

# CEMEX UK NEWS



**Welcome to UK News**  
**9<sup>th</sup> January 2025**  
Your weekly update from around Cemex UK  
View UK News on: [www.uknews.co.uk](http://www.uknews.co.uk)

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CEMEX-UK



CEMEXUK



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## HEALTH & SAFETY

### Home Counties Materials Celebrate LTI Milestone

Congratulations to our Home Counties Materials team who have recently reached a fantastic 18 years LTI free!

Thank you to the team for your commitment and focus on Health & Safety as your number one priority.

LTI and TRI 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.



### Marine Emergency Exercise with Dutch Navy



In December our Marine team onboard the Cemex Go Innovation vessel, supported the Dutch Navy through a simulation exercise involving a Chinook, Wildcat, and Merlin helicopters.

Under the United Nations Convention on the Law of the Sea (UNCLOS), a ship's master has a legal and moral obligation to assist individuals in distress at sea. Regular Search and Rescue (SAR) drills and training enhances the skills of rescue personnel and our crews, ensuring they are prepared to respond effectively to emergencies.

Search and Rescue at sea is indispensable for safeguarding lives, promoting maritime safety, and supporting economic activities. Continuous investment in training, technology, and inter-agency cooperation is essential to enhance the effectiveness of SAR operations.

The exercise involved the helicopters hovering close to the ship and simulating fast rope operations. You can watch a short video of the exercise [HERE](#).

## Driving Safely This Winter

The new year has brought with it snow and freezing conditions, so it is important to make sure we're all prepared for driving this winter.

Winter weather can be harsh and driving conditions can quickly change, with poor visibility, snow and ice on the roads; you need to be prepared and take extra care when planning your journey.

Ensure you know what the best way is to prepare for cold weather – driving in snow, ice and rain. And if you drive an EV, do you know how its range is affected by cold weather?

Before you go anywhere, follow these tips to help you to stay safe:

- Plan your journey. Tell friends or family where you're going, which route you're taking and when you expect to arrive.
- Keep a torch, blanket, ice-scraper, small shovel, suitable shoes or boots, de-icing fluid and a supply of winter grade screen wash fluid in the car. Some basic food and drink are also a good idea, and perhaps a flask of hot drink for longer journeys.
- Always take a fully charged mobile phone with you, and ensure you have a working in-car charger.
- Never use warm or hot water to clear your windows of ice. The sudden change in temperature could crack the glass.
- Never set off if you haven't completely de-iced your car windows, lights and exterior mirrors. Driving with just a small 'porthole' of clear glass in a frosty windscreen isn't only dangerous – it's illegal. It's also a good idea to remove snow from the bonnet, boot lid and roof.
- Never leave your car unattended with the engine running to de-ice it – you may lose the car to an opportunist thief.
- Make sure your car is fuelled or charged sufficiently for your journey, bearing in mind you may get stuck in winter weather.



Please print and share the Winter Driving Tips poster which you can find at the end of this document and on the UK News download page: [here](#)

## Fire Hazards of Improper Battery Disposal



Did you know in just one year, between 2019 and 2020, nearly 260 significant battery fires were recorded in recycling and waste facilities across the UK – causing more than £100 million worth of damage! This compromises vital public services, causes millions of pounds worth of damage and puts people at risk of serious injury, or worse. The majority of these fires are caused by batteries which have been improperly discarded and which are subsequently hidden in the general rubbish or mixed with other recyclable materials.

### Why Batteries Catch Fire

The hidden batteries are likely to be damaged during the collection and treatment process and some batteries, particularly those that are lithium-ion, can explode or ignite when this happens. These batteries contain



flammable electrolytes, and any damage to their structure can cause a short circuit, leading to overheating and potentially igniting a fire.

>> Click here to watch a video about why batteries can be so dangerous: [https://youtu.be/1Q\\_HxpiDMI4](https://youtu.be/1Q_HxpiDMI4)

### **Incidents in Waste Management Facilities**

When batteries are thrown away with regular household waste they often end up in waste management facilities. Here, they can be crushed or punctured by heavy machinery, increasing the risk of a fire. Such fires are not only dangerous but also difficult to control, posing a threat to workers and the facility itself. At our Rugby Cement Plant, Climafuel, a waste derived fuel which is made using household residual and commercial waste, is being used to heat the cement kilns. This waste comes directly from the neighbouring Suez waste facility and therefore fires caused by batteries, could have a direct impact on our business.

