

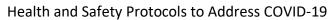
## Call Center Protocol

CEMEX Protocol	Protocol for Call Centers due to ongoing measures related to COVID-
	19 scenario.
Purpose of the	This protocol provides a recommended preventive measures for Call
Protocol	Centers during a Pandemic scenario of COVID-19.
Who does this protocol	This protocol applies to all CEMEX's Operations. The Plant
apply to	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
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	company, products or services.

## Content

## I. Call Centre during ongoing COVID19 measures

I. Call	I. Call Centre during ongoing COVID19 measures		
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.	<ul> <li>Where lifts or Elevators must be used:</li> <li>Lower their capacity to reduce congestion and contact at all times</li> <li>Mark standing position on the lift/elevator floor to Indicate a standing position for each person.</li> </ul>		





I. Call Centre during ongoing COVID19 measures		
	Regularly clean touchpoints, doors, buttons etc.	
6.	Increase the cleaning and disinfecting activities frequency for:	
	a. All the areas where people have direct and constant contact (Chairs, desks, doors, etc.)	
	b. 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	