



Why whistleblowing matters

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SIA «CEMEX»

CEMEX globally and in Latvia

- Founded in Mexico in 1906
- Currently present in in more than 50 countries
- Employs more than 40,000 employees
- One of the leading building materials producers in the world
- The biggest foreign industrial investor in Latvia (EUR 352 million)

Values of CEMEX

Our values make up the essence of our culture: they express who we are, how we behave, and what we believe in.

Ensure Safety

- Ensure nothing comes before the health & safety of our people, contractors and the community
- Make safety a personal responsibility and look after ourselves and each other
- Believe zero injuries and zero fatalities is more than a goal, it is a necessity
- Hold each other accountable for safe acts and behaviors

Focus on Customers

- Build close customer relationships that set us apart from our competitors
- Listen to our customers, understand their challenges, and provide valuable solutions
- Fulfill our commitments and solve any problem fast
- Ensure doing business with us is easy and a delight for the customer

Pursue Excellence

- Strive for the highest standards to be the best in our industry
- Challenge ourselves to constantly improve and never settle for “good enough”
- Exceed expectations driven by our passion for the work we do
- Develop leaders that inspire, promote excellence, and achieve results

Work as One CEMEX

- Leverage our global knowledge as our competitive advantage
- Share ideas globally to maximize our individual contributions
- Value the people who replicate best practices as much as those who create them
- Always act in the company's best interest

Act with Integrity

- Live up to our commitments and do what we say we'll do
- Act with honesty and transparency in all our interactions
- Do the right thing in compliance with our Code of Ethics
- Care for our people, our communities, and our natural resources

These are the **principles** that guide **our behaviors**

Compliance

- Law
- Code of Ethics and Business Conduct
- Policies and procedures

Whistleblowing mechanism according to the Code of Ethics and Business Conduct

Channels for asking questions, giving suggestions and reporting violations:

- ETHOSline
- Immediate supervisor
- Human Resources Department
- Legal Department
- Business Unit Ethics Committee
- CEMEX Ethics Committee
- Audit Committee of the Board of Directors

ETHOSline



English العربية Magyar עברית Melayu Hrvatski Čeština Polski Latviešu Español Français ไทย Deutsch



ETHOSline

24 hours a day, 7 days a week

CEMEX seeks to ensure that our values remain alive and that our Code of Ethics be adequately managed; therefore, we encourage all employees, other stakeholders and the public in general to submit suggestions, inquiries and possible violations. ETHOSline allows you to send comments, request advice and submit complaints.

Although you may choose to remain anonymous, we recommend that you provide an e-mail address (which may be anonymous) where you may be contacted for follow-up case information or to receive an answer regarding your inquiry. All information received will be treated confidentially. CEMEX does not tolerate any kind of retaliation.

Report



Online
[click here](#)



via Telephone
[click here](#)



via Email
[click here](#)



Code of Ethics
[click here](#)



Frequently Asked Questions
[click here](#)

Main principles applied to investigation of reports

- Universality of the Code of Ethics and Business Conduct in CEMEX (every employee, officer and director is required to follow and enforce its guidelines), equal treatment irrespective of status in CEMEX
- Investigation of all reports, feedback to the whistleblower
- Confidentiality
- Timeliness
- Zero tolerance for retaliation

Other mechanisms ensuring compliance in CEMEX

- Risk cards
- ISO certification
- Process assessment / internal audits
- Regular meetings of the management and employees
- Collaboration tools (e. g., health and safety committee, etc.)
- Mailbox
- Comprehensive encouragement to speak out, submit suggestions for improvement and to report any suspected violation (e. g., trainings regarding the Code of Ethics and Business Conduct, laws and policies)
- Open door policy
- Promotion of diversity and inclusion

Benefits of having whistleblowing mechanisms

Additional tools to:

- improve corporate governance processes, enhance efficiency
- ensure sustainability and minimise risks of noncompliance and its consequences (damage to reputation, fines, etc.)
- demonstrate corporate culture of zero tolerance for illegal / unethical behaviour and wrongdoing at all management levels
- improve work environment and workplace safety
- avert / eliminate losses caused by employees or other stakeholders
- enhance trustworthiness of the company
- make the company attractive to employees and other stakeholders with high ethical and professional standards