

## Commercial Activities and Client Management Protocol

<b>CEMEX Protocol</b>	Guidance/Protocol for Commercial activities and Managing Clients due to ongoing measures related to COVID-19 scenario.
<b>Purpose of the Protocol</b>	This protocol provides recommended preventive measures to apply for commercial activities, during a Pandemic scenario of COVID-19.
<b>Who does this protocol apply to</b>	This protocol applies to all CEMEX's Commercial Area and personnel. The Plant RRT/managers/employees should take responsibility for implementing it.
<b>Disclaimer</b>	<p>This guideline was prepared by CEMEX based on the recommendations of several construction associations, health authorities including the World Health Organization (" WHO "), external consultants and the experience of the CEMEX worldwide teams. CEMEX is not responsible for the result of the implementation of the guidelines and in no way guarantees the effectiveness of this material to prevent or reduce CORONAVIRUS (COVID-19) infections among its employees or officials.</p> <p>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.</p> <p>Copyright ©2020 Cemex Innovation Holding AG.</p>

<b>I. General recommendations</b>	
1.	During the COVID-19 pandemic, only essential tasks and meetings must be done to guarantee health and safety of our employees/contractors and operational continuity. All operational and administrative areas must encourage and plan remote work to limit personnel in common working/office areas, especially for vulnerable people (by virtue of their age (+60), underlying health condition, clinical condition or are pregnant).
2.	<p>Applying Personal Hygiene Protocol (link) is essential to guarantee the success of preventive measures for COVID-19, such as and not limited to:</p> <ul style="list-style-type: none"> <li>• Washing and disinfecting hands thoroughly as per WHO recommendations before entering the room or area, before touching face and after manipulating tools and equipment.</li> <li>• Respecting physical distancing of 2 meters between personnel.</li> <li>• Correct use, removal and disposal of personal protective equipment, specially facemasks and eye protection.</li> <li>• Respiratory hygiene, encouraging employees cover their face with the crook of their elbow or use a tissue if they cough or sneeze. Supply tissues and closed bins to dispose of them.</li> </ul>

<b>I. General recommendations</b>	
3.	Consider all office tools and equipment handled in your workstation/desk as personal items, for your own personal use. Do not borrow or lend utensils such as phones, pens, office equipment. Limit the exchange of documents to a minimum necessary. Use electronic devices, photographs and applications as the best means of communication.

<b>II. Commercial representatives/personnel</b>	
1.	Remain in close contact with your customers by remote means of communication, phone calls, videoconference meetings, e-mail and text messaging. Avoid personal meetings during COVID-19 pandemic.
2.	<p>In case presential meeting is required, prior to the meeting and if possible, ask and/or investigate if the person you will be meeting:</p> <ul style="list-style-type: none"> <li>• Has any flu-related symptom,</li> <li>• Has been in contact with a confirmed COVID-19 positive or</li> <li>• Recently visited highly infected areas.</li> </ul> <p>In case any of the answers is positive, avoid personal encounter until verifying it is safe to meet, due to self-imposed quarantine or when flu-like symptoms disappear.</p>
3.	After verifying health related information, make sure the meeting will be held with the minimum of attendees required, considering physical distance recommendation of 2-meter separation and always in an open space or areas with natural ventilation.
4.	If the recommended physical distancing is not possible, all attendees should wear facemask, covering mouth and nose and not touching any surface or face, without disinfecting previously by washing hands or applying alcohol-based gel.
5.	Avoid greetings with skin contact such as handshakes, hugs, etc. Have the initiative of breaking the ice with gestures and kind words from a distance, reminding the current preventive measures to prevent them and you of possible contagion.
6.	At arrival and after concluding a meeting, always wash your hands thoroughly, as established in protocol and/or apply alcohol-based gel.
7.	<p>Promote electronic transactions and documents. In case an exchange of document or check is required, follow these procedures:</p> <ul style="list-style-type: none"> <li>• Ask the content to be placed in a closed envelope, prior receiving a picture or scanned document of the content.</li> <li>• Always carry envelopes, folders or plastic bags to be prepared if customer has not followed the advice.</li> </ul>

<b>II. Commercial representatives/personnel</b>	
	<ul style="list-style-type: none"> <li>Place packages, documents or papers in a plastic container or box inside your vehicle.</li> <li>Disinfect container properly after processing the documentation and/or properly dispose envelopes and cardboard boxes or plastic bags.</li> </ul> <p>Always wash your hands or disinfect them with alcohol-based gel after manipulating or touching documents, doorknobs, chairs, desks or any other device in customers premises.</p>
8.	It is recommended to always wear uniform and have a second garment underneath your shirt, to remove uniform before entering your vehicle after visiting your customer.
9.	Always use a hands-free device to attend cellphone calls, to avoid contact of your cellphone with your face. Frequently disinfect your cellphone and protective case with an alcohol-based solution.
10.	Frequently clean and disinfect your vehicle, specially parts of frequent hand contact, such as seat, door handles, steering wheel, shifting gear and control panel.
11.	Do not offer rides or accept any additional passengers in your vehicle.

<b>III. Customer meeting in CEMEX premises</b>	
1.	Always evaluate if the reason for visiting/meeting is urgent and important in order to proceed. If the visit must take place, the following measures should be followed to prevent COVID19 contagion.
2.	Wherever possible the person visiting the site should travel alone using their own transport.
3.	<p>Inform your customer of our internal protocols to access our premises. The reception area or Security staff will screen people for COVID-19 related disease symptoms based on a visual inspection, screening equipment and/or questionnaire.</p> <p>Anyone who meets one of the following criteria should not enter the facilities:</p> <ul style="list-style-type: none"> <li>If the following symptoms are present: Fever (higher than 37.3 °C) and/or any of these symptoms: cough, shortness of breath.</li> <li>Is a vulnerable person (by virtue of age (+60), underlying health condition or pregnant)</li> </ul> <p>If any individual at reception area or anywhere in the workplace has fever or respiratory symptoms or any two other symptoms on the previous checklist, then s/he should be instructed to wear a mask immediately and will be asked to return when they are healthy.</p>

<b>III. Customer meeting in CEMEX premises</b>	
4.	Inform reception area of your expected visitor, date and time of visit. All visitors will be asked to wear a facemask to enter our premises.
5.	Make sure to reserve a room that will guarantee physical distancing of 2-meter and limit the number of attendees to cover this requirement.
6.	Do not greet with skin contact such as handshakes, hugs, etc. Please ask your visitor to wash their hands and apply alcohol-based gel, prior to entering the room/office and initiate meeting.
7.	After meeting is concluded, please inform cleaning staff to disinfect the area, including desks, tables, chairs, doorknobs or any other frequently touched surface. No one should enter the room before this task is completed.