

STRONG FOUNDATIONS.  
STRONG FUTURE.



A CRH COMPANY

CRH EMBARKS  
ON AN AMBITIOUS  
JOURNEY TO CARBON  
NEUTRALITY BY 2050



# DISPATCH

THE MAGAZINE FOR  
ASH GROVE NORTH CUSTOMERS

Number 3 | May 2021

# A Message from Serge Schmidt



Dear Ash Grove business partners,

Having recently joined the Ash Grove cement family, I would like to take this opportunity to introduce myself and share my excitement

to be joining the incredible team at Ash Grove and a business that is one of the most successful and dynamic in the CRH world.

Before joining Ash Grove, I led CRH's materials businesses in Western Europe for the past five years. Prior to that, I spent almost 20 years with the Italcementi Group cutting my professional teeth. I have had the pleasure working with many highly capable, diverse and passionate teams and individuals over my career, and in just a few months have already experienced the same at Ash Grove.

My wife Gaetane and I have two daughters, Laura (19 years old) and Eléonore (15 years old).

I enjoy running, cycling, cooking and the art of gastronomy.

As a leader, I am a firm believer that to deliver on our promises to our customers, shareholders and employees we must focus on making our business better. We must remain collaborative, open and inclusive at Ash Grove, and continue to support the growth of our customers' businesses and our employees' development to drive our business forward. Above all else, I am uncompromising on our obligation to health and safety; it must be part of our DNA and is critical for our business success.

I look forward to meeting and working with you in the months to come, and hopefully in person once circumstances allow. Until then, thank you for your continued partnership with Ash Grove and our mutual successes.

Stay healthy and safe.

**Serge Schmidt**  
President  
Ash Grove Cement

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## Technical Services Update, New Beginnings



A couple of exciting announcements to share; first, our technical service representative **Jasmine Samadi** began her maternity leave on March 28, 2021. Jasmine has been proudly supporting our customer

base since 2016. We wish her all the best as she takes a pause and embarks on a new life adventure. Before we know it Jasmine will be back, but in the meantime helping fill the gap



and new to the company is **Atif Asif**. He has been cross training with Jasmine since the start of the 2020 and is here to continue to support all of your technical service needs. Atif is a professional engineer from Calgary,

Alberta, where he worked 10+ years in the oil well cementing business supporting customers with technical solutions. Atif's contact details: [atif.asif@ashgrove.com](mailto:atif.asif@ashgrove.com) or 289-339-3512

# The Roadmap to Carbon Neutrality

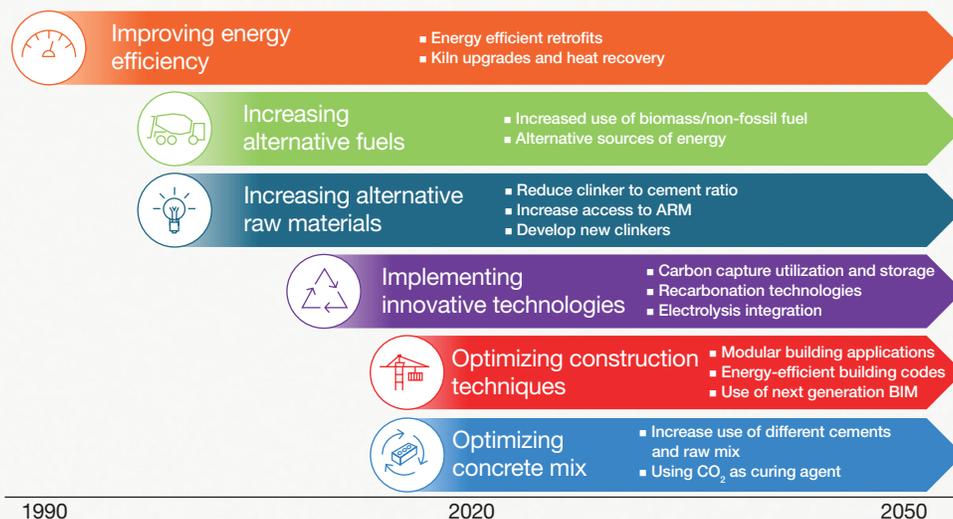
CRH plc has recently committed to achieving carbon neutrality along the cement and concrete value chain by 2050. CRH believes in leading by example and has a long and successful history of meeting ambitious targets.

