

# VOICES INTO ACTIONS



## HAVE YOUR SAY ENGAGEMENT PULSE CHECK NOV-DEC 2016



### WHY THE PULSE CHECK NOW?

To check if our engagement action plans have been effective since the last survey – an engaged business is a high-performing business

#### YOUR VOICES DRIVE ACTION!

- We want to know if our engagement action plans are working
- Please use this survey to feedback
- We will continue to try to tackle issues you raise

#### WE WANT TO MONITOR PROGRESS

- **Keeping you well informed** – with different methods of communicating – newsletters, communications forums, posters, UK News, CXME app, SMS messages, CEMEXPRESS
- **Making it easier for you to serve the customer** – training to help you handle complaints; our leaders getting closer to front-line service to understand issues; measuring our service to be more responsive to our customers
- **Helping your work life balance** – finding ways to reduce unproductive and wasteful tasks



*“As the UK Forum reps, we know how important this confidential and anonymous survey is for us all. Please complete it and help to make CEMEX an even better place to work”*

## HAVE YOUR SAY Pulse Check 28 Nov – 16 Dec

It's confidential, it's important, and it's helping us to make a difference!!

For every completed survey CEMEX will make a £1 charitable donation split between Help for Heroes, NSPCC and RSPB