of its type still running in the UK Asphalt industry. When Cemex's Washwood site in Birmingham was closed, the plant mixer that was around 10 years old, was removed and put aside to be transferred up to our Sheffield plant.

Over the last two years we have been working with an engineering company to make it possible to integrate the Braham Miller mixer from Washwood into our Goodwin Barsby Plant machinery.

This upgrade brings many benefits:

- The mixer will be easier to maintain.
- Standardisation of parts, as it uses the same spares as our Lincoln plant and parts are readily available.
- The mixer removes the requirement to enter a confined space to carry out maintenance as the sides drop down allowing access to the internal wear parts.
- The drive system is a high efficiency shaft mounted system, removing many moving parts.
- The mixer is quieter.
- We can produce larger batch sizes improving our ability to load customers faster.

Energy Reminder



While TRIAD season is now over it is still very important that we all manage our energy use carefully.

Have you participated a team Tool Box talk yet? Want to know more about Tool Box Talks? We've created a short briefing document which you can find on the UK News download page here: <u>Toolbox</u> Talks Briefing document (931 downloads)

You can also find two 'Save Energy' posters, one for offices and one for sites, at the end of this document and on the UK News download

page: www.cemexuknews.co.uk/downloads

If you need any hard copy posters, contact <u>gb-communications and public affairs@Cemex.com</u> and they can be sent out to you.





Tool Box talks is an opportunity to look at your working environment and assess what changes each individual employee could make to reduce their energy use.

Additionally, a short, animated video has been produced for all EMEA employees with some tips for saving energy in our offices – you can watch it Cemex Sustainability_ENG (vimeo.com)

We've also created a folder on SharePoint (visit this <u>here</u>) packed with useful info. for operational sites, including:

- Triad reports
- Christmas shutdown report
- Centrica web portal
- Aggregates & Readymix Power BI dashboards (specifically energy and background energy pages)

The Energy RRT asks as many employees as possible to support this activity; there are changes we can all easily make to cut down on the energy being consumed by our operations.

If you hold a Toolbox Talk, please take a photo and share on Yammer, or send to gbcommunicationsandpublicaffairs@cemex.com.



THE EMPLOYEES

Our Brand Evolution



At Cemex, we are constantly improving and pushing the boundaries of sustainable construction. We are evolving to be more approachable, agile, and innovative.

As our CEO, Fernando González mentioned in his message yesterday it's been over 30 years since our visual identity was last updated. The visual change of our corporate brand represents the evolution of our

company in our continued pursuit of building a better future.

A new era starts now.

Here are five ways you can join this milestone event:

- 1. Update your email signature <u>follow these simple steps</u>
- 2. Download and update your Powerpoint template and Virtual Background
- 3. Learn more about our brand's evolution here
- 4. Check out our new corporate website here
- 5. Share the news
 - LinkedIn
 - Facebook





- Twitter
- Instagram

Fernando González, CEO, share the following video message with everyone in Cemex which you can watch <u>here</u>. He also shared the following message on <u>LinkedIn</u>: Please share on your own accounts.

When a company updates its corporate image for the first time in over 30 years, like we just did, the natural question is, "why now?". For me, the answer is clear. Because, in the past few years, we have undergone our most radical evolution ever.

Although our company has seen great success and has overcome seemingly insurmountable odds, nothing has changed our business more fundamentally than the need to contribute to the fight against climate change. Our updated logo is fresher and more dynamic, but what excites me most is what it means: a renewed commitment to helping our customers push the boundaries of sustainable construction through innovative solutions.

The substance behind this evolution is clear. Our industry-leading sustainability and decarbonization program, Future in Action, has led to a two-year decrease in our CO2 emissions equal to that achieved in the previous decade. Cemex Go ushered in an era of unprecedented digitalization for our industry. We launched our Urbanization Solutions and Regenera businesses, two driving forces behind our commitment to building more resilient, circular, and sustainable cities. With Vertua, our range of building materials with sustainable attributes, we are partnering with our customers to reduce emissions in the built environment, a crucial step on the way to net zero.

