



Welcome to UK News

28th November 2024

Your weekly update from around Cemex UK

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 CEMEXUK



HEALTH & SAFETY

Latest Video Safety Alert



The latest Video Safety Alert highlights a High Potential incident, where a trailer loaded with 12t of blocks at a Cemex factory became unhitched after leaving the site and crashed through the perimeter fencing of a construction project, grazing one of the site team.

 You can watch the video safety alert [HERE](#).

From the video, it's apparent this incident could easily have resulted in a fatality, or multiple fatalities if the trailer had careered along a public footpath.

While the Alert contains technical detail applicable to the coupling of the trailer to the lead waggon, there are a couple of key points we can all take from it:

1. The benefit of sharing information about high potential incidents so, as in this case, we can share the learning points across the business and wider industry to help avoid future incidents and injuries.
2. The importance of ensuring everyone who carries out equipment checks is competent, with a good knowledge of the inspection requirements specified by equipment manufacturers.

Please review the Alert with your teams as appropriate, considering whether everyone who undertakes equipment inspections knows what to look out for.

Please look after yourself and each other.

Health and Safety information and resources can be found at the following location:

<https://cemex.sharepoint.com/sites/UKHealthandSafety/SitePages/Safety-Alerts.aspx?web=1>

Elf Yourself a Safe Christmas: Be Vigilant



The bank holiday configurations during this years' Christmas and New Year holidays again means many of our sites may be closed for a longer period than usual. As such our assets, in particular fuel, could be at risk of theft. It's critical, therefore, to think ahead and prepare our sites for the break.

At the end of this document and on the UK News download page: www.cemexuknews.co.uk/downloads you can find our guidance poster. Please share and follow the guidance to minimise our exposure to thefts and intrusions and reduce opportunities for would be offenders.

For those doing their Christmas shopping online, please beware of parcel fraud involving the 'One Time Code' system. A recent surge in parcel fraud involving the 'One Time Code' (OTC) system is used by companies like Amazon. This bulletin aims to raise awareness and provide essential tips to protect yourself from falling victim to these scams, especially as we approach the busy Christmas season. Click [HERE](#) to read our advice on how to avoid parcel fraud.

Here's Ho.. Ho.. Hoping for a safe and secure Christmas!

New Year EMEA Health & Safety Webinar



You are invited to join the new year EMEA Health & Safety webinar where our Management team will be discussing Zero4Life – Let's Do it!

Please click [HERE](#) to join by Zoom.

Safety Essential #11 – Confined Spaces

Ensuring safety in confined spaces is a critical aspect of our operations. One of the primary safety measures is to obtain a permit to work and strictly adhere to all safety requirements. The goal of this safety essential is to prevent incidents where individuals might become trapped, engulfed, or overcome by hazardous fumes. The permit system ensures that all necessary precautions are taken before any work begins, safeguarding all personnel involved.

Managers and Supervisors play a pivotal role in this safety essential. Their responsibilities include identifying confined spaces within the workplace and ensuring that access and tasks are meticulously controlled. This involves conducting thorough risk assessments, implementing control measures, and providing adequate training for employees.



On the other hand, all workers must understand the importance of never entering or working in a confined space without the proper authorisation and controls in place. This means following the established safety procedures, using the appropriate personal protective equipment (PPE), and being aware of the potential hazards. All relevant workers should also be trained to recognise the signs of danger and know the emergency procedures to follow in case of an incident.

Therefore, the safety of confined spaces relies on a collaborative effort between supervisors and workers. By obtaining the necessary permits, adhering to safety requirements, and understanding their respective responsibilities, both can significantly reduce the risks and ensure a safer workplace. So, Let's do it!

Thank You for Supporting Road Safety Week

Following our week of activities promoting and supporting Road Safety Week 2024, we were pleased to see so many of you getting involved by watching the four videos and taking part in discussions around the topic 'After the crash'. The four videos had a combined viewing of 2,678 views so a big thank you to everyone for supporting the campaign.

Our focus on supporting Road Safety Week 2024 highlights our continued commitment to Health and Safety across our Supply Chain network. The videos we have shared throughout the week demonstrate the devastating impact road traffic accidents can have, not only on the victims, but also on their family and friends.

