

## Field Remote Support Protocol

<b>CEMEX Business Continuity Plan for Covid-19</b>	Guidance for preparing and executing field remote support for critical processes at a Cement Plant for Pandemic scenario due to the New Coronavirus / Covid-19
<b>Propose of the Protocol</b>	This protocol provides guidelines to implement field remote support as an option of recovery strategy, in case that a member of staff considered critical for the operation is not available due to quarantine protocol or is confirmed as having Coronavirus.
<b>Who does this protocol apply to</b>	This protocol applies to all CEMEX Cement Plants worldwide. The Plant RRT should take responsibