



# Message from CEO



Wayne Lazzarato

## To our valued customers,

It is my pleasure to introduce myself as the new President and CEO of CRH Canada and US. I have met many of you over the years in my capacity as Senior Vice President of Dufferin Construction, and more recently in my new role. I look forward to working with you as we continue to foster valuable partnerships to build resilient and sustainable infrastructure.

At CRH Canada and US, our employees' commitment to our customers, to safety and to the work they do every day has been

the backbone of our success. From Barb Smith winning the Outstanding Community Ambassador Award to Phil Trunk retiring after over 36 years with the company, the articles in this issue are a testament to the people that allow us to deliver on our promises to you.

Safety continues to remain our number one priority; as much at our sites and offices, as out in the field at your jobsites. I encourage you to take note of this month's Dear Dave as even simple tips can make a big difference in how we operate safely. This issue also spotlights our efforts to continuously improve our

systems and processes to serve you more efficiently. From launching our e-invoicing program to updating our customer self-service portals and websites, we hope that these upgrades will ensure we are always providing the level of service you have come to expect from us.

I look forward to working alongside you.

Sincerely,

**Wayne Lazzarato**  
President & CEO  
CRH Canada Group Inc.

## The Ontario Special Olympics Summer Games

CRH Canada was proud to support the 2017 Ontario Special Olympics Summer Games, hosted by Peel Regional Police. From July 13th to July 16th we were part of the 600 volunteers helping at the different sporting events, the opening ceremony and the closing ceremony of the Olympics. Over 800 athletes competed in five exciting events; Athletics, Bocce, Soccer, Softball and Golf.

The Special Olympics is not just about the athlete's ability to win, it is about inspiring young athletes with intellectual disabilities. It is about these athletes reaching their full potential and filling themselves with pure joy, acceptance and success.

This is a time where family and friends come together in support of the children in this community experiencing something special. CRH Canada was proud to be a part of this incredible experience.





# Congratulations Barb Smith, winner of the Oldcastle Outstanding Community Ambassador Award!

“ If there is a person who has professional ethical standards, integrity and company values, it is Barb Smith. A wonderful lady to know. ”

**Leena Broarch**, CAP Committee  
Ogden Point Quarry/Cramahe Township

“ Barb consistently demonstrates compassion and selflessness towards others, finds innovative ways to meet community needs and whose efforts often lead to long-term solutions in their communities. ”

**Karen Ras**, Councillor,  
City of Mississauga

At CRH Canada and US, Oldcastle and CRH plc, community involvement is a demonstration of our commitment to our neighbours.

The Oldcastle Outstanding Community Awards Program recognizes companies and employees within the CRH plc family, that go above and beyond in their outreach efforts to have a truly significant impact in their communities.

The Outstanding Community Ambassador Award is given to a person that dedicates their time to volunteering in their community, inspires others' involvement in community service and demonstrates compassion toward others.

We are incredibly proud that our very own Barb Smith of the Mississauga cement

plant received this prestigious award for her exemplary commitment to her community. Barb consistently demonstrates compassion and selflessness, devoting time and inspiring others to engage in community initiatives that improve the lives of those around her. From Armagh House to Friends of the Music, to the Apple Blossom Thyme Festival, Barb dedicates time to over 20 organizations!

Congratulations Barb and thank you for your continuous commitment!

Dear Dave,

I can definitely see that there is a strong commitment to safety at CRH Canada and US from some of the content in prior CRH Times articles.

I was hoping you could provide me with a quick tip on how I could reduce the risk of employees getting injured and improve safety awareness and culture within my concrete manufacturing business?

Thanks,

Safety First

# Dear Dave

Who needs Dear Abby when you've got a Dave on your team!

Have a question on your mind?

Send him a note and "Dear Dave", our Technical Services Manager David Bangma, will answer it and publish it here so we can all be a little better informed.



Dear Safety First,

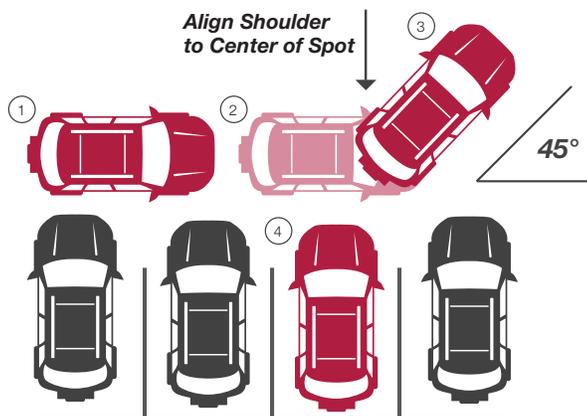
What a great question!