If you've missed any of the videos from throughout the week, we have shared the links below:

Monday 18th November, Video 1: <https://qrco.de/bfX2cS>
Tuesday 19th November, Video 2: <https://qrco.de/bfX3KU>
Wednesday 20th November, Video 3: <https://qrco.de/bfX3Ka>
Thursday 21st November, Video 4: <https://qrco.de/bfX3Ke>



FUTURE IN ACTION

Recognition at COP29 for Solar Clinker Breakthrough



Cemex was recently honoured with the Net-Zero Industries Award by Mission Innovation for our groundbreaking solar clinker project.

This Award celebrates outstanding innovations in industrial decarbonisation and is a testament to our company's commitment and passion for innovation and a more sustainable future.



Our solar clinker project is a revolutionary initiative that uses solar energy (powered by Synhelion's technology) to produce clinker and has the potential to significantly reduce our carbon footprint and move us closer to our goal of achieving net-zero CO₂ emissions. As Davide Zampini, our Vice President of Global R&D, stated, "Together with Synhelion, we are pioneering solar-powered clinker production, a breakthrough process that can decarbonise our Cement manufacturing and is a step toward solar-driven plants."

You can watch Davide sharing the 'Eureka Moment' on this video [HERE](#).

The cleantech company Synhelion has developed proprietary solar heat technologies to decarbonise industries. Cemex partnered with Synhelion in 2019 to reduce CO₂ emissions in Cement production. This collaboration led to a significant milestone in 2022 with the first successful production of solar clinker using a small-scale batch pilot process. Building on this success, the technology was scaled to industrially viable levels in 2023, enabling continuous clinker production—the most energy-intensive step in Cement manufacturing—using only solar heat. Cemex and Synhelion are advancing toward developing a solar-driven, industrial-scale pilot Cement plant.

Mission Innovation presented the Net-Zero Industries Awards in a ceremony during COP29 in Baku, Azerbaijan. Mission Innovation is a global initiative to catalyse action and investment in research, development, and demonstration to make clean energy affordable, attractive, and accessible to all in this decade.

The full Net-Zero Industries Awards winners list is available at: <https://mission-innovation.net/missions/net-zero-industries-mission/net-zero-industries-award-2024/>

Nature Around Cemex Europe Newsletter – Summer 2024



The Autumn 2024 edition of the European Nature Newsletter, Nature around Cemex Europe, is now available to read. This is a collection of short stories which give a snapshot of what the Sustainability teams from across Europe have been doing, based around the topic of Biodiversity.

You can download it to read it at the end of this document or in the UK News website: www.cemexuknews.co.uk/downloads

Please feel free to share or print off for noticeboards.





Christmas Jumper Day is Coming – Get Ready!



Let's get festive for Save the Children

This festive period Cemex UK is once again raising money for Save The Children on Thursday 12th December, which is officially Christmas Jumper Day!

Christmas Jumper Day is Save the Children's annual event which raises money for the children who need it most. The annual event has raised over £35 million for children in the UK and around the world since it began in 2012! Every December, millions of people across the United Kingdom (and beyond!) put on a festive knit at their workplace, school or with friends and make a donation to help give children the magical future they deserve.

Over the course of this year Cemex has supported various charities. As we enter the festive period we want to extend the joy of the festive season to children in various parts of the world. Any support we give contributes to improving learning for children during their crucial early years – around the world and among the UK's poorest communities and this is when it can make the biggest difference.

How can you support?

Whether you are dressing up, or just enjoying the fun, please take a moment donate to Save The Children this year – there are three easy ways to do this:

1. Click to open our Christmas Jumper Day JustGiving webpage.
<https://christmas.savethechildren.org.uk/fundraising/CJD240019010>
2. Send a text saying **CEMEX** to 70050 to make a £5 donation – **please use personal mobiles only!**
3. Scan the QR code here to open our JustGiving webpage.



Print off the poster and share it around your offices in time for 12th December. You can find the poster at the end of this document and on the UK News download page: www.cemexuknews.co.uk/downloads

Holiday Wellbeing this Christmas Time

As the holiday season approaches it brings joy, celebration, and togetherness. However, it can also lead to stress, anxiety, and emotional challenges. That is why it is essential to prioritise our emotional health during this bustling time of year. Here we are sharing some tips to help you stay grounded and ensure your holidays are filled with joy and well-being.



