



CEMEX Protocol	Protocol for Loading, Dispatch, and Reception, including Warehouses due to ongoing measures related to the COVID-19 scenario.
Abstract	This protocol establishes requirements for the loading and dispatch areas of facilities, including warehouses. It recommends wearing COVID-PPE for all personnel while working at the facility and using electronic means for receiving and prepaying orders. Also, it requires a visibly marked minimum distance of 2 meters between customers waiting in line. It prescribes frequent disinfecting of counter and recommends the installation of a barrier to shield cashier and others. This protocol mandates installing sanitizer dispensers for cashier and customer use after completing transactions and attendance registry measures. Group gatherings are prohibited, and alternative communication technology is encouraged for carrying out meetings. Guidelines are given for essential face-to-face meetings. Cleaning and disinfecting of meeting areas and equipment are required, in some cases, more frequently.
Whom does this protocol apply to	This protocol applies to all CEMEX operations. The Plant RRT/managers/employees should take responsibility for implementing it.
Disclaimer	Copyright ©2020 Cemex Innovation Holding AG. This protocol was prepared by CEMEX based on the recommendations of the World Health Organization (" WHO "), external consultants, and the experience of the company itself. CEMEX is not responsible for the result of the implementation of the protocol and in no way guarantees the effectiveness of this material to prevent or reduce CORONAVIRUS (COVID-19) infections among its employees or officials. Authorization to use this material is exclusively and limited to consultation. No person or entity will be able to use this material, in whole or in part, for publicity, advertising, and/or promotion in any material or media, for any company, products, or services.

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I. Dispatch offices recommendations	
1.	All personnel with customer contact must always wear COVID-PPE personal protective equipment in the delivery site. COVID-PPE could include gloves, medical

I. Dispatch offices recommendations	
	masks, goggles or a face shield, and gowns. All personnel must be trained on the proper use, removal, and disposal of the COVID-PPE.
2.	If possible, prepare your business to receive or prepay orders by electronic means.
3.	Establish 2 meters (6 feet) between customers in line while waiting at the cashier area or counter by placing visual limits on the floor. If possible, install a barrier to shield the cashier or sales personnel and customers. The counter must be disinfected frequently.
4.	Install sanitizer dispensers available for the cashier and the customer, after completing transactions. If possible, recommend payments with credit cards and use self-servicing credit card receivers, to avoid contact with your personnel during a payment transaction. Please refer to the "Cash Handling Protocol" for further instructions.
5.	All customers are required to sign-in/out using their own pen whenever possible. Otherwise, clean the pen after each use.

II. Warehouse layout	
1.	Install a sanitary station at the entrance of the main warehouse, supplying water and soap (i.e., general access restroom); or install and provide alcohol-based sanitizer that contains at least 70-95% alcohol, disposable towels, tissues, etc. As an additional suggestion, install shoe sanitation tubs (i.e., sanitizing solution carpet or spray) before entering/leaving the warehouse.
2.	Delivery zones should be clearly identified and limited to receivers and deliverers only. At the reception and dispatch areas of the warehouses, place visual stand-up marks on the floor with 2 meters of distance between them for proper physical distancing. Delimit a reception and a withdrawal area with tape on the floor. Also, tape as a barrier can be used to ensure the physical distance of 2 meters.
3.	Clear and easy to understand communication posters and/or flyers should be posted at entry points of the warehouses for employees, and providers to outline the commitment and measures during the COVID-19 pandemic, with relevant updates from appropriate local public health authorities. Also, include posters that instruct the correct procedure for hand washing or sanitizing, using the proper face masks and gloves and how to dispose of them properly, coughing/sneezing etiquette, and physical distancing measures. These posters and banners can be requested to the Health & Safety or Human Resources areas (where it applies).
3.1.	If possible, limit the access to the warehouses to only one point of entry for better access control of the people. Display the "Restricted access. Only warehouse personnel allowed" signs at exclusive access areas of the warehouse.