As we begin building our Carbon Neutrality roadmap internally and in collaboration with our allied industry associations, the impossible is starting to seem possible. So what exactly will it take? The table below highlights the fact that there is no one magic bullet. Instead, we are pursuing a multitude of solutions that will each contribute to decarbonizing our operations.

Firstly, we need strong execution on the short and medium term levers. These include conversion of the product portfolio to higher limestone cements, maximizing supplementary cementing materials use in concrete and optimizing use of low carbon fuels for clinker manufacture. Secondly, what is vital is innovation. A large portion of the required carbon reductions will depend on new technologies, so supporting and investing in their advancement is necessary for governments and industry.

Also critical will be broad policy changes to support these solutions, such as quicker standards adoption to reduce overdesign in concrete mixes or regulatory changes to allow for more flexible fuel changes.

Lastly, and perhaps the most important, is integration of the entire value chain. Some jurisdictions are using the term the 'five Cs' defined as clinker, cement, concrete, construction and carbonation. As we develop the roadmap we learn that significant carbon reduction opportunities exist in all five Cs and their interconnection means the roadmap needs to be an industry effort. If we look to our Canadian division our progress to date gives us confidence in our abilities. By the year 2025 we expect our reductions versus 1990 levels to be close to 40% in Canada, which is already ahead of our global 2030 targets. Clearly, the remaining reductions will be more challenging, but like all challenges with the right plan and proper execution nothing is impossible.



1990

2020

2050

# Lethbridge Terminal Silo Upgrade

Ash Grove's Coalhurst terminal, also known as the Lethbridge terminal (given its proximity to the city), has been around for well over 30 years with the first load shipped on December 15, 1987. Led by an operations team that has over 50 years of combined experience, the Coalhurst terminal serves all of our southern Alberta customers, as well as some areas nearing the southern provincial borders of British Columbia and Saskatchewan.

The majority of the cement supplied to the terminal comes from south of the border in the state of Montana by rail and truck shipping. Several of our local carrier partners within Alberta also support our cross border truck shipping. The terminal is an integral part of Ash Grove's supply chain in Western Canada and as we continue to grow our terminal network, it will continue to evolve. Our Coalhurst terminal is currently in the process of replacing one of its smaller silos and substructure with a much larger one.

The last major upgrade at the terminal was the complete overhaul of the truck scale and its foundation in 2018. Once the scale project was completed the next stage was to increase the terminal storage capacity. The need for more storage has become more apparent as our customers continue to grow. Last year, our peak loading days consisted of daily shipments upwards of 30 to 40 pneumatic bulkers out of Coalhurst.