- **Acknowledge your feelings:**

The holidays can evoke many emotions, from happiness and excitement to sadness and stress. It's important to acknowledge and accept these feelings without judgment. Allow yourself to fully experience your emotions, whether positive or negative. Remember, feeling a mix of emotions during this time is okay.



- **Connect with loved ones**

Social connections are vital for emotional well-being. Try to connect with friends and family, even if it is through virtual means. Share your feelings and experiences with trusted individuals who can offer support and understanding. Engaging in meaningful conversations and activities with loved ones can provide a sense of belonging and comfort.

- **Maintain healthy habits**

While it's tempting to indulge in holiday treats and skip your regular routines, maintaining healthy habits is essential for emotional health. Ensure you get enough sleep, eat balanced meals, and stay physically active. Regular exercise can boost your mood and reduce stress. Additionally, limit your consumption of alcohol and caffeine, as they can negatively impact your emotional state.

- **Set healthy boundaries**

The holidays often come with numerous demands on your time and energy. It's crucial to set healthy boundaries to protect your emotional well-being. Learn to say no to activities or commitments that feel overwhelming. Prioritize your needs and make time for self-care. Remember, it's okay to decline invitations or delegate tasks to others.

- **Create new traditions**

If traditional holiday activities feel stressful or no longer bring joy, consider creating new traditions that align with your current needs and values. This could be as simple as starting a new hobby, volunteering, or spending time in nature. New traditions can bring a fresh perspective and help you find joy in the season.

- **Practice mindfulness**

Mindfulness is a powerful tool to help you stay present with your loved ones and reduce stress in this festive season. Take a few moments each day to practice mindfulness techniques such as deep breathing, meditation, or simply paying attention to your surroundings. These practices can help you stay calm and centred, even amidst the holiday hustle and bustle.

- **Seek professional support**

If you find yourself struggling with persistent sadness, anxiety, or other emotional challenges, don't hesitate to seek professional support. Talking to a mental health professional can provide valuable insights and coping strategies. Remember, seeking help is a sign of strength, not weakness.

The holiday season is a time to celebrate and connect, but prioritising your emotional health is crucial to enjoy a balanced and joyful holiday season. Your well-being is important!

Thank You For Sharing Your Views



Throughout November we conducted our company-wide We'X employee experience Survey. Thanks to you, we reached an incredible 77% participation rate here in the UK. This is a really excellent participation rate and compares favourably against the EMEA average of 75%, so a really big thank you to everyone who completed the survey and used this opportunity to have your say on how we can work together to make Cemex the best place to work.

We're really proud of this participation rate as it demonstrates that colleagues right across our UK business took the opportunity and were willing to share their views with us. It means that when we look at your responses and the findings in more detail, we can do so with the confidence that the results genuinely represent the views of the vast majority of our colleagues in the UK.



From this we hope to understand more about what's working well and where we need to put action plans in place to address the opportunities we have to make improvements. We'll share more information on the findings from the 2024 WE'X Survey in the New Year.

New Career Opportunity in Global Enterprise Services



The Global Enterprise Services Team have an EMEA careers opportunity for a **'Manager West Europe Materials'**.

The GES Head/Manager WEM is responsible for overseeing all financial activities of the Materials business in UK, FRA and SPA, including all the services provided by the GES department, providing strategic financial guidance, and ensuring the compliance with internal and external policies and regulations.

You can find further details on the job description at the end of this document, and on the UK News download page: www.cemexuknews.co.uk/downloads

Deadline is 29th November, to apply please contact Marc Dumez: marc.dumez@cemex.com

Update Your Email Signature Today!



If you send emails as part of your Cemex role, you will need to ensure your email signature is using the latest update.

Click [here](#) and follow these simple quick steps to update yours today!