III. Access requirements	
1.	External visitors (i.e., supplier, contractor) who need to access the warehouse facilities must follow the "Contractors and Visitors Protocol" indicated CEMEX Health and Safety Protocols to address COVID-19 (e.g., non-essential visitors, body temperature check, vulnerable persons, hand sanitizing, training, etc.).
2.	All personnel (employees, suppliers, and contractors, etc.) while working at the warehouse must wear COVID-PPE all times (proper face masks*, gloves, and eye protection). All personnel must be trained on the appropriate use, removal, and disposal of the COVID-PPE. (*) For the warehouse personnel, the minimum type of mask to use is a cloth face mask or ¾ layer disposable mask around the office. When making an item reception or dispatch, any of the following masks must be used: N95, KN95, FFP2 respirator, or half/full-face respirator.
3.	People must maintain a safe distance from others (at least 2 meters) while in warehouse facilities (e.g., reception, dispatch, patios, etc.) and when making any inventory transaction (i.e., reception, dispatch). People must also avoid any skin to skin contact such as hugs, handshakes, etc., and follow the "Physical Distancing Protocol." Avoid as much as possible hands-on-product operations, and replace them -when feasible, applicable, and safe to do so- with mechanical means for handling products a. Note: the number of persons to be inside the warehouse facilities at the same time will depend on each warehouse's dimensions.
4.	Vulnerable personnel, by virtue of their age (60 or over), pregnant or breast-feeding women, and/or with pre-existing health conditions, should not be allowed into the warehouse area. a. Note: Warehouse personnel age 60 or older must be evaluated locally and according to each country's laws and legislation. It is recommended that they do not attend the warehouse and have another, not vulnerable team member attending.
IV. Warehouse management	
1.	If the physical distance of at least 2 meters can be attained, a maximum of two warehouse persons will remain at the warehouse facilities for reception, dispatch, and safekeeping of spare parts and materials. Such persons could be the warehouse operator, warehouse supervisor, or the warehouse outsourcing personnel (the latter where applicable). The other team members will do home-office and will go to the plant only in urgent cases or operation requirements.
2.	Prohibit group gatherings and avoid physical person-to-person meetings with employees. Promote and use alternative contact and technological communication tools (i.e., group phone calls, group WhatsApp, emails, videoconference, digital platforms, two-way radios.) If a meeting is essential, make sure it is done in a well-ventilated area, maintain a minimum of 2 meters separation between people distance, and wearing COVID-PPE.

IV. Warehouse management	
3.	<p>Where applicable, assign someone responsible for signing and managing documentation/paper/forms.</p> <p>Instruct your personnel not to exchange utensils or paperwork. If paperwork is necessary, assign a tray to deposit paperwork, and clean hands after touching paperwork. Exchange of pens or pencils or sharing electronic devices should be avoided.</p> <p>If possible, use alternative methods, i.e., proof-email reception, filling/signing with own pen (do not share pens), keeping documents on a paper clipboard or holder pad (do not handle paper between personnel).</p> <p>Instruct personnel to wash their hands thoroughly as per WHO recommendations before and after handling shared documents/paperwork.</p>
4.	Forklifts, machinery, lifting equipment, bicycles, others must be appropriately cleaned and disinfected after finalizing every shift, and the user is responsible for performing this task and providing all cleaning products. Pay special attention to door handles, steering wheel, shifting gears, panels, seat belts, and any frequently touched surface.
4.1.	Clean machinery frequently to include discharge controls, clamps & clips, and other needed equipment where possible.
4.2.	When cleaning the cab, it is advisable to let it ventilate (10 minutes).
5.	Ensure the self-dispatch warehouse its always replenish (where applicable).
6.	Ensure the plant security personnel have access to the warehouse in case of an emergency.
7.	Clean and disinfect your working station/office according to the "Workplace Cleaning Protocol" indicated in CEMEX's Health and Safety Protocols to address the COVID-19 (e.g., cleaning strategy, frequency, cleaning products, etc.).
8.	Always observe and apply your personal hygiene by following the "Personal Hygiene Protocol" of CEMEX's Health and Safety Protocols to address COVID-19 (e.g., hand washing, disinfect, respiratory hygiene, etc.).
9.	Clean and disinfect the warehouse area according to the "Workplace Cleaning Protocol" indicated in CEMEX's Health and Safety Protocols to address COVID-19 (e.g., cleaning strategy, frequency, cleaning products, etc.).
10.	The warehouse personnel must report to its immediate supervisor and the Health & Safety area if a person shows signs of COVID symptoms (e.g., cough, fever, shortness of breath) and ask such person to see the plant's doctor.

