

**CUSTOMER EXPERIENCE**

	ARGOS	GRI	2019	2020	2021	2022	Comments	2030 Target
<b>Customer experience</b>								
Satisfied respondents (%)	A-IM1		82,5	84,4	NA	NA	After having implemented the required mechanisms to be able to collect data in real time, Cementos Argos in 2021 decided to migrate from carrying out an annual Customer Satisfaction survey, to dynamically measuring the Net Promoter Score (NPS), which is one of the most used tools by the world's largest companies to find out both the perception of their customers and their intention to continue buying products and services from them.	
Net Promote Score (NPS)			NA	NA	64,1	59,6		
<b>Argos ONE</b>								
<b>Cement</b>								
Digital Ordering	A-EX1		-	-	-	68		
Digitally confirmed deliveries	A-EX2		-	-	-	66		
Total digital orders	A-EX4		-	-	-	297.521		
<b>Concrete</b>								
Digital Ordering	A-EX1		-	-	-	36		
Digitally confirmed deliveries	A-EX2		-	-	-	98		
Total digital orders	A-EX4		-	-	-	195.019		
<b>Payments and inquiries</b>								
Payments made digitally	A-EX3		-	-	-	45		
Customer inquiries made through digital channels that are related to order status or deliveries	A-EX5		-	-	-	1.537.047		