Get £50 Discount on your Pod Point Home Charger

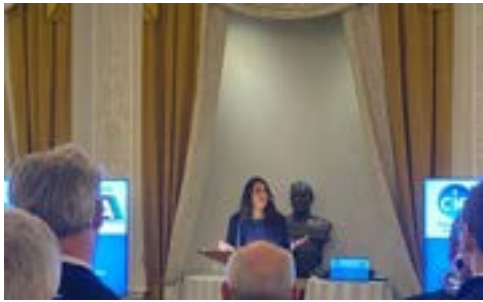
Do you have an electric vehicle or thinking about getting one?

Cemex have partnered with Pod Point and is offering an exclusive £50 discount for Cemex employees purchasing the new 7kW Solo 3S charger.

To take advantage of the discount follow the instructions on the last page of the flyer you will find at the end of this document, and on the UK News download page: www.cemexuknews.co.uk/downloads



Joining the Conversation on Energy Security



Dan Mann, from our UK Public Affairs team, recently attended a Conservatives in Energy event, featuring Claire Coutinho MP, the Shadow Secretary of State for Energy Security and Net Zero.

The event brought together industry experts, policymakers, and stakeholders to discuss the evolving challenges and opportunities in the UK's energy sector.

Attending energy-focused events is not just relevant but essential. With the production of our products being so energy-intensive, ensuring a reliable, sustainable, and cost-effective energy supply is vital to both operations and long-term decarbonisation goals, and we feel it is important to ensure that government and policy thinks of the customer in these conversations, and not just the producer. Engagement in the energy conversation allows Cemex to advocate for policies that support industrial innovation and the transition to cleaner, more efficient energy solutions.

Equally important is engaging with the opposition as well as the government. Shadow Ministers play a critical role in shaping future policies, and by building relationships and sharing insights now, Cemex positions itself as a key contributor to discussions that may influence the policy landscape in any cross-party and detailed discussions.

Attending events like this ensures that Cemex remains at the forefront of critical industry developments while reinforcing its commitment to sustainability and its role as a proactive voice in shaping the UK's energy and environmental future.

Our Employee Assistance Programme

Did you know that Cemex offers all employees a free, confidential employee assistance programme called Lifestyle Support?

You can find a guide all about How Care first can support you at the end of this document and in the UK News website: www.cemexuknews.co.uk/downloads

Lifestyle Support is easy to access, available 24/7 and can provide help and support with a wide range of issues or concerns such as family matters, debt, relationships, bereavement, depression and anxiety.

It is run by a separate provider and not part of Cemex; we don't receive any employee specific information from them.

Contact the Employee Assistance Line (Lifestyle Support) for confidential advice and support – call 0808 168 2143 or visit www.lifestyle-support.co.uk (Username: cemex Password: cemex).

Do you need support? Care first

Cemex offers all employees a free, confidential employee assistance programme (EAP) called **Lifestyle Support**, operated by Care first.

Lifestyle Support is easy to access, available 24/7 and can provide help and support with a wide range of issues or concerns such as family matters, debt, relationships, bereavement, depression and anxiety.

It is not by a separate provider and not part of Cemex - we don't receive any employee specific information from them.

 **Call 0808 168 2143**
Visit www.lifestyle-support.co.uk
Username: cemex
Password: cemex





Internal Vacancies

IVC Ref	Position	Company	Location	Closing date
215-11-2024	Senior Technical Manager Special Products and Development	Quality Product Technical - Technical	Southam	29/11/2024
216-11-2024	Electrical Project Engineer	Cement Operations	Rugby Cement Plant	09/12/2024
217-11-2024	Operative	Materials - Aggregates	Ryall	10/12/2024
218-11-2024	Plant Manager	Materials - Readymix	High Wycombe	10/12/2024

