

Get ready!



EMEA

Q1 '22 eNPS Pulse Survey

ONE QUESTION – ON A SCALE FROM 0-10

How likely are you to recommend CEMEX as a good place to work, to family or friends?

NPS CALCULATION FORMULA

Employee Net Promoter Score = % of Promoters (9-10) minus % of Detractors (0-6)



- 9-10: Promoters,** extremely loyal employees to the organisation, and talk positively about the business



- 7-8: Passives,** employees who are neither emotionally invested nor disengaged



- 0-6: Detractors,** employees who are highly dissatisfied with the organisation and offer negative word of mouth



Why are we doing eNPS quarterly?

We want CEMEX to be a great place to work – so we're tracking quarterly how everyone feels about working here

What were our eNPS results in 2021?

We achieved positive average 2021 eNPS in our region: +28 vs +20 in 2020. It is also true that our eNPS results were lower in the Q3'21 Pulse: +17 vs +32 in Q2'21. We want to resume our positive eNPS trend in EMEA in 2022.

More than 40 actions aligned to our **5 Regional Key Drivers of Engagement** were implemented last year in EMEA thanks to your active participation in the 2021 eNPS Pulse Surveys.

How/when to take part?

Watch out for the email from Perceptyx on Wednesday, 30th March^h (eNPS Survey Q1 EMEA customers@perceptyx.com)