

participate now!



# 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?

eNPS 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 tracking our employee Net Promoter Score (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 Key Drivers of Engagement** (Regular BU Team Talks & Coordination Meeting updates, new EMEA and local Diversity & Inclusion Committees, increased visibility on new appointments, new digital technologies including SPARK!). **All implemented last year thanks to your participation in the eNPS Pulses**

**How can I participate in our EMEA Q1'22 eNPS Pulse Survey?** On Wednesday, March 30th you should receive an invitation email from our partner Perceptyx (eNPS Survey Q1 EMEA [customers@perceptyx.com](mailto:customers@perceptyx.com)) with a direct LINK to the Survey. It takes 5 minutes to complete. You can also use the attached QR Code & URL to access the Pulse Survey with your Employee Number.

**We are committed to listening, understanding and valuing your thoughts in our journey to make CEMEX a great place to work for our talent**