



## Case Study / Cemex

February 2025

# Cemex

## Waste Water Analysis with ALS

Cemex are one of the largest building materials or aggregate companies in the world. In the UK, Cemex have nearly 100 quarries which require testing of their ground and surface water, as well as leachates. Cemex utilise a third party to carry out sampling on a weekly, monthly and annual bases depending on the requirements set out by the Environment Agency. Key analysis includes inorganic chemistry parameters such as Conductivity- Electrical 20C, pH Chloride as Cl, Alkalinity as CaCO<sub>3</sub>, TOC as C and COD (Total). Through the global ALS portfolio of analysis ALS have been able to assist with non routine analysis such as WAC (Waste Acceptance Criteria) and PFAS.



**Duration of contract:**  
>20 Years

**Contract Type:**  
Waste Water Analysis

**Indicative Value:**  
£500k/year

### Experience & Capability

Due to the complex nature of the monitoring, Cemex utilise our Pre-Reg system. The system ensures all samples are registered correctly in the laboratory before pre-labelled containers are despatched for each sample point. Pre-Reg saves time, is easier to sample and the pre-labelled system guarantees that each sample has the appropriate analysis undertaken in line with Sample Stability guidelines ALS Waters provide a refrigerated collection service across the UK to deliver samples to the laboratory in Coventry in accordance to Sample Stability requirements. As part of the regulations set out by the EA, the analytical requirements can vary for each site and sample point on a weekly, monthly, quarterly or annual suite.

### A summary of bespoke processes

Feature	Benefit
Pre registration	No need for in field paperwork
Direct data transfer, including sample receipt and reporting.	Automatic input to database
Retention of dataview	Continuity of service
Bespoke courier timed windows and rates	Cost and time savings
No IT fees/IT services	Ongoing development
Priority TAT (Priority client in registration and the	Faster TAT than standard clients
Reduced internal TAT -Samples booked in for 7 days	Faster TAT than standard clients
Query Log	Monitoring of trends and continual lab performance drive
Vacuum filter	Free filtration of samples

## Workforce with Relevant Qualifications

Most of the analysis is carried out at ALS Coventry where we have team of >250 staff working various shifts.

The depth of technical and management expertise at ALS provides the base to deliver a consistently high level of service to our largest accounts such as Cemex. Commitment to good science and personal service is backed by a sound quality program. ALS Coventry in coalition with the wider ALS network maintains accreditations to satisfy Cemex requirements including:

- **Rapid turnaround to keep projects on schedule**
- **Project mobilisation assistance to cover the scope of services required**
- **Technical resources to solve problems**
- **Experience acquired by working with a wide range of clients and programs**
- **Customised Electronic Data Deliverable (EDD) formats with direct database uploads**
- **Interaction with trained professionals and problem solvers**
- **Dedicated client service team at each location**
- **Regular participation in Proficiency Test evaluations provides assurance that the accuracy of results is continuously monitored and improved**
- **ALS' reputation as a leader in environmental chemistry is based on the commitment to keep laboratories at the cutting edge of analytical technology, while focusing on a "best value" business practice of employees to increase value of services rendered.**

## Training and Staff

Staff undergo training as per ISO17025/UKAS accreditation for all methods. Training is ongoing and reproduced with annual EQA's (External Quality Assurance) programs.

ALS have an in-house recruitment team which allows for detailed screening and recruitment on analysts based on lab requirements.

## Performance and Customer

ALS continue to monitor performance and customer satisfaction through a robust account management system, including access to a dedicated account manager, a customer services representative and additional contacts such as our principle scientists, lab managers, courier controllers and IT team.

As part of our monthly calls, ALS measure performance with the below KPI data (Figure 1) and a query log, covering the:

- **Item raised**
- **The details of query**
- **Site**
- **Lab Section**
- **Owner**
- **Action**
- **RAG Status**
- **A section for Comments**

The above has been supplemented by online webinars, lab tours and visits and training of new Cemex staff.

## References

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## Performance Measurement 2024 (Figure 1)

	Title	Description	Frequency	UOM	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Green	Amber	Red
	<b>Logistics</b>												
L1	ALS Registration errors	Reg Errors	Monthly	Jobs	1	9	1	3	5	0	<5	5 - 10	>10
L2	Bottle dispatch issues	consignments sent	Monthly	Consignment	0	0	0	0	0	0	<2	3 - 5	>5
	<b>Analytical</b>												
A1	Result turnaround time compliance	% of results reported within TAT	Monthly	Dets	99	99	99	99	99	99	95%	94% - 90%	<90%
A2	Samples processed within stability	% dets analysed within stability	Monthly	Dets	99	99	90	98	98	90	95%	94% - 90%	<90%
A3	Samples registered within stability	% dets registered within stability	Monthly	Dets	99	99	99	99	99	99	95%	94% - 90%	<90%
	<b>Customer service</b>												
C1	No of Complaints	complaints	Monthly	Report	0	0	0	0	0	0	<1	2	>3
C2	Courier issues	No of courier issues	Monthly	Samples	0	0	1	0	0	2	<1	2	>3