I am glad to hear our commitment to safety is inspiring! One quick and easy solution we employ within CRH Canada is our reverse parking policy. Reversing incidents make up a large portion of preventable vehicle incidents and can be dramatically decreased by taking this simple step. When you reverse park, drivers can see what you're doing – and you can see them. But when you're backing out of a spot, you're blind and you're counting on everybody else to see you – and to stop. This practice provides contingency for human factors as you are more likely to be tired or in a rush when going home. It also better prepares you for an emergency situation and starts everyone's day off with safety awareness by practicing a safe habit.

Just this simple small step helps reduce the risk of injury and property damage!

**David Bangma**

david.bangma@ca.crh.com



- ① Pull car up perpendicular and two cars away from the open parking spot
- ② Drive the car forward in front of the open parking spot
- ③ Drive the car forward at a 45 degree angle with the back of the car facing the parking spot
- ④ Reverse the car into the parking spot

# Reducing Greenhouse Gases

As a leading materials producer and supplier, CRH Canada consistently looks for ways to reduce emissions and contribute to a more sustainable economy.

As a regulated, energy intensive and trade exposed emitter, CRH Canada continuously looks for ways to reduce emissions with a target of 4% annual reductions until 2020. Beyond 2020, Ontario's strategy to reduce Greenhouse Gas (GHG) emissions to 37% below 1990 levels by 2030 will continue to push us and other industries to innovate to meet this target. The Ontario Cap and Trade program, put in place to help meet these targets, is not only important from a global perspective to help facilitate Ontario's contribution to the Paris Climate Change Agreement, but is also required to support our transition to the future low carbon-economy.

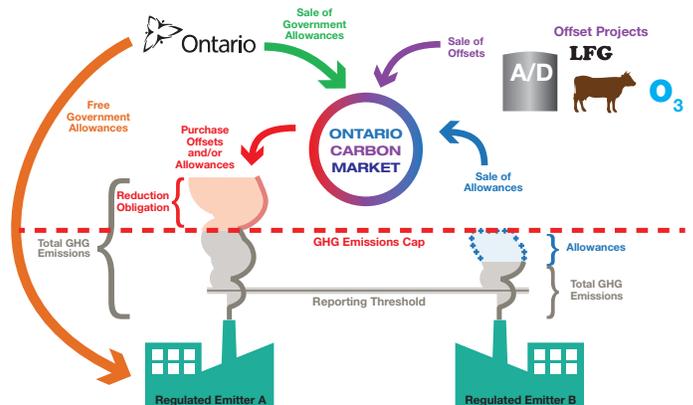
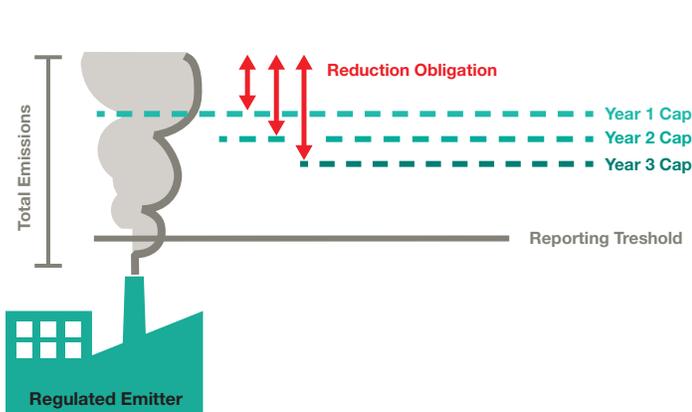
In order for Ontario to evolve towards a low carbon-economy, the Climate Change Action Plan was developed; it guides the investment of the proceeds from carbon allowances. With two successful cap and trade auctions of GHG allowances, close to one billion dollars of proceeds have already been generated providing opportunities for government to invest in GHG reduction programs.

Proper deployment of the proceeds into innovative projects is crucial in order to demonstrate GHG emission reduction progress. At CRH Canada, we look forward to opportunities to improve electrical and

thermal energy efficiency, and utilize low carbon fuels to contribute to reduction targets. The use of low carbon cement is also a key tool for the industry, as cement with lower clinker factor are optimized for performance and are less energy intensive. As the low carbon-economy develops, along with carbon dioxide (CO<sub>2</sub>) infrastructure, people are beginning to see the potential of exciting technology like CO<sub>2</sub> capture as a way to contribute to these programs.