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@.com

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





Cemex Security

KEEP SAFE THIS CHRISTMAS



- Where appropriate, ensure company cash is banked prior to the holiday and not taken home for safe keeping or left in the safe. If an onsite safe is otherwise empty, leave the door obviously ajar.
- Ensure all windows and doors are closed and locked. Lights and electric heaters are turned off unless there is a pressing reason for leaving them or lights are part of the night time security measures.
- Any site, mobile plant and vehicle keys are preferably taken off site or suitably secured preferably in a safe.
- Safe keys are taken home and not hidden. Site radios and chargers should be hidden or locked in the safe.
- Gate and office keys should not be hidden outside. If an authorised member of staff needs access to the site they should take a key with them.
- For CCTV sites monitored at Coventry, ensure your key holders are notified to the control room (ukcctv.security@cemex.com).
- Per usual practice, staff on site during the holidays must notify the control room when they enter and leave the site. Failure may result in the police or key holder being called.
- The Coventry CCTV Control Room will be staffed throughout the holidays, from 1800hrs Friday 20/12/23 to 0600hrs Thursday 2/1/24. (Tel: 01788 517377)
- Where possible, valuable personal possessions and tools should be taken off site, (they are not covered by the Company insurance), including, personal possessions in trucks and company car.
- Laptop computers should not be left in car boots or behind the back seat. This applies at all times, especially if socialising after work or visiting the shops or gym on the way home.
- If you have gas oil or fuel tanks on site, leave as little as possible in the tank, and don't get a delivery just prior to the holiday. Move any bowsters into as secure a location as possible and secure any containers (water cannisters, ad mixtures containers etc..) and heelbarrows that could be utilised to carry away syphoned fuel. If containers are not otherwise recyclable, consider puncturing to prevent misuse.
- Vehicles, trucks, and mixers...leave as little fuel in as possible. If able to do so move vehicles off unmonitored sites. Vehicles left on site should be parked tank-to-tank or battery-to-battery to frustrate offender access.
- Take steps to bury and protect all cabling and other copper assets. Cabling not in use should not be stored on site.
- If an intruder alarm is fitted to a building make sure it is set and operates correctly. If the gate is secured by a combination padlock ensure that Coventry CCTV office has the correct code (ukcctv.security@cemex.com)

If in doubt contact security
07557 318391 (John Sweeting)
CCTV Control: 01788 517377 / 378



Welcome to our twelfth edition of Nature around CEMEX Europe - Newsletter.

UK – Event to celebrate 15 years of partnership with RSPB.

15th November sees a celebratory event to mark the 15th Anniversary of Cemex UK's partnership with the RSPB. A day to highlight achievements and consider how best to deliver on our Nature Positive future.



Germany – An opportunity for Biodiversity & Nature Conservation.

Cemex's quarries provide important habitats for various precious and sometimes extremely rare animal and plant species. To preserve this diversity during the extraction process, Cemex intends to develop biodiversity action plans for all sites. These plans are designed to raise awareness of diversity and develop practical steps to preserve and promote valuable habitats and species.

The unique biotopes in the Rüdersdorf quarry were surveyed in detail. The resulting map shows that a large number of different habitats that can be found in a small site, but also the great potential these areas offer for rare species.

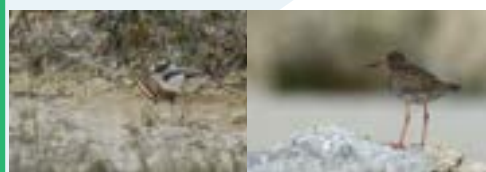


Poland – Ornithological Inventory in the Latosówka Quarry.

Ornithologists conducted eight field inspections at the Latosówka plant to identify species. The research helped to establish that there are a total of 62 species of birds in the plant, of which, 46 are breeding or likely breeding. The identified species included 3 representatives of the Red List of Polish Birds and 3 species from the Birds Directive.

The most attractive species identified in Latosówka include northern lapwing, common redshank and little ringed plover. As the ornithologists emphasized in the report - optimal habitats for these birds occur in this place due to the way the land is used.

The results will create actions for the Biodiversity Plan and help maintain habitats valuable for the identified species.



France – Progress developing a Nature Positive Baseline

Progress towards achieving the corporate target of developing a biodiversity baseline so we can measure progress towards a positive impact for habitats and species has been ongoing for Cemex France for the last few months. Cemex France is a large business and 32 quarries had to be mapped. This links to ongoing progress across Europe during 2024. The images below show the mapping tool and highlight two French Quarries – Cintegabelle near Toulouse and Bouafles near Paris. The colours represent different habitat types at the quarries.



Croatia: Research on mammals in the quarry.

With help from Croatia's wildlife partner BIOM, plans to survey the mammals in the county's quarries were undertaken. The results will be used to inform the biodiversity baseline research for a Biodiversity Plan.