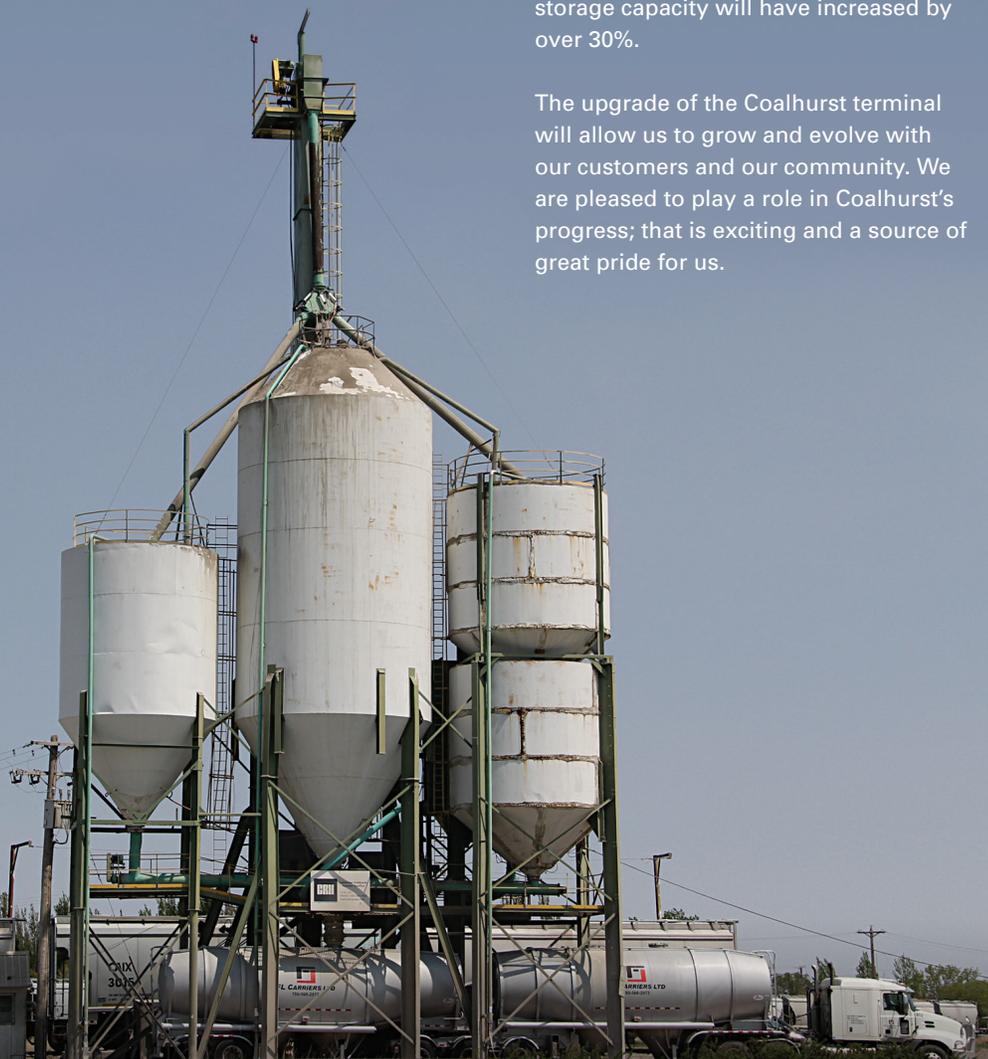
The new silo will provide the much needed storage capacity which will help us to better manage inbound and outbound rail and truck traffic. It will also help us provide better service and inventory security and it will reduce truck wait times.

In 2019, several ideas were considered to determine the best approach for increasing storage capacity at the Coalhurst terminal. It was determined that the existing 150 metric ton silo (holding capacity) and substructure will be replaced with a 450 metric ton silo and a much larger substructure. The general contractor and the builders selected for both the silo and substructure are all locally owned. The project consists of the removal of existing silo and substructure, installation of the pile foundations, installation of the new steel substructure for the new silo, and installation of a new 450 metric ton silo. Given the height of the new silo being much greater than the original, an air-slide will replace the existing gravity fed pipe from the

bucket elevator leg to feed cement to the new silo. This is similar to some of the upgrades completed at our Edmonton terminal in 2014.

This past winter, the Coalhurst terminal underwent two short shutdown periods with the removal of the existing small silo and substructure, followed by the installation of pile foundations. The shutdowns were coordinated with both our customers and carriers to ensure they had enough supply during these down periods and/or were being supplied directly from our cement plant by truck. In coordination with our customers and carriers, the Coalhurst terminal will be undergoing one more shutdown period for the completion of the project prior to the start of the construction season. Once complete, our terminal's cement silo storage capacity will have increased by over 30%.

The upgrade of the Coalhurst terminal will allow us to grow and evolve with our customers and our community. We are pleased to play a role in Coalhurst's progress; that is exciting and a source of great pride for us.





# Northern Ontario Spotlight

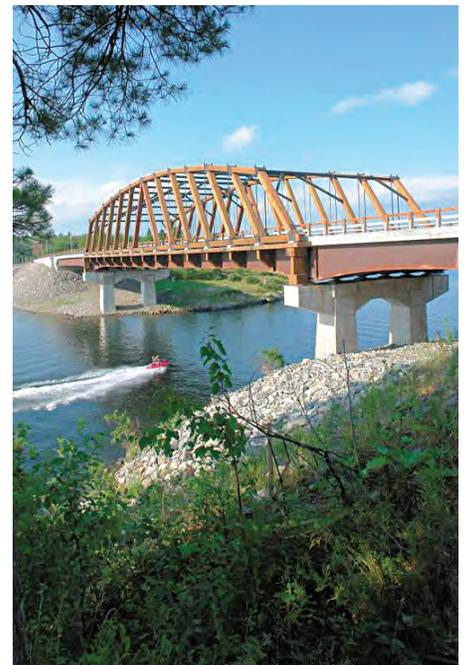
Although Northern Ontario, in general, has not been immune to the effects of the ongoing pandemic, there have been some positive and noteworthy developments. The hope is that these grow into new opportunities and increased production in the mining and infrastructure segments.

