

Materials and Urbanisation Solutions



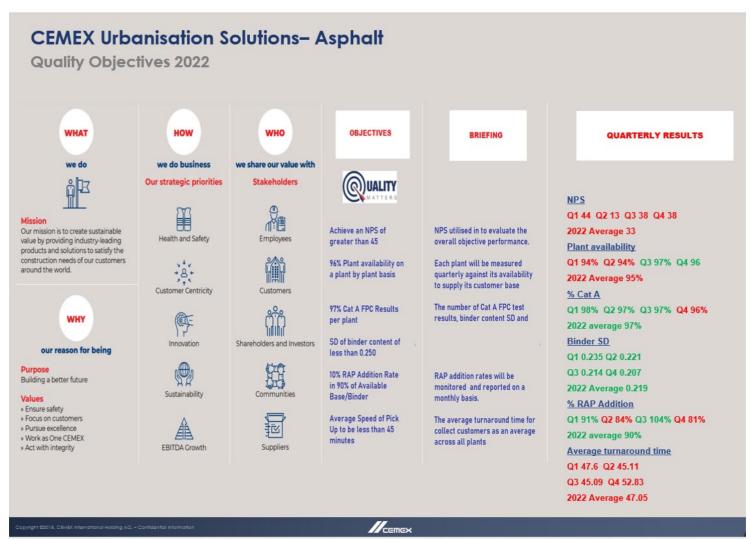
2022 QUALITY OBJECTIVES PERFORMANCE

As a part of our Quality Management System and a requirement of BS EN ISO 9001, the standard to which we are certified, each business must set a number of Quality Objectives. Performance against each objective is communicated quarterly and reviewed as part of the One CEMEX and business specific Quality Management Reviews, where the following years objectives are also set.

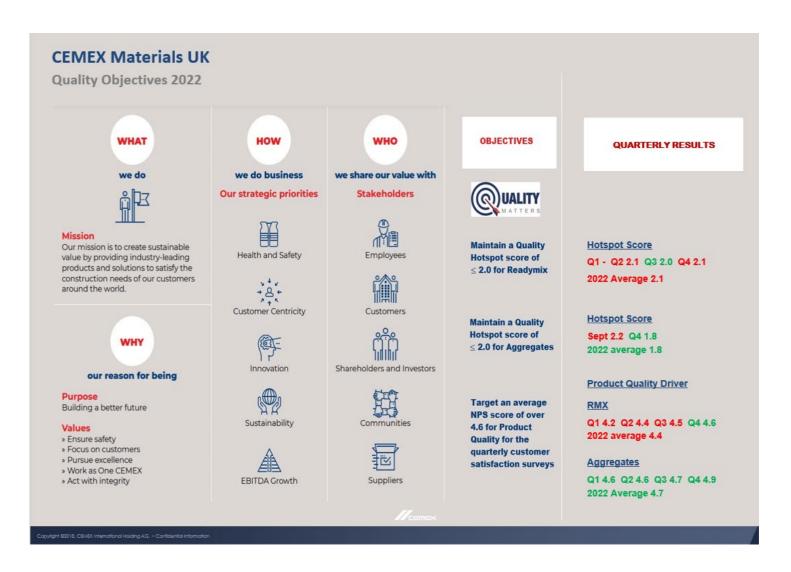
Business specific objectives are set to enable the overarching One CEMEX Quality Objective to be achieved:

"To provide an improved level of Product and Service Quality"

The following shows the performance of the Asphalt and Materials Businesses in 2022







In 2022, the UK businesses achieved and average NPS score of 36 which is marginally lower than the 42 achieved in 2021.

Although not all of the objectives were achieved in 2022, we were constantly very close with some good improvements made throughout the year.

2023 Objectives are currently in the process of being agreed and will be communicated shortly.

Objectives and other QMS Documents are available 24/7 on the Quality App which is available for download at all CEMEX locations