V. Reception and dispatch activities	
1.	Define a reception schedule for suppliers can plan and organize their deliveries. Define a dispatch schedule for end users can plan and organize their requirements.
2.	Before entering the plant facilities and/or warehouse facilities, go through the sanitation area (e.g., wash hands with soap or hand-rub sanitizer).

V. Reception and dispatch activities	
3.	Always keep a distance of at least 2 meters between persons.
4.	<p>The delivery person will put the delivered items and documents in the delivery area. The warehouse person will check the delivered parts, sign the delivery documents (if required), and bring the parts inside; then, the delivery person will pick up the documents and then leave.</p> <p>The end-user requesting a withdraw will put the signed warehouse voucher at the dispatch window. The warehouse person will check, stamp, and process the voucher and put the requested items in the withdrawal box. Then the withdrawal person will pick up the items and leave.</p> <p>Always have the reception and dispatch window closed when not delivering goods.</p>
5.	<p>For reception or dispatch of spare parts or materials delivered in vehicles (i.e., forklift, truck, bicycle, others), containers by trucks (e.g., large size items), such are unloaded or loaded solely by the warehouse person using the proper COVID-PPE. At the same time, deliverers (i.e., drivers) should remain safely in their vehicles, and end-user remain safely in the dispatch area. If the unloading or loading maneuver requires assistance from another person (e.g., deliverer or end-user), they must comply with the minimal physical distance of 2 meters, wearing the proper face masks and washing or cleaning their hands with alcohol-based sanitizer before and after this activity.</p> <p>For the item reception or dispatch, the warehouse person must ensure the truck handles, container doors, and the vehicles used (e.g., forklift, machinery, lifting equipment, bicycle, etc.) have been cleaned and disinfected before the spare parts or materials are unloaded or loaded.</p> <p>Whenever possible, nothing should be passed between the deliverer, end-user, and the warehouse person (e.g., invoices, pen, water bottle, personal identification ID).</p>
6.	<p>In case of emergency, for deliveries outside of the reception schedule, the supplier will confirm their arrival time, and the warehouse person will attend the reception. If delivery is during non-working hours, the plant security personnel can make the reception.</p> <p>In case of emergency, requirements out of the dispatch schedule or during non-working hours, the end-user, together with the plant security personnel will access the warehouse and record, manually or electronically, the correspondent consumption voucher.</p>
7.	Clean and disinfect the received goods (if applicable) and follow the "Document Handling Protocol" indicated in CEMEX's Health and Safety Protocols to address the COVID-19 (i.e., cleaning, etc.).
8.	Clean and disinfect the reception and dispatch areas according to the "Workplace Cleaning Protocol" indicated CEMEX Health and Safety Protocols to address COVID-19 (i.e., cleaning strategy, frequency, cleaning products, etc.).
9.	<p>For dispatch of all other warehouses aside from the main one (i.e., lubricants, refractories, grinding media, patios, etc.), only the warehouse person is allowed to enter the warehouse and dispatch the correspondent item requested by the end-user.</p> <p>If assistance from the end-user is required (e.g., item identification or validation purposes), always keep a distance of at least 2 meters between persons and use the proper COVID-PPE.</p>