Camera traps were installed in June, and first collections of photos was done in September. The 3 cameras activate when animals pass close to the sensors. The cameras will remain in situ until December 2024.

The complex topography with lots of undisturbed patches covered with dense bushes and Mediterranean forest, with omnipresent ponds in depressions, offers a safe oasis for a surprisingly large number of mammals:

Wild Boars, Badgers, Foxes, Golden Jackals and Stone Martins

All living inside the quarry, hiding in the dense Spanish Broom scrublands or piles of undisturbed rocks.



SPAIN – Cemex harvests more than 110,000 kg of grapes from it Yepes quarry-vineyard.

Cemex has announced the harvesting of 110,000 kilograms of grapes from its 'Viña Canterana' vineyard, located in the old quarry in Yepes (Toledo), an area that for almost a century supplied limestone to the factory in the same town. This restoration project is an outstanding example of the company's commitment to sustainability and the recovery of mining areas.

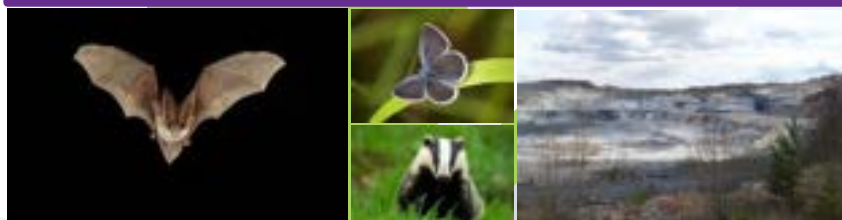
The quarry, which was converted into a vineyard more than 20 years ago, currently has 92,000 vines of Merlot, Syrah and Cabernet Sauvignon grapes, distributed over 30 hectares. This consolidated vineyard has not only allowed the land to recover but has also achieved total integration with the environment and has contributed to generating wealth and local employment in the region. The project has been adapted to the climatic and environmental conditions of the area, maintaining agricultural traditions of the region.



Czech Republic – Prachovice a plan for Nature

Plans are in place to expand the quarry to increase the working life of the Cement works. This required a better knowledge of the quarry and the surrounding area in relation to the impacts on Biodiversity. The research highlighted the fact that the existing site has a minimal impact and in many instances is helping protected or rare species. This includes bats found roosting in nearby woods and caves. In total 13 species were identified. The research highlighted that the woodland edge created by the quarry was an important feeding area for the bats.

The report highlighted the best methods to restore the site. This includes leaving exposed cliff faces and access to underground caves. Planting 7.5 ha of native woodland and scrub. Large areas will be allowed to naturally regenerate, and we know from experience this approach has already helped biodiversity on site. The restoration will also include a lake and wetlands.





CHRISTMAS JUMPER DAY 2024

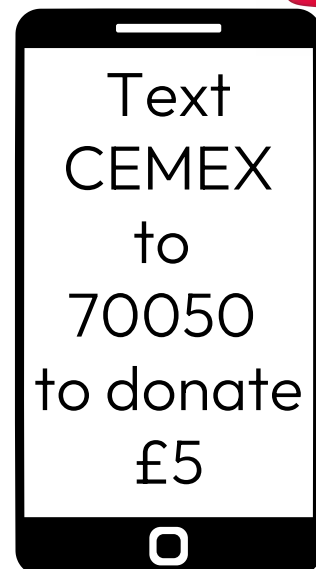
Thursday 12th December 2024



Join in our festive fun on 12th December



DONATE TO SAVE THE CHILDREN



Get a £50 discount on a Pod Point home charger



We are Pod Point: The UK's EV charging experts

This exclusive **company offer** is available to employees on any new 7kW Solo 3S order when you purchase using the instructions on the last page.



Choosing your home charger

The Solo 3S come with a host of smart charging features that offer convenience and ease. Partnered with a 5-year warranty and Which? Trusted Trader Approved Installation Service as standard, our home chargers guarantee you peace of mind every time you plug in.

Solo 3S

The evolution of our award-winning charger, now with solar integration.



Universal

Connects to all electric cars. No cable included.

£1099 **£1049*** inc. VAT



Tethered

Has a cable attached. (Type 2 - 5m).