CRH Canada is committed to maintaining a leadership role in reducing GHG emissions and supporting the transition to a low carbon-economy.

*The Cap and Trade System: Offsets are meant to generate reduction projects from non-emitting companies and can be sold in the carbon market. Allowances can be purchased from the auctions or traded within the secondary market. Proceeds are invested in programs to reduce greenhouse gases.*



# UPGRADING OUR DIGITAL TOOLS

## CRH Canada customer portal and website

Whether shipping something with FedEx, banking with CIBC or booking a flight with Expedia, many of our day to day transactions are now done online. The internet is often our first stop for information-gathering and is increasingly our last stop for purchasing and post-purchase services.

As many of you know, we have been operating a website and customer self-service portal for many years which allows our customers to access their customer account. In an effort to make these tools easier to use and more beneficial to customers, we are upgrading our website to a more dynamic site, containing all relevant information on our products, services, locations and more. We are also, revamping

our customer portal so it is an easy-to use, intuitive tool that will help you run your business more efficiently.

The customer portal is a private, secure site that enables you to pull account-specific information on your orders, invoices, credit status and more. It provides complete 24/7 access to up-to-date information, containing everything that you need in one place.

We were in need of an updated solution to help our customers navigate their accounts and our offerings with speed and precision. We are confident the new and improved website and portal will allow users to find content that is relevant with ease and simplicity. We look forward to sharing more information with you as we approach the launch of the updated tool this fall. Stay tuned for more information!

## Access your invoices more quickly with e-invoicing

With society immersed in the digital age, businesses are beginning to convert to electronic forms of tickets, invoices and receipts. Following the electronic form, CRH Canada has launched electronic invoicing (e-invoicing) to ease customer interaction and make business easier than ever. E-Invoicing is now available to all our cement, aggregate and ready mix customers in Ontario, Western Canada, Quebec and the Atlantic Region, along with the US.

The invoice is electronically sent through an email to up to three addresses in your organization. With the electronic version of the invoice, the customer is able to choose if they want it sent weekly or monthly.

E-Invoicing will send your invoices in PDF format directly to you via email as soon as they become available, avoiding lost or delayed invoices.

Weekly invoices will arrive immediately allowing you to complete your accounting cycle quickly and efficiently. If you choose to receive a monthly statement, that will be delivered to your inbox on the second day of each month.

We are pleased to offer e-invoicing as part of our value-added services and hope that you will find it a useful tool to help you manage your operations more efficiently. Invoices will no longer get lost in the mail and time looking for a backup invoice will be reduced. In an event that an e-invoice is misplaced, a copy of the invoice will still be available on our customer self-service portal, as it is today.

Other industries have been migrating to electronic documents for years and reaping the benefits and we look forward to supporting our customers in adopting these new tools and technologies as our industry begins the transition.

# Welcome to the CRH Selkirk Terminal

By Dave the Axe Champ

This terminal is located in Selkirk, Manitoba, approximately 30 kilometers northwest of Winnipeg.



**David Wasylenchuk**  
Sales & Operations  
Manager



**Garry Saluk**  
Terminal Supervisor



**Gord Young**  
Terminal Operator



**Frank Martin**  
Terminal Operator



**Ryan Osadchuk**  
Yard Labourer



**Murray Bachart**  
Yard Labourer

The Selkirk Terminal services all of Manitoba and specific projects in Western Ontario. Above is our staff consisting of six employees who take on the substantial duties during the peak of summer demands.

At Selkirk, we have a product portfolio consisting of Mississauga GU, Mississauga Type III, CRH slag, fly ash, Trident GU and Trident Type III. The blending capability expands our available products to any ratio combination of our core cements. All of our inbound cement is serviced by rail and all of our outbound traffic is serviced by semi-trucks.

You will find the Selkirk Terminal to have the most silo storage along with track space. The loading capacity is also very high with, 6 overhead cement silos and 3 ground silos. Out of the four Western Canadian terminals, Selkirk has the largest foot print.

From all of us, have a safe summer!





# 50<sup>th</sup> Annual Canadian Masonry Contractors Association Conference in Halifax

*By John Hellyer, Market Manager, Mississauga Cement Plant*

The Canadian Masonry Contractors Association 50th annual conference was held in conjunction with the Canadian Masonry Symposium in the midst of Canada's 150th birthday celebrations in Halifax this past June.

The three day conference held presentations from many industry and academic professionals highlighting key issues in the masonry industry, including prompt pay legislation, changing workforce demographics and the levy program.