### **Household Fire Risks**

Improperly disposed batteries can also cause fires in household bins. If a battery is damaged or comes into contact with metal objects, it can short-circuit and ignite. This risk is particularly high for lithium-ion batteries, which are commonly used in many household devices.

To prevent battery-related fires, it is essential to dispose of batteries properly. Here are some key steps:

1. **Dispose Safely:** Many communities offer battery recycling programs and designated drop-off points. These facilities are equipped to handle batteries safely and prevent fires. Fortunately, everyone in the United Kingdom has access to free and convenient battery recycling services [Click here to find a battery recycling service near you.](#)
2. **Store Batteries Safely:** Before disposal, store batteries in a cool, dry place, away from flammable materials.
3. **Avoid Damaging Batteries:** Handle batteries with care to avoid puncturing or crushing them. Damaged batteries should be disposed of immediately at a designated recycling facility.

When batteries are recycled responsibly, they are collected, only alongside other batteries, in safe containers. They are then collected securely and taken to facilities which specialise in safe battery sorting and recycling. By rounding up used batteries like this, we can prevent them from damaging normal waste and recycling facilities that are not designed to deal with them.

The fire hazards associated with improper battery disposal are significant but preventable. By following proper disposal methods and utilizing recycling programs, we can reduce the risk of fires and ensure a safer environment. Always remember to handle batteries with care and dispose of them responsibly to protect your home and community from potential fire hazards.



## Action For Happiness



Do you want to be part of a happier and kinder world in 2025?

**Let's make this year better together.** We can't change everything going on in the world, but our daily actions still make a big difference. Here are some ways to get 2025 off to a great start. The [Happier January](#) calendar is full of great ways to boost your wellbeing this month.

You can find the Happier January calendar at the end of this document and on the UK News download page: [www.cemexuknews.co.uk/downloads](http://www.cemexuknews.co.uk/downloads)

It is full of actions to get the new year off to a positive start.

Check out the **podcast**: In the latest podcast episode, Dr Kristin Neff shares top tips to help you be kinder to yourself (as well as others) in 2025. **Listen now** on [Apple](#), [Spotify](#), [Amazon Music](#) or [Podbean](#).

You can also download the app to get daily inspiration and be part of a friendly community putting these ideas into action. Click here for download links - <https://actionforhappiness.org/>



## CUSTOMER CENTRICITY

### A Great Year for Out of Hours Deliveries

2024 saw 11,000 Cement deliveries made out of hours to our customers (internal and external), which was ahead of 2023.

This was achieved thanks to the fantastic collaboration between Paul Cooke's Readymix teams, Gemma Crawford's Customer Services team, Carl Milton's Logistics team and Craig Williamson's Commercial team.

Thanks to everyone for their support and the collaboration in enabling this great performance throughout 2024.



### Let's Talk EMEA Podcast



Join us as Graham Russell and Karolina Ostapiuk share their insights on our regional commercial activities and achievements from this year.

It's a great opportunity to reflect on our successes and get inspired for the year ahead.

Don't miss out on this engaging and informative episode!



Click here to listen: [Let's talk about EMEA podcast - Graham Russell & Karolina Ostapiuk.mp4](#)



## FUTURE IN ACTION

### Join the RSPB Big Garden Bird Watch

Big Garden Birdwatch is the world's largest garden wildlife survey. Every year hundreds of thousands of nature lovers take part, helping to build a picture of how garden birds are faring.

As the world wakes up to the importance of preserving biodiversity, there is a simple yet impactful way for you to contribute – by participating in the RSPB Big Garden Birdwatch 2024. This annual event not only provides valuable data for bird conservation but also offers a unique opportunity to connect with nature right in your own garden, balcony, or park.

The RSPB's Big Garden Birdwatch is the largest citizen science project in the world, where people from all walks of life come together to observe and count the birds in their gardens or local green spaces. By taking one hour out of your weekend to note down the various bird species you see land in your chosen area you could contribute crucial data that contributes to the understanding and conservation of our beloved bird species.

Beyond its scientific importance, the Big Garden Birdwatch offers a unique chance to experience the joy of nature. Whether you are spotting the vibrant colours of a Robin, the acrobatics of a Blue Tit, or the majestic flight of a Sparrowhawk, each observation adds a layer of connection to the natural world. It is an opportunity to slow down, appreciate the beauty of your surroundings, and foster a sense of responsibility towards the creatures that share our environment.

