

INNOVATION

	ARGOS	GCCA	GRI	SASB	DJSI	2018	2019	2020	2021	META 2030
Investment in innovation										
Colombia (USD)						168.602	146.182	4.210.752	27.693.095	
Caribbean and Central America (USD)						73.872	64.850	260.876	14.923	
USA (USD)	A-IN 1					209.796	-	1.457.722		
Other business (USD)						63.090.342	34.343.611	-	-	
Total (USD)						63.374.009	34.423.961	5.929.350	27.708.018	
Total invested in cleaner production issues (USD)						-	-	1.214.512	68.744.637	
Total income from innovation										
Colombia (USD)						407.664.005	379.090.921	407.734.792	93.124.081	
Caribbean and Central America (USD)						95.965.356	65.186.892	78.311.605	34.675.121	
USA (USD)	A-IN 3					329.397.749	204.698.692	235.952.156	70.544.448	
Other business (USD)						94.244.775	77.918.865	48.242.771	-	
Total (USD)						927.271.886	726.895.371	770.241.324	198.343.649	
Income from innovation percentage										
Colombia (%)						53	53	58	11	
Caribbean and Central America(%)						17	12	12	4	
USA (%)	A-IN 3					22	13	16	5	
Other business (%)						100	100			
Total (%)						32	25	27	6	

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Savings for implementation of innovation initiatives										
Efficiency in production processes (USD)						4.157.742	4.630.786	3.550.247	184.011	
Organizational excellence (USD)						1.536.588	56.250	716.494		
Supplementary cementing material (USD)	A-IN 4					2.597.923	963.155	590.786		
Optimization of mixtures (USD)						249.131	1.365.075	646.264		
Total ARGOS (USD)						8.559.652	7.015.266	5.503.791	184.011	
Report results of net promoter score										
Colombia (%)						-	-	-	78	
USA (%)						-	-	-	53	
Panamá (%)						-	-	-	96	
Honduras (%)						-	-	-	87	
Haiti (%)	A-IM1					-	-	-	-	
Dominican Republic (%)						-	-	-	87	
Surinam (%)						-	-	-	-	
Guayana (%)						-	-	-	-	
Compny									64	
Methodology description										

The methodology used was the transactional Net Promoter Score as a key experience indicator for the measurements we made to Argos customers through the different channels (Argos One web and App, Email, SMS and telephone).

The calculation of the indicator is done with the management of extremes (% of promoters - % of detractors).

The use of this indicator facilitates a barometer of inter-industry comparisons, as customers no longer compare us with the competition, but with any type of industry that is a reference in customer experience.