As with all industries, the mining industry has been forced to adapt to the challenges posed by COVID-19. However, given recent increases in resource prices, the potential for the mining industry to drive economic growth in Canada post-pandemic is promising.

In addition to the positive developments in mining industry fundamentals, the MTO has prepared the Northern Ontario Transportation Plan, which sets out a strategy and immediate actions to build

a connected transportation network that will maximize the flow of goods and people, improve travel for those in remote areas and promote economic development. To these ends, it promises to commit \$625 million in 2020/2021 to expand and repair northern highways and bridges, which is estimated to create or sustain approximately 4,370 direct and indirect construction jobs for the people of Northern Ontario. For more information on the particulars, please visit: [ontario.ca/northerntransportation](http://ontario.ca/northerntransportation).

The combination of a healthy mining industry as well as improved infrastructure to help resources and goods move efficiently should help grow and protect the region's economy, thereby maximizing opportunity in the foreseeable future



Dear Dave,

I know that fly ash in mix designs is a great way to reduce carbon and improve durability, but with the supply of fresh fly ash declining, is the use of re-claimed or harvested ash a viable replacement?

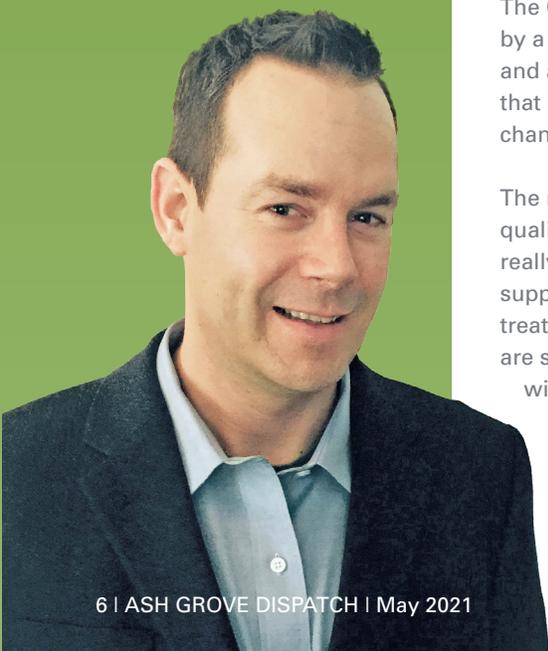
Sincerely,

Ashley Harvest

## 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 Senior Manager, Technical Services and Sustainable Development David Bangma, will answer it and publish it here so we can all be better informed.



What a great question Ashley! I agree there definitely is a downward trend in fresh fly ash supply and this trend will continue over the coming decades as the grid de-carbonizes. If we look regionally today we are mostly starting to see this transition in Western Canada as power plants move to natural gas.

This will challenge the concrete producer to manage costs, achieve specifications and reduce embodied carbon. The good news is that yes, harvested fly ash is absolutely a viable replacement. And there is definitely no shortage; some say over 1 billion tons is landfilled across North America.

In terms of product acceptance, the CSA A3000 committee has been working to update their standard to incorporate acceptance of harvested fly ash. All the specifications and requirements will be identical, whether its fresh or harvested fly ash, and it will be official later in 2021. For the concrete producer I would like to highlight some of the key items to be mindful of.

The CSA acceptance process involves voting by a committee of producers, users, general, and academics – so it is a thorough process that requires testing and data to support changes.

The main concerns from a performance/ quality perspective are consistency. This really comes down to the deposit and the supplier's understanding, management and treatment of the harvested ash. Also there are some inherent consistency specifications within CSA but when harvested additional processes can be required:

- Loss on Ignition (LOI) – this is essentially unburnt coal in the mix. The standard allows for up to 8% but the real key is a consistent day-to-day, month-to-month value. LOI will influence the amount of air entraining agent to achieve the target air so you don't want to be chasing that. The ash, if needed, can be treated to remove it and ensure consistency using various technologies if the LOI is high and/or variable.
- Sizing / Chemistry – fineness can be impacted by bottom ash. It is known that bottom ash, if ground, will perform similarly, but larger particles not reduced in size can have adverse effects. Chemistry is a consistency issue; probably the main influencer here would be the type of coal used by the power plant and the combustion process. These would be questions for sure I'd be asking in advance to the supplier to ensure consistency.

