

Hacemos que las cosas sucedan de la manera correcta

Resultados de la encuesta 2020



Temas de tendencias: 7 de diciembre 2020



- Los resultados de la encuesta para Integridad y Transparencia mejoraron en comparación con la línea de base de 2018
- Nuestra cultura es fuerte, y continuamos su evolución
- Más de 15K empleados participaron en Latam y HQ
- En general, todos los resultados mejoraron

| Sangre tigo | Attributes | 2018 | 2020 | % Imp |
|---------------------------------|--------------------------|------|------|-------|
| WE MAKE IT HAPPEN THE RIGHT WAY | Integrity & transparency | 1.99 | 2.65 | 33% |



| Rating scale interpretation | | |
|-----------------------------|-------------|--|
| | 2.8 to 4 | A culture of excellence |
| | 2.35 to 2.7 | A positive culture. We need to maintain it and foster it |
| | 2 to 2.34 | Acceptable but requires attention |
| | Less than 2 | A limiting attribute. Requires attention and remediation |



| Attribute | Measurement Item | 2018 | 2020 |
|----------------------------|--|------|------|
| INTEGRITY AND TRANSPARENCY | People's behaviors are aligned with the organization's mission and goals | 1.91 | 2.59 |
| | People fulfill their commitments | 2.09 | 2.71 |
| | There is awareness of the impact of decisions and actions on other | 1.66 | 2.44 |
| | Decisions are made according to defined rules, processes and policies | 2.16 | 2.92 |
| | Ethical behavior is maintained in all decisions and actions | 2.27 | 2.80 |
| | Transparency and sincerity prevail in the organization | 1.57 | 2.69 |
| | There is coherence between what is thought, said and done | 1.73 | 2.39 |
| | People's behaviors reflect the values of the organization | 2.04 | 2.69 |