

<b>CEMEX Protocol</b>	Protocol for Loading and Dispatch due to ongoing measures related to COVID-19 scenario.
<b>Purpose of the Protocol</b>	This protocol provides a recommended preventive measures for Loading and Dispatch during a Pandemic scenario of COVID-19.
<b>Who does this protocol apply to</b>	This protocol applies to all CEMEX's operations. The Plant RRT/managers/employees should take responsibility for implementing it.
<b>Disclaimer</b>	<p><i>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.</i></p> <p>Copyright ©2020 Cemex Innovation Holding AG.</p>

### 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 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. Please refer to "Receiving and Delivering Products Protocol" for further instructions.
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 "Cash Handling Protocol" for further instructions.
4.1	All customers are required to sign-in/out using their own pen whenever possible. Otherwise, clean the pen after each use.

### II. Warehouse and dispatch/procurement areas recommendations

1.	All personnel while working at the facility must always wear COVID-PPE. All personnel must be trained on the proper use, removal, and disposal of the COVID-PPE.
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<b>II. Warehouse and dispatch/procurement areas recommendations</b>	
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, E-mails, 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 (6fts) separation between people distance and wearing COVID-PPE.
3	A thorough cleaning scheme must be in place for offices and rooms where inductions take place to ensure these areas are free from potential COVID-19.
3.1	Increase the cleaning and disinfecting activities frequency for all the areas where people have direct and constant contact (i.e. Chairs, desks, doors, etc.)
3.2	Increase the cleaning and disinfecting activities frequency for all the equipment that is used by people such as monitors, keyboards, mouse, etc.
4.	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, pencils or any type of electronic device should be prohibited.
5.	Reduce and if possible, eliminate any skin-to-skin contact or hands-on-product in the operation, using mechanical means of handling products.
6.	Forklifts, machinery or lifting equipment should be properly disinfected after finalizing every shift and the user should be responsible for performing this task, provided all cleaning products. (i.e. keys, steering wheel, door handles, frequently used levers and buttons, seats and in general anything you usually touch with your hands, etc.)
6.1	Clean machinery frequently to include discharge controls, clamps & clips, and other needed equipment where possible.
6.2	When cleaning the cab, it is advisable to let it ventilate (10 minutes).
7.	Arrangements should be put in place to ensure that drivers remain in the cab at all times and the number of trucks in a loading area should be kept to a minimum.