As you can see, harvested fly ash is an important tool for our industry to support high quality and lower carbon concrete, and every deposit can be unique and require a different solution. Due diligence and proper management are critical from both the supplier and the purchaser of the ash, so our wonderful concrete product remains durable, resilient and part of the fabric of life.

**David Bangma**  
[david.bangma@ashgrove.com](mailto:david.bangma@ashgrove.com)





# Adding Value Through e-ticketing in our Cement Business

**At Ash Grove, we strive to continuously improve our business and offer solutions that add value for our customers. With a successful revamp of our Customer Portal, we are pleased to introduce electronic ticketing (e-ticketing) as a way to continue to keep our digital edge. This solution has been available since January 1, 2021.**

E-ticketing is a digital solution that allows you to review the details of your shipment in real time! The information provided on the e-ticket contains the same details as the paper version.

We are also excited to provide our delivery acknowledgment functionality as a complimentary addition to e-ticketing, allowing our customers to acknowledge

each delivery ticket through an accept or reject option. Our e-ticket platform comes equipped with new reporting features, providing our customers with full visibility of real time and historical ticket acknowledgment details.

As a valued customer, we would like to invite you to register for our customer portal which will provide access to your

e-tickets. If you already have an account in our portal, we still require you to register for the e-ticketing solution. As we transition to our digital tools, paper tickets will still be made available to the drivers.

Do not hesitate to contact your Market Manager if you have any questions.

# Ash Grove COVID-19 Safety Update

As we move from the colder winter months into the warmer weather of the spring and summer, we face continued uncertainty in the context of the global pandemic. With that in mind we thought it might be a good time to share some of the procedures we and our partners have implemented to keep our employees, customers and most importantly, our families safe.

Beginning with our sites, only employees essential to continuing to produce and deliver our products have been granted access to facilities. Social distancing protocols must be followed, and face coverings are to be worn as well. Hand sanitizing stations, increased cleaning schedules and modified entry/exit plans are all additional ways of keeping areas clean and minimizing contact between employees.

Our carriers have implemented guidelines of their own to ensure safe interactions with their drivers. COVID surveys, increased mandatory PPE, restricted access to facilities and contactless deliveries where possible are a few examples.

We have also seen customers implement new safety guidelines for receiving raw materials which is another layer ensuring as little face-to-face contact as possible during deliveries.

We will continue to monitor this ever-changing environment daily and take any precautions necessary to ensure the safety of our people and the safe delivery of our products.



Wear your mask



Wash your hands



Watch your distance



## Customer Profile

# 60<sup>th</sup> Anniversary of Froese Concrete Ltd.

In 2020, Froese Concrete Ltd. celebrated 60 years in business. In 1960, brothers John and Peter Froese started their company in their hometown of Warman, Saskatchewan. During the early years, the primary business was excavating services and sewer and water installations for the local community.

After several years, the brothers decided to diversify. In 1974 they made the bold move to enter the concrete business. They purchased and set up a Mandom portable batch plant from the U.S., ordered four Kenworth

trucks and fitted them with Jaeger mixers. Over time, John bought out Peter's shares in the business and forged ahead with his wife Susan and their children. Today, son Dennis is the concrete manager, son Tim manages the aggregates business, and son Mark runs the pit operations. Daughters Kathy and Rebekah manage the office. Froese has been fortunate enough to supply concrete to several high-profile projects in the Warman and Saskatoon area. This project list includes the Legends arena and recreation facility in Warman, the Wanuskewin building for

Quorex and several high-rise buildings in downtown Saskatoon.

Froese also supplied concrete for infrastructure in Warman and surrounding communities as well as to dairy barns, feed lots and grain storage facilities. 2020 saw another significant expansion for the business as they constructed a large shop to enclose their reclaiming plant and host a new business. They are servicing heavy duty trucks and equipment, automotive and farm equipment. Son-in-law and senior technician Henry is managing the new service shop. Current

manager Dennis Froese says their recipe for longevity has been a hard-working team approach. In the summer months, up to 20 employees keep the business running smoothly.

A trademark slogan his dad John used often with employees accurately summarized his managerial style: "We can't do it without you!" Congratulations to the Froese family on the milestone. Undoubtedly there are many more anniversary celebrations to look forward to in the future!