Our updated image shows this evolution while maintaining key elements of our legacy and storied 117-year trajectory. The entire Cemex team is committed to collaborating with our customers, vendors, and partners throughout the construction value chain to spearhead the industry's transition toward innovation, digitalization, and, above all, sustainability. Together, we can build a better future and help the world reach the next frontier of sustainable living.

ASK LEX – Response No.6



ASK LEX is your opportunity to send in business related questions to Lex Russell, Managing Director of UK Materials. We want all our employees to feel they can ask questions of our business leaders and receive transparent answers.

Thank you to those who have sent in questions so far. Where relevant, we will share questions and responses from Lex in future UK News editions.

Here is another question sent in for Lex, along with Lex's response:





Q: There is a lot of speculation in the news regarding a recession. What are Cemex's plans for if this happens?

A: If the UK goes into recession it is very difficult to determine how this will affect our business. The Government is talking about using construction as a lever to return to economic growth. Cemex UK has plans in place for the next five years and we will adapt them to react to changes as they happen in the construction industry.

If you have a question, simply send it through to <u>gb-communications and public affairs@cemex.com</u> and the Communications team will manage this directly with Lex. Written answers will then be provided back to you and, if appropriate, shared in UK News for others to read.

Please note that questions cannot be handled anonymously. We look forward to hearing from you!

Worthy Winner of Wagon Raffle Prize



The Railway Ball is an annual fundraising event, championed by the UK Rail Industry, who come together to raise funds for the Railway Children charity, a leading charity supporting children found alone and at risk on the streets, reaching children in India, the UK and East Africa. Money raised from the Ball has provided care for over 270,000 children, before they become entrenched in street life.

Many organisations in the rail industry take a table, or donate raffle prize at the event to help raise funds for the Railway Children. The main event of the evening is the charity auction,

which has lots ranging from experiences not normally available to smaller lots.

The last Ball took place in November and Cemex donated a 00 Gauge model of two Cemex rail wagons to the charity auction. The model caught the eye of Martin Fleetwood, a Consultant at Addleshaw Goddard, which provides legal advice and support to clients on matters relating to railways as well as advising on other land, sea and air transport issues. Martin was keen to win the Cemex model wagons and put in his bid and luckily for Martin, he was the highest bidder and the lucky winner!

To make the win more special, we invited Martin to Cemex's Bletchley Depot to receive his winning raffle prize in front of the Cemex locomotive pulling the Cemex wagons, identical to his model. Martin was delighted to see the real wagons and meet Louise Walker, Asphalt & Depot Manager – Bletchley along with Mark Grimshaw Smith, UK Rail And Sea Manager. They were also joined by Richard North and Harry Golding from GB Rail Freight.

Mark presented Martin with his prize who was delighted to receive it. He said: "Being able to receive the model in front of the real thing was an unexpected but very welcome added bonus and it was great to have been given a tour of the Cemex Depot at Bletchley as well. Seeing how things work in real life is a





key part of understanding how our transport systems function and allows us to provide better advice as a result."

Digital Payslips Now Available to All



As part of the **HR Evolution | Working Smarter** initiative we continue to work on delivering a better workforce experience, and we are very pleased to announce that payslips are now accessible on-line for all employees. This means that we will start to phase out postal payslips.

In January, we launched the EY Interactive Portal for employees who have a Cemex email address to access their payslips. To use the EY portal, these employees

needed to register for the portal via the welcome email which was sent from EY, our payroll provider. Once registered, payslips can also be accessed via spark!

Now, payslips are also accessible online for employees **who do not have a Cemex email address or still receive a postal payslip**. To register, scan the QR code in the poster at the end of this document and in the download section of the UK News website: www.cemexuknews.co.uk/downloads which will take you to a form to complete. If you do not have access to a Cemex email address, you can register for online payslips using your personal email address.

We would like to encourage anyone who is still receiving a paper payslip to register with the EY portal as soon as they can. If you have any questions or concerns about this, please speak to your HR Business Partner.

Help and Guidance

If you have any technical difficulties accessing your payslip or registering with the EY interactive portal, please contact the helpdesk <u>HRServicesUK@Cemex.com</u>.

If you have any queries relating to your pay, please contact <u>payroll.UK@Cemex.com</u>.

