

Call Center Protocol

CEMEX Protocol	Protocol for Call Centers due to ongoing measures related to COVID-19 scenario.
Purpose of the Protocol	This protocol provides a recommended preventive measures for Call Centers during a Pandemic scenario of COVID-19.
Who does this protocol apply to	This protocol applies to all CEMEX's Operations. The Plant RRT/managers/employees should take responsibility for implementing it.
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1.	Set up all the operations on a remote basis so workers can perform their duties via technological resources.
2.	In the case the whole operation cannot be set up remotely, a split approach should be taken with a percentage of workers doing their duties from home and the rest from their company premises.
3.	Remove or disable entry systems that require skin contact e.g. fingerprint scanners
4.	Stairs should be used in preference to lifts or Elevators. If possible, assign one-way stair flow.
5.	Where lifts or Elevators must be used: <ul style="list-style-type: none"> • Lower their capacity to reduce congestion and contact at all times • Mark standing position on the lift/elevator floor to Indicate a standing position for each person.

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	<ul style="list-style-type: none"> Regularly clean touchpoints, doors, buttons etc.
6.	<p>Increase the cleaning and disinfecting activities frequency for:</p> <ol style="list-style-type: none"> All the areas where people have direct and constant contact (Chairs, desks, doors, etc.) All the equipment that is used by people such as monitors, keyboards, mouse, telephones, mobile devices, and headsets.
7.	Provide additional hand washing facilities to the usual welfare facilities if a large spread out site or significant numbers of personnel on site
8.	Before entering the work, areas people must wash their hands thoroughly following the WHO guidance. It is also recommended to repeat the wash hands process several times during their shift and as when required.
9.	Welfare facilities should be provided with running water and soap. Also, hand sanitizer in key places need to be available including corridors and common areas
10.	Maintain, as much as possible natural ventilation of the working area. If natural ventilation is not possible, all workers should wear a facemask during working hours depending on the wrking area arrangements (e.g. open plan, cubicles, etc.)
11.	People must maintain a safe distance from other people (2 meters / 6 feet as a minimum) and avoid any skin to skin contact e.g. Handshakes, or skin to skin contact.
12.	If the workstations are together in an open space, consider placing divisions between each individual space to protect from cross contamination.
13.	Establish skeleton approach to shifts and consider staggered working patterns to reduce the amount of people transiting common areas such as entry/exit points, canteens, etc. Increase cleaning frequency and place visual marks to keep safe physical distancing.
14.	Break times should be staggered to reduce congestion and contact at all times
15.	Hand cleaning facilities or hand sanitizer should be available at the entrance of any room where people eat and should be used by workers when entering and leaving the area