# CCPPA to Hold Interactive Training for Municipal Staff and Consulting Engineers

The Canadian Concrete Pipe & Precast Association has scheduled two practical training sessions with respect to concrete pipe and precast structures. Both sessions are scheduled for early 2022 (February/March) and will depend on the status of the pandemic.

**Session #1:**  
GTA Session  
Markham Fairgrounds

**Session#2:**  
Eastern Ontario Session  
EY Center in Ottawa

These sessions will involve interactive learning stations that are comprised of concrete pipes and/or precast concrete structures and will cover topics from the fabrication/design of concrete pipes to the installation and connection of concrete pipes and precast structures. Topics such as gasket inspection and installation as well as crack assessment will also be part of the session. A dedicated learning station will also discuss



the common site issues, their causes and appropriate remedial action. Confirmation of these sessions will occur in the fall of 2021.

## Concrete Ontario UPCOMING EVENTS

### CENTRAL GOLF TOURNAMENT | JUNE 2<sup>ND</sup> (Registration coming soon)

Concrete Ontario's Central Golf Day is always a great day of golf, food and networking. Prizes will be handed out for Competition Holes, Low Score and other fun categories.

The tournament is open to members and non-members, so feel free to invite your customers and suppliers! Concrete Ontario is working closely with Glen Eagle Golf Club to determine the appropriate COVID-19 restrictions and modifications to keep our participants healthy and safe. Additional details will be posted closer to the tournament date.

### TRUCK RODEO | JUNE 13<sup>TH</sup> (Registration coming soon)

Interested in a chance to compete alongside the best drivers in the ready mixed concrete industry? Come out and test your skills at Concrete Ontario's annual Truck Rodeo.

Register to participate in an obstacle course that allows you to demonstrate your driving skills and industry knowledge, and potentially win some great prizes. This is an outdoor, family friendly event, that will have strict COVID-19 protocols in place. Please bring your own lawn chairs – a packaged meal and snacks will be provided.

### BROCKVILLE GOLF TOURNAMENT | AUGUST 10<sup>TH</sup> (Registration coming soon)

Join Concrete Ontario for a day of golf, food and fun! Spaces are limited, so remember to register early for your chance to network with other members and win some amazing prizes.

Concrete Ontario is working closely with Brockville Country Club to determine the appropriate COVID-19 restrictions and modifications to keep our participants healthy and safe – additional details will be posted closer to the tournament date.

# Catch Up with Some of Our Favourite Retirees!



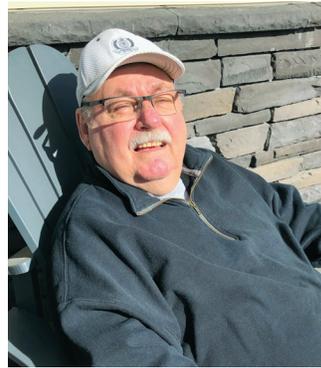
## DENNIS BAKER

It's been a year since we retired and we are loving it. Since we cannot travel we recently bought a new house which has kept us quite busy. So long for now. Everyone stay safe and healthy.



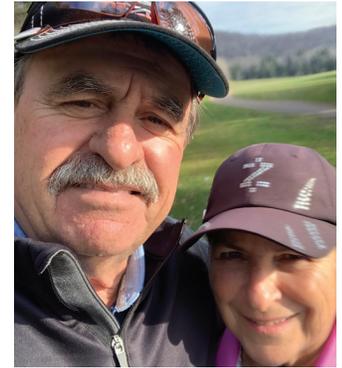
## REG AND PEGGY SEARLES

After living in Port Credit for 58 years, we sold our house and now live in a condo/ apartment in Oakville. We are both in good health in spite of COVID-19.



## BOB JEREMIAH

Bob and Diane are enjoying the mild winters and hot, dry, desert summers in Kamloops, BC. with ski mountains and the North Thompson River beach just steps away from their house.



## GILLES DORE

After retirement in 2013, we moved permanently to the cottage. The transition from work to retirement was easier because of the extensive reno project we did on the cottage. Since retirement, we have skied in Switzerland, Italy and taken several trips to the Canadian Rockies. Our summers are filled with boating and golf.

My wife and I average about 60 games yearly, although our scores sometime do not reflect it! We also find time to do volunteer work, helping out at the local food bank, the annual Christmas drives and so on. Every day brings us new opportunities to make life very enjoyable.