Note to Managers: please ensure that you bring these guidelines to all our employees' attention and that the communication/poster (at the end of this document and on the UK News download page: www.cemexuknews.co.uk/downloads) is shared on site/plant notice boards where appropriate so that those who aren't online also have access to this message.





Accounts Payable Best Practice



The P2P helpdesk has shared some best practices and recommends following these five following points to improve your experience using the Accounts Payable Helpdesk in Service Now.

You can find a poster at the end of this document and on the UK News downloads page: www.cemexuknews.co.uk/downloads – please share on your workplace notice boards.

- 1. The more descriptive, the better. Being clear and concise enables the helpdesk to process your request effectively.
- 2. When you send a request wait for the notification email that your ticket has been received before you reply, to avoid duplicate tickets.
- 3. Every interaction with you is important. Create a new email for every case. If you need to follow up a closed case, please include your previous ticket number.
- 4. To guarantee that all relevant individuals, including vendors, are updated on your ServiceNow ticket, consider adding them to the CC list of your ticket request email.
- 5. Please be aware that notification emails regarding your request will come from Global Enterprise Services (*cemex@service-now.com*).

The way you request support from the AP team will not change. You will continue to request email support using known emails from:

ncrvendor.recon@cemex.com	UK P2P Helpdesk Team IBM
gb.invoicematchinggroup@cemex.com	UK P2P Clearing Team IBM
gb-vendorhelpdesksscuk@cemex.com	UK Master data team IBM
gb.paymentsgroup@cemex.com	UK Paymentsteam IBM
gb-pcardhelpdeskssc@cemex.com	UK Procurement card team IBM
gb-ssctandeclaims@cemex.com	UK Travel & Expense team IBM
gb.haulagevendorpack@appstwo.cemex.com	UK P2P Self Billing Team IBM
qb.apupload@cemex.com	UK P2P AP Uploads Team IBM

For any general questions please contact Alan Venning: alan.venning@cemex.com





Updated Non-Purchase Order Policy



All purchases made by End Users must be processed through a purchase order, i.e., as End User Purchase Orders (ZEUP) or agreement purchase orders (ZNB). Only the concepts outlined in Section 4 of the can be managed through non-PO processes.

The Non-PO Concepts Policy – EUROPE has been updated. You can now find V1.1 on the Policy Centre here.

More Roadshow Dates to Come



The Materials Roadshows, which have taken place at a variety of our locations across the UK over the last few weeks, have been going well with nearly 300 employees attending over the two weeks.

There are still more sessions to come:

21st March – Home Counties – 10am – Shefford Office, Thomas

Bros (Luton), Top Farm, Shefford Road, Bedfordshire, SG17 5PL – Contact Nick Vivian to book your space

21st March – Home Counties – 2pm – Hatfield quarry – Contact Lewis Coxon to book your space 22nd March – Binley HQ – 11am–1pm and 2pm–4pm – spaces very limited – Contact Sarah Murphy to book your space

24th March – South West – Cemex, London Road, Wick, Bristol, BS30 5SJ – Contact Rob Sims to book your space

28th March – Binley HQ – 10am–12noon and 1pm–3pm – spaces very limited – Contact Sarah Murphy to book your space

29th March – Binley HQ – 2pm–4pm – Contact Sarah Murphy to book your space

Internal Vacancies

IVC Ref	Position	Company	Location	Closing date
58-03-2023	Relief Plant Manager	Materials - Readymix	South Coast	23/03/2023
59-03-2023	Quarry Manager	Materials - Aggregates	Alrewas & Willington Quarries	24/03/2023





60-03-2023	Physical Lab Analyst	Cement Operations	Rugby Cement Plant	27/03/2023
61-03-2023	Operative	Urbanisation Solutions – Building Products	Wick	28/03/2023
62-03-2023	Multiskilled Operative	Urbanisation Solutions - Asphalt	Bletchley	28/03/2023

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 <u>gb-communicationsandpublicaffairs@cemex.com</u>

If you can, please include a photo too (taken in super fine landscape setting and saved as a jpeg.) Thank you.







ITAKE CONTROL OF MY SAFETY EVERY DAY

Take 5... I analyse my task in the real work environment and define controls to stay safe!