£1149 **£1099*** inc. VAT

*Prices correct at time of publication

Enquire Now

Introducing the Solo 3S



Solo 3S Home charger

Built for convenience and designed for ease, the Solo 3S is more than just an EV home charger.



Here's what the Solo 3S has to offer:



5-year warranty

Guarantees peace of mind every time you plug in



Convenient and easy home charging

Schedule charging to sync with your off-peak energy tariff, letting you charge when it's cheapest



Standard installation included

90% of customers qualify for our Which? Trusted Trader endorsed installation



Over-the-air updates

Ensures you always have the latest features with automatic software updates over Wi-Fi



Pod Point App

Unlock the full potential of your home charging by pairing it with the Pod Point App



Solar integration

Harness zero-cost charging at times from your solar panels, whether you have them installed now or in the future

Don't just take our word for it...

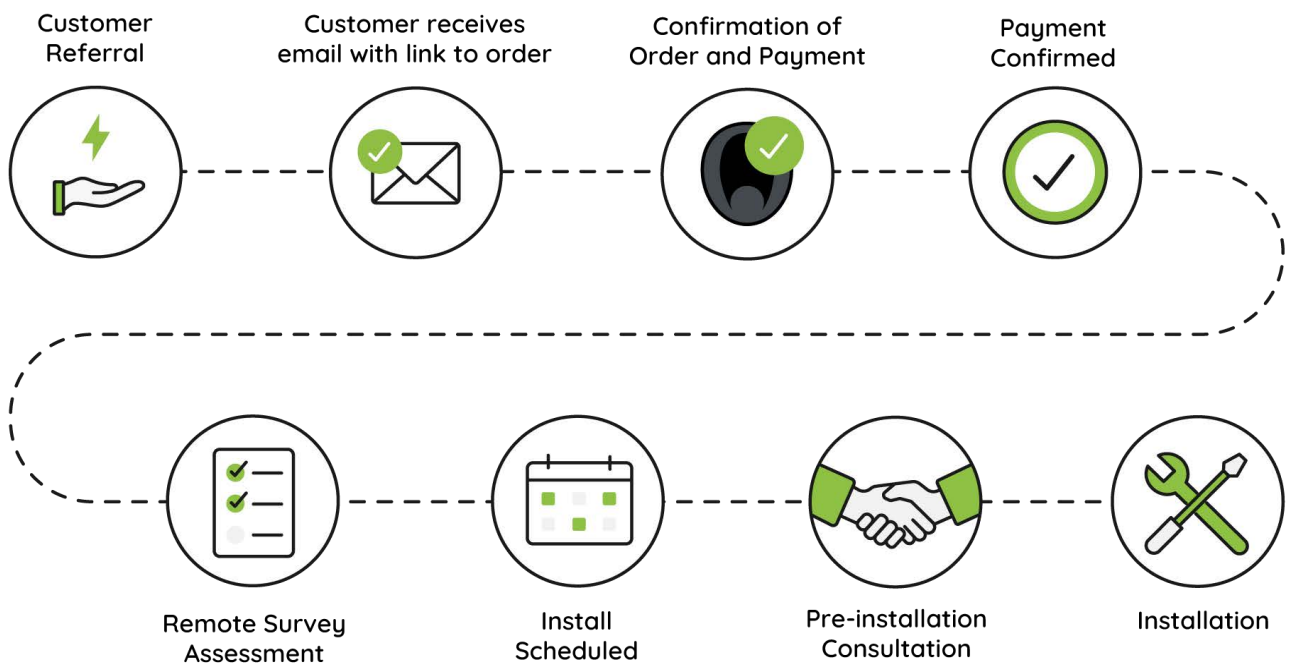


Submit your enquiry [here](#) | Explore our [home chargers in more detail](#)



I'm interested, so what next?

- 1) Click [here](#) or the link at the bottom of the page to open your referral link.
- 2) Fill in your personal contact information and vehicle details.
- 3) **Type your Company Name in the "Company Name" field, without this you will not benefit from this offer.**
- 4) A Unique Reference is not required for this referral so please leave this box blank.
- 5) Click submit and wait for an email in your inbox. This email will contain a personalised link asking you to set a password and log in.
- 6) As long as you are logged in, your discount will be automatically applied. Complete your order or reply to any email from **Home Charge Sales** for help.
- 7) After your order has been submitted, we will send you a remote survey form via email, allowing us to assess and plan your installation.
- 8) Once that's completed, we'll be in touch to arrange your installation date. You'll need to be home as one of our installers will walk you through your new home charger and how to connect it to the **Pod Point App**.