## PHIL TRUNK

After 36 years working for St. Lawrence Cement/Holcim Canada/ CRH my last full day as an employee of CRH was June 30<sup>th</sup>, 2017 and the official beginning of retirement (although many suggest that I use the term "retirement" loosely). Perhaps I should say semi-retirement as in reality I am still on contract with CRH on average 1-2 days per week. For instance, I still represent CRH on a number of Canadian Standard Association committees. It is because of CRH's 30 plus years supporting me on these committees that in 2018 I received an "Award of Merit from CSA in recognition of leadership in the development and advancement of standards, both nationally and internationally". To me this was as much an award for CRH through their continued support as it was for me.



The good thing about being semi-retired is that for the most part I can work from home (before it became standard pandemic protocol) and on my own schedule, giving my wife Kris and I the freedom to spend many hours/days/weeks out on Georgian Bay enjoying our passion for boating on board the Knot Soon Enuf, or down south in our condo in Florida (just not this year). Overall, we are thoroughly enjoying "retirement" and greatly appreciate the years of continuous support from CRH.

To all, stay safe, stay healthy.

Phil

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**HAVE YOU SEEN THIS MARKET MANAGER?**



Name: **GORD CAWKER**  
 Age: **57**  
 Height: **6'** Weight: **215**  
 Eyes: **Blue** Hair: **Also missing**  
 Unique sign: **Trying the latest craft beer**

Last Seen: **Filling in for Tim Micallef on Sportsnet!**

**IF YOU HAVE INFORMATION, PLEASE CONTACT 1-800-FINDMYREP**

ASH GROVE  
A CRH COMPANY

**HAVE YOU SEEN THIS SALES MANAGER?**



Name: **EMMA SCHINDLER**  
 Age: **Older than you think**  
 Height: **5'4"** Weight: **Enough**  
 Eyes: **Hazel** Hair: **Usually blonde**  
 Unique sign: **The cackle laugh**

Last Seen: **Not socially distancing from the fridge.**

**IF YOU HAVE INFORMATION, PLEASE CONTACT 1-800-FINDMYREP**

ASH GROVE  
A CRH COMPANY

**HAVE YOU SEEN THIS MARKET MANAGER?**



Name: **SY STEPPACHER**  
 Age: **35**  
 Height: **6'** Weight: **240**  
 Eyes: **Brown** Hair: **Barely**  
 Unique sign: **Shanking a drive at every other tee box**

Last Seen: **Cheering for the Leafs on Red Mile in Calgary**

**IF YOU HAVE INFORMATION, PLEASE CONTACT 1-800-FINDMYREP**

ASH GROVE  
A CRH COMPANY

**HAVE YOU SEEN THIS MARKET MANAGER?**



Name: **MACKENZIE JOHNSTON**  
 Age: **41**  
 Height: **6'1"** Weight: **190**  
 Eyes: **Hazel** Hair: **Brown**  
 Unique sign: **Ever changing facial hair**

Last Seen: **Walking... always walking.**

**IF YOU HAVE INFORMATION, PLEASE CONTACT 1-800-FINDMYREP**

ASH GROVE  
A CRH COMPANY

**HAVE YOU SEEN THIS REGIONAL MANAGER?**



Name: **MURRAY (MURDOG) YEWCHUK**  
 Age: **50 ish**  
 Height: **6'3"** Weight: **230**  
 Eyes: **Green** Hair: **Greying**  
 Unique sign: **Libra**

Last Seen: **Standing in line outside a Calgary distillery @ 10:00 AM... buying hand sanitizer.**

**IF YOU HAVE INFORMATION, PLEASE CONTACT 1-800-FINDMYREP**

ASH GROVE  
A CRH COMPANY

**HAVE YOU SEEN THIS MARKET MANAGER?**



Name: **JOHN HELLYER**  
 Age: **Old enough to know better**  
 Height: **5'9-1/2"** Weight: **Boiling point**  
 Eyes: **Bloodshot blue** Hair: **Silver fox**  
 Unique sign: **Sap stained clothing**

Last Seen: **Collecting and boiling sap; purchasing baby clothes, diapers, formula, soothers, earplugs.**

**IF YOU HAVE INFORMATION, PLEASE CONTACT 1-800-FINDMYREP**



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