The Annual General Meeting was followed by the "Glitter and Gold" gala dinner held to celebrate the CMCA's Golden Anniversary. The delegates were treated to a farewell dinner atop the Citadel joined by the attendees of the Canadian Masonry Symposium.

Stay tuned for the 2017 CMCA conference venue.



# Wishing a happy retirement to Phil Trunk

After 36 years of service with CRH Canada, Philip Trunk, Manager-Regional Technical Support and Standards, has retired.

Phil is an integral part of the CRH team in the various roles he has held and his contributions have always been a valued addition to any project. Hard work, commitment and unparalleled expertise are the characteristics that have inspired admiration in his colleagues and contemporaries. Phil is a highly regarded member of our industry and he is a true CRH ambassador. His many industry friends and colleagues and especially those of us at CRH will truly miss him, but luckily he will still be available to us!

Phil has set his sight on a well deserved retirement and is looking forward to spending more time on his boat with his wife Kris. We are all very happy Phil will have time to kick back, pursue new dreams and enjoy this new stage of life.

As a company, we wish Phil all the best in this new chapter!



# Cement Sales Meeting

## A Focus on Continuous Improvement

*By Marco Carlini, Market Manager, Mississauga Cement Plant*

Over two days this past May, our sales and marketing teams from CRH, came together for a meeting in Toronto.

The annual sales meeting took place over the course of two days at the Sheraton Centre Hotel in Toronto with the Great Lakes, Ontario and Western Canada well represented and team members coming in from all over Canada and the US.

We tackled many topics, including personal development, carbon reduction initiatives, new product development and as always we spent significant time working on commercial excellence.

Another highlight of the event was spending time with the sales teams from each division. As our team is spread across Canada and the US covering large geographic areas, it is not often that we all get to be in the same place at the same time.

DISH cooking studio hosted a team building experience for our sales and marketing teams. We had the chance to work together to prepare a five-star meal and then we enjoyed the food cooked together; with some of our employee-chefs displaying notably more comfort in the kitchen than others! We had a great time and took away valuable lessons in team work.

The entire event was a great success and we look forward to seeing everyone again at next year's sales meeting!



# CANADA 150

## The Birth of the CNE - 1879

The Industrial Exhibition of Toronto begins. Later renamed the Canadian National Exhibition, it becomes an annual national showcase of the latest developments in industry, manufacturing and agriculture.



## The Champagne of Ginger Ales - 1904

Canada Dry Ginger Ale hit the drink market for the first time in 1904. Invented in Toronto by John Hames McLaughlin, the drink was known as “the champagne of ginger ales”.

## The First Grey Cup - 1909

Football teams compete for the Grey Cup for the first time on a field in Rosedale. One of Canada’s great sporting traditions, the Grey Cup game evolved into the championship game of the Canadian Football League.

## A Nobel Prize for Insulin – 1923

University of Toronto researchers Fredrick Banting, Charles Best, James Collip and their supervisor John Macleod announced the discovery of insulin to treat diabetes. In 1923, Banting and Macleod were awarded the Nobel Prize.

## Canada’s First Subway – 1954

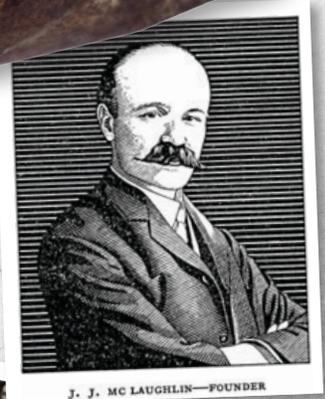
Canada’s first Subway line, The Yonge subway line, opened between Union and Eglinton station.

## The World’s Largest Indoor Mall – 1964

Yorkdale Shopping Centre opens as the largest indoor mall in the world – and a symbol of the spectacular suburban expansion of Toronto and Canada in the decades following the Second World War.

## The CN Tower – 1976

The CN Tower – the world’s tallest building and freestanding structure at the time – opens to the public.



# Photo Gallery

- 1- Two non-winning teams come together at the annual OCPA golf tournament
- 2- With the Caswell Family at dinner in Sault Ste Marie
- 3- A day on the course at the RMCAO golf tournament
- 4- Phil Trunk's retirement celebration
- 5- CRH employees and customers at our Blue and White Hockey Game
- 6- Gord celebrating his win for longest drive at the RMCAO Golf Tournament
- 7- Our team celebrating at the President's Awards in Montreal
- 8- Our team at the President's Awards
- 9- Luso Charity Golf Tournament