#### How to Participate:

- Click [here](#) to watch a 'how to take part' video.
- Getting involved in the Big Garden Birdwatch is easy. Visit the [RSPB website](#), sign up for the event, and get your free digital information pack designed to help you recognise the birds you might see, plus discounts on bird food.
- Choose an hour between 24<sup>th</sup> and 26<sup>th</sup> January 2024, to observe and count the birds in your chosen location.
- Record what you saw (even if that is nothing at all)! You can submit your results online or by post.

By dedicating a small portion of your time to this event, you become part of a global network of individuals working towards a common goal—protecting and celebrating the incredible diversity of birdlife.

So, grab your binoculars, find a cosy spot, and let the magic of nature unfold.



## 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 [here](#).

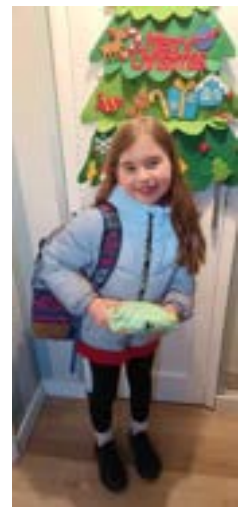
Please print off and share on local noticeboards.

## Spreading Christmas Cheer

At just nine years old, Roxy Wellsbury, daughter of Relief Plant Manager, Gary Wellsbury, had a heart full of compassion and a mission to spread joy during the holiday season. For the past few years Roxy has made it her tradition to visit Liverpool or Chester to give presents to homeless individuals, believing that everyone deserves a gift to open at Christmas.

Last year, with the generous contribution of socks and hats from Guardsman Safety Solutions, Roxy's efforts were even more impactful. Along with chocolate bars and hand warmer pads, these small tokens of kindness brought warmth and happiness to those in need.

Roxy's dedication and empathy fill her family with immense pride, and they are committed to continuing this heartfelt tradition in the future. Roxy's story is a lovely reminder that the spirit of Christmas is about giving and making a difference in the lives of others. Well done Roxy!



## EMPLOYEES

### Sergio's End of Year Message

#### A Message from Sergio Menéndez, President of the EMEA Region at Cemex

The end of the year is traditionally a time of reflection and planning for the future, and I am glad that I can look back on the last 12 months with pride and look ahead to 2025 with renewed energy to face the opportunities and challenges that it will bring.



I am very proud of the excellent work of everyone in Cemex EMEA, and I want to thank you all for your continuing professionalism and commitment, which is enhancing Cemex's reputation as a safer, innovative, more sustainable and reliable partner with proven customer service - a significant leader in our industry.



Each year is naturally different from the previous one, but our key priorities remain unchanged – these are of course: Health & Safety, Customer Centricity, Future in Action, Innovation and Growth. These are priorities that help us maintain a stable course in a changing world and allow us to build a better future.

Thank you all for your continued commitment to keeping yourself and others safe and healthy. We have marked a record low of TRIs in our Region, demonstrating that we are making progress towards reaching and sustaining our Zero4Life goal in all our operations. Thanks to our customer Net Promoter Score (NPS) survey, this year's overall score of 70 confirms that customers evaluate our products and services very positively and proves that Cemex is still perceived as a reliable and recommended company to do business with. I congratulate you all, because each of you contribute to this success.

Your opinion about Cemex as a place of work is very important. The eNPS score of +23 you provided us in our annual We'X survey shows ongoing high levels of engagement, and the suggestions and comments within your answers will be the starting point for ongoing improvements that will help us make Cemex a better place to work.

This year also saw significant progress on our Future in Action strategy. In particular, our CO<sub>2</sub> performance continues to improve, and we are now approaching a 45% reduction in carbon emissions (over the 1990 baseline), an exceptional and important milestone. We have also been selected to receive funding from the European Union for our first pioneering large-scale carbon capture project, CO2LLECT, located at our Rüdersdorf Plant in Germany. Furthermore, we extended our offer to clients with a wider range of Vertua products beyond lower carbon – for example with recycled content along with water and design optimisation. I am delighted with the additional market penetration you have achieved through your efforts and look forward to further acceleration in 2025.

Our innovation and growth agenda continues to develop with 196 projects in progress across EMEA, which will deliver an important contribution during 2024, 2025, and we have a pipeline of further investments planned. These investments will allow us to operate more efficiently, reduce our impact on the environment and improve our offer of products and services.

My sincere thank you again for your hard work during 2024. Your professionalism, commitment and responsible attitude form the foundations of a strong Cemex EMEA every day.

I wish you and your loved ones a season filled with joy, peace, warmth, and good health. I hope that 2025 brings you all continued good health, success, exciting challenges, and fulfilment.