[Enquire Now](#)



✖ Employee Assistance Programme

How Care first can support you...

Counselling support

Our team of professionally trained, qualified and BACP accredited counsellors are available 24/7 to offer support for personal or workplace related issues. As well as the headline issues surrounding mental health, our Care first counsellors are also trained in dealing with both work and home grievances, bullying & harassment issues, domestic violence, relationships at both home and at work and much more. No matter how big or small the problem may be, our counsellors are here for you to provide you with unbiased support away from the situation. Everyone has very individual needs for support, Care first provides short term focused counselling, so the Care first counsellor will assess your circumstances when you call to establish what the most appropriate form of support will be for you. It might be that you just need a brief conversation with the counsellor that day, or you may benefit from a few more sessions.

Information Specialists

As control, or the lack of it, can be an influencing factor on the impact of stress. Many individuals identify stress as emotional. However, a lack of control around practical issues can be just as impactful. We have expert advisors that have been trained by Citizens Advice who can provide you with comprehensive answers and assistance on a wide range of practical issues which can affect our daily life, these include but are not limited to; redundancy, advice on funerals and probate, legal information, housing and tenancy issues, childcare, elder care, health, consumer issues, employment, travel and education.

Our Information Specialists are also money trained experts and can provide support with a variety of financial queries such as help with budgeting finances and advice with benefits. You can speak with one of our Information Specialists confidentially Monday-Friday between 8am-8pm.

Management Support

If you are a manager, have leadership responsibilities, or look after a team within your organisation, it is as important as ever that your colleagues are made aware of the range of support available from Care first. As well as supporting you to signpost your colleagues to the Care first service effectively to maintain your managerial boundaries, Care first can also provide you with support within your role as a manager. Care first counsellors are all management trained and can provide support with issues such as if the organisation is going through a period of redundancy, managing change and difficult conversations, workplace performance, remote working, absence management and disciplinary.

Care first Lifestyle

Through the Care first lifestyle site you can access a wide range of supportive information, read helpful articles published by our team, view Webinars covering a variety of well-being topics and even speak with a Care first counsellor in real-time via our online counselling facility.

You can log into your account by visiting www.carefirst-lifestyle.co.uk and logging in using your organisation's unique log in details. If you are unsure what these details are then please contact your line manager or HR department. The Care first Lifestyle website is great place to go to learn more about Care first and the different areas that we can support in.

Care first service
BACP counselling
Information specialists
Management support
Care first lifestyle
How it supports?
Mental wellbeing
Practical issues
Support for managers within their working role
Hub of resources and information

How all of these above services link together

As you can see from the above table, all the services that we offer complement each other to ultimately encompass an individual's overall mental and physical wellbeing, which enables individuals to access professional and clinically proven support.

Our counselling support is available 24/7 to help individuals with any emotional issues that they may have. Our Information Specialists can help individuals with practical information and advice. This practical support is so important because if an individual is concerned about a practical issue, then this can cause detrimental effects to their emotional wellbeing. By getting some support from an Information Specialist this will provide the individual with some clarity on that particular issue, which may help them to feel more in control of a situation and relieve some anxiety.

The Care first Lifestyle site can help individuals who are concerned about an issue. The individual may not know where to start and they can have a look at the resources on our Lifestyle website which may be enough to help them.

The Lifestyle website is a great starting place to learn about the types of issues that Care first can support with. The individual can also access our online counselling tool through the Lifestyle website which is an alternative way to access support from a counsellor. By an individual looking through all the resources on our Lifestyle website this can help them to get answers about an issue they may be having.

Again by getting some clarity on their issue this may have a positive effect on their mental wellbeing.

If you wish to contact the Care first telephone counselling and information line then please don't hesitate to call the Freephone number provided below and you can speak to a professional in confidence.

Visit: www.carefirst-lifestyle.co.uk to view our articles on health and well-being, or call **0808 168 2143** for in the moment support.