I LOOK AFTER MYSELF AND MY COLLEAGUES









WHAT IS

TAKE 5



1. Stop, Look, Walk Around





2. Think Through the Task

3. Identify Hazards





4. Control Risks

5. Do the Task Safely





During March, we would like you to spend time together as a team reflecting on Take 5 and the important role it plays in our operations.

To help with this, we have created three short videos, one per month between March - May. We ask each team to watch and discuss the video together using the talking points below as a guide.

We would love to hear your feedback on the videos and the discussions you have as a team! Please share any comments you have with your Health & Safety representative.

MARCH FOCUS: TAKE 5

As a team, get together for between half an hour and an hour in a suitable location. Start by watching the film and then have a short discussion about Take 5.

TALKING POINTS

- When do you think a Take 5 is needed?
- What type of tasks may require a Take 5?
- What should be done in a Take 5?
- Can you do a Take 5 on your own?
- If you identify a risk, what should you do?
- Are there any barriers to using Take 5? How can we overcome them?
- How can we make Take 5 a habit?

NEXT STEPS

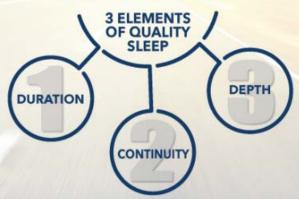
- Practise doing a Take 5, identify the risks, think about the associated control measures.
- As you go about your day remember "We don't let anything go". Be sure to "Step In" systematically, in case of danger, deviation or even doubt.
- Remember: we stand together, we systematically intervene, even in the case of a minor deviation.
- Make this Take 5 mobilisation last throughout March by systematically interacting individually or as a team on Take 5.
- Make this Take 5 campaign part of your meetings, conversations and interactions throughout March
- Consider having a weekly review of the campaign with your team
- Consider using the Take 5 training package if you feel a refresher is needed and utilise the posters to further promote it at your site.





WORLD SLEEP SOCIETY'S ROAD TO BETTER SLEEP





DURATION

The length of sleep should be sufficient for the sleeper to be rested and alert the following day.



CONTINUITY Sleep periods should

Sleep periods should be seamless without fragmentation.



DEPTH

Sleep should be deep enough to be restorative.



Created by World Sleep Society's committee of internationallyrenowned experts in the field of sleep medicine and research.





ON OUR SITES, THE SMALLEST CHANGES CAN MAKE A BIG DIFFERENCE



I maintain heating at no more than 21°C when buildings are occupied



I turn off the interior & exterior lights when the site is unoccupied (evenings & weekends)



I turn off my computer screen, and production equipment, when I leave



I close doors behind me so heat doesn't escape out of the building



READYMIX PLANT MIXER

The real energy consumption of an Erie Strayer mixer was taken between 4pm – 7:30pm on one of our rail fed Readymix sites.

The mixer was running throughout this time and consumed 163kWh of electricity (about the same as 115 cycles on a domestic washing machine!)

The TRIAD cost was over £9,000, compared to a non-TRIAD cost of £45!



CEMEX is committed to reducing its energy consumption by 10% in 2023. We can all act to protect our planet and support our business.







IN THE OFFICE, THE SMALLEST CHANGES CAN MAKE A BIG DIFFERENCE



I maintain heating at no more than 21°C when the office is occupied



I turn off the lights when the office is unoccupied (evenings and weekends)



I turn off my computer screen when I leave



I close doors behind me so heat doesn't escape out of the building



OFFICE FAN HEATER

A 2.4kw oscillating fan heater was left switched on at the start of October 2022 under a desk at one of our hub offices when the shift ended at 4:30pm.

It wasn't until the cleaner was on the floor at 7pm that this was noticed and switched off, by which time the heater had used 6kWh of electricity – all while heating an empty office.



CEMEX is committed to reducing its energy consumption by 10% in 2023. We can all act to protect our planet and support our business.