## EMEA Career Awards 2024

The annual EMEA Regional Career Awards ceremony took place in December, to recognise our colleague's long service with Cemex.

Hosted by Sergio Menendez, President for EMEA Region and Derek O'Donnell, EMEA VP Human Resources, colleagues who have celebrated their 15, 20, 25, 30, 35, 40 and 45 and 50 years' service this year were invited to the online ceremony. These took place across UK locations, at Dove Holes, Coventry, Preston Brook, Rugby Cement Plant and Southam, and were attended by 105 UK colleagues.

During the event colleagues watched an inspirational video from Julie Welch, Health & Safety Manager, who has celebrated 30 years in the company. In the video Julie reflected on her career path from being as Cement Delivery Planner, a Transport Manager, Training Manager, before her current role as Health & Safety Manager for the Supply Chain. In the video she explains: "This role has had its challenges and emotional experiences. As the years have gone by I realised it wasn't just the promotional prospects that kept me here, it was the sense of belonging, the feeling of being part of a family that truly makes this company my home."

Congratulations to all our long servers!



## Have You Had Your Flu Jab Yet?



With temperatures dropping as we go into October, why not be prepared by going and getting your flu jab?

Flu is an unpredictable virus that can cause mild or unpleasant illness in most people. It can cause severe illness and even death among vulnerable groups including older people, pregnant women and people with an underlying health condition.

Over time, protection from the injected flu vaccine gradually decreases and flu strains often change. So new flu vaccines are produced each year which is why people advised to have the flu jab need it every year too.

So, now is the time of year when people are advised to have a vaccination jab to help protect from or reduce the symptoms of flu. Some people in the higher risk categories get the immunisation free via the NHS. For others the jab is widely available through local pharmacies or local GPs.

As usual, Cemex will reimburse the cost of the vaccination for those that are not entitled to a free jab. Just provide your Line Manager with an itemised receipt and they will arrange for you to be reimbursed the cost of up to a maximum of £20.





## Flu jab side effects

Serious side effects of the injected flu vaccine are very rare. You may have a mild fever and aching muscles for a couple of days after having the jab, and your arm may be a bit sore where you were injected.

There is also evidence to suggest that the flu jab can reduce your risk of having a stroke.

As well as flu vaccinations, you should make sure all your 'jabs' are up to date; not only those you had as a child, but if you are planning to travel abroad. Ask your doctor which vaccines are right for you.

Note for Managers: Requests for reimbursement should be sent to the HR Admin team using the form available via this link [Flu Jab Form.doc](#).

## Family Day at the Panto



During the Christmas Break the team at Concrete Products at Dove Holes arranged a family day to the Panto.

Paul Kania-Miller, National Operations Manager Concrete Products, commented: "It was great to see the children enjoy themselves getting into the panto spirit. The cast of Jack and the Beanstalk at Buxton Opera House were amazing as usual. It was great to get the families together over the Christmas period have a catch up and enjoy the afternoon out together."

Thanks, Donna Woolliscroft, for arranging the event.

## Sunrises at Cemex



Over the Christmas break two of our colleagues have shared some stunning photos from their sites. Here they are for us all to enjoy!

Mark Gould shared his photo from Dove Holes (left) and Adrian Radnor shared his from Hereford Plant (right).

If you have any interesting photos to share, please send them to:  
[gb-communicationsandpublicaffairs@cemex.com](mailto:gb-communicationsandpublicaffairs@cemex.com)



## 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](http://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](http://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 run 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](http://www.lifestyle-support.co.uk)  
 Username: cemex  
 Password: cemex

**CEMEX**

## Internal Vacancies

IVC Ref	Position	Company	Location	Closing date
228-12-2024	Senior Sales Administrator	Customer Experience	Binley	10/01/2025
229-12-2024	National Operations Manager	Urbanisation Solutions – DSM	Binley Office or Any Dry Mortar Plant	10/01/2025
225-12-2024	Works Manager	Urbanisation Solutions – Building Products	Buxton	09/01/2025
01-01-2025	Operative	Urbanisation Solutions – Building Products	Rochester	17/01/2025
02-01-2025	H&S Administrator	Health & Safety	Binley	22/01/2025

### 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](mailto:gb-communicationsandpublicaffairs@com)  
 If you can, please include a photo too (taken in super fine landscape setting and saved as a jpeg.) Thank you.



# Happier January 2025

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

SUNDAY



1 Find three things to look forward to this year

2 Make time today to do something kind for yourself

3 Do a kind act for someone else to help brighten their day

4 Write a list of things you feel grateful for and why

5 Look for the good in others and notice their strengths

6 Take five minutes to sit still and just breathe

7 Learn something new and share it with others

8 Say positive things to the people you meet today

9 Get moving. Do something active (ideally outdoors)

10 Thank someone you're grateful to and tell them why

11 Switch off all your tech at least an hour before bedtime

12 Connect with someone near you - share a smile or chat

13 Take a different route today and see what you notice

14 Eat healthy food which really nourishes you today

15 Get outside and notice five things that are beautiful

16 Contribute positively to your local community

17 Be gentle with yourself when you make mistakes

18 Get back in contact with an old friend

19 Focus on what's good, even if today feels tough

20 Go to bed in good time and allow yourself to recharge

21 Try out something new to get out of your comfort zone

22 Plan something fun and invite others to join you

23 Put away digital devices and focus on being in the moment

24 Take a small step towards an important goal

25 Decide to lift people up rather than put them down

26 Choose one of your strengths and find a way to use it today

27 Challenge your negative thoughts and look for the upside

28 Ask other people about things they've enjoyed recently

29 Say hello to a neighbour and get to know them better

30 See how many people you can smile at today

31 Write down your hopes or plans for the future



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

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

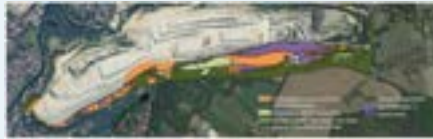
15<sup>th</sup> November sees a celebratory event to mark the 15<sup>th</sup> Anniversary of Cemex UK's partnership with the RSPB. A day to highlight achievements and consider how best to deliver on our Nature Positive future.



## 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.

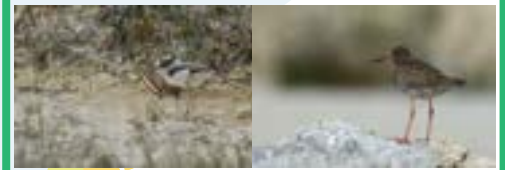


## Poland – Ornithological Inventory in the Latosówka Quarry.

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.

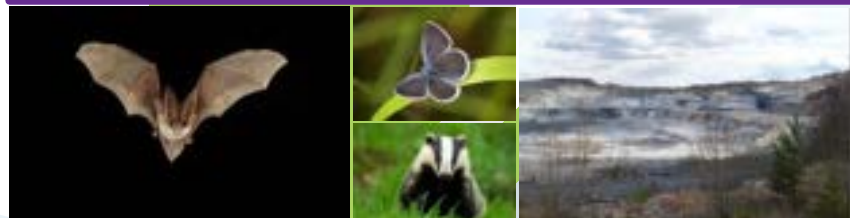
The quarry, which was converted into a vineyard more than 20 years ago, currently has 92,000 vines of Merlot, Syrah and Cabernet Sauvignon grapes, distributed over 30 hectares. This consolidated vineyard has not only allowed the land to recover but has also achieved total integration with the environment 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.



We would be pleased to hear from you and receive any pictures of nature you spot on your sites. Please email your country Sustainability Manager. Thanks CEMEX Europe Sustainability Team.

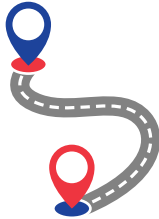
# Winter DRIVING TIPS



## Plan your route

Always complete your pre-journey vehicle safety checks.

Allow a little extra time for your journey and arrive safely.



## Use major roads

Keep to major roads - they are always gritted first.

## Double distance

Increase your safety gap - Don't follow too close.



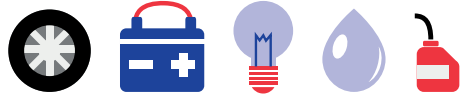
## Be visible

Be prepared to clean your lights, windows and mirrors at the start and during your journey.



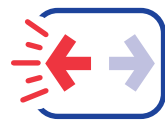
## Emergency kit

Always carry an emergency kit.



## Signal early

Ensure you always give clear, early signals to other road users.



## Control with care

Accelerate, brake and steer carefully - use all controls.

## Large vehicles

Take care when driving high-sided vehicles in windy conditions.



## Local news

Listen to local radio for up to date traffic information.





## ✖ 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](http://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](http://www.carefirst-lifestyle.co.uk) to view our articles on health and well-being, or call **0808 168 2143** for in the moment support.