HUMAN RESOURCES

EVOLUTION

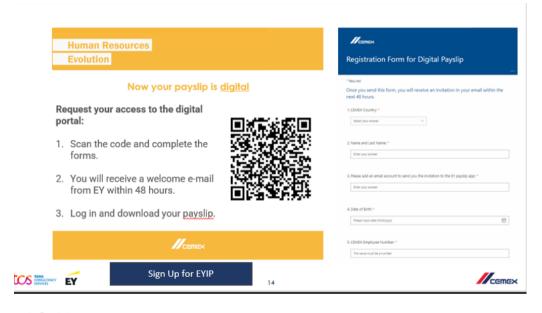
Dear Colleagues,

As part of the **HR Evolution | Working Smarter** initiative we continue to work on delivering a better workforce experience, and we are very pleased to announce that payslips are now accessible on-line for all employees. This means that we will start to phase out postal payslips.

In January, we launched the EY Interactive Portal for employees who have a CEMEX email address to access their payslips. To use the EY portal, these employees needed to register for the portal via the welcome email which was sent from EY, our payroll provider. Once registered, payslips can also be accessed via Spark!

Now, payslips are also accessible online for employees **who do not have a CEMEX email address or still receive a postal payslip**. To register, scan the QR code below (or in the attached poster) which will take you to a form to complete. If you do not have access to a CEMEX email address, you can register for online payslips using your personal email address.

We would like to encourage anyone who is still receiving a paper payslip to register with the EY portal as soon as they can. If you have any questions or concerns about this, please speak to your HR Business Partner.



Help and Guidance

If you have any technical difficulties accessing your payslip or registering with the EY interactive portal, please contact the helpdesk HRServicesUK@cemex.com.

If you have any queries relating to your pay, please contact payroll.UK@cemex.com.

Stephanie Horn UK HR Director



HUMAN RESOURCES

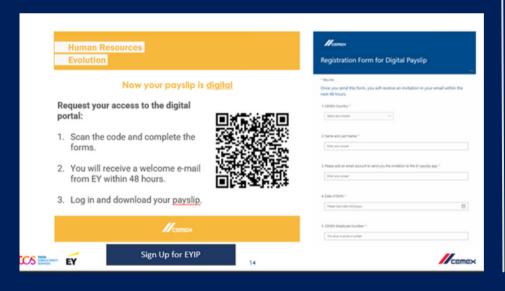
EVOLUTION

DIGITAL PAYSLIPS FOR ALL

All employees can now register to access their payslips online.

No CEMEX email address

Use the QR code and follow the instructions to register for your digital payslips using your personal email address



With CEMEX email address

Click the link in your welcome email from EY.
Once you have enrolled, you will be able to access your payslip via Spark.



If you have any technical difficulties accessing your payslip or registering with the EY interactive portal, please contact the helpdesk

HRServicesUK@cemex.com.



If you have any queries relating to your pay, please contact payroll.UK@cemex.com

servicen w_®

FOLLOW the Five

Follow these recommendations to improve your experience using Accounts Payable Helpdesk in ServiceNow.



The more descriptive, the better. Being clear and concise enables the helpdesk to process your request effectively.

When you send a request wait for the notification email that your ticket has been received before you reply, to avoid duplicate tickets. —





Every interaction with you is important. Create a new email for every case. If you need to follow up a closed case, please include your previous ticket number.



To guarantee that all relevant individuals, including vendors, are updated on your ServiceNow ticket, consider adding them to the CC list of your ticket request email.



Please be aware that notification emails regarding your request will come from Global Enterprise Services (cemex@service-now.com).

The way you request support from the **AP team** will not change. You will continue to request **email support** using known emails from:



ncrvendor.recon@cemex.com
gb.invoicematchinggroup@cemex.com
gb-vendorhelpdesksscuk@cemex.com
gb.paymentsgroup@cemex.com
gb-pcardhelpdeskssc@cemex.com
gb-ssctandeclaims@cemex.com
gb.haulagevendorpack@appstwo.cemex.com
gb.apupload@cemex.com

UK P2P Helpdesk Team IBM

UK P2P Clearing Team IBM

UK Master data team IBM

UK Payments team IBM

UK Procurement card team IBM

UK Travel & Expense team IBM

UK P2P Self Billing Team IBM

UK P2P AP Uploads Team IBM

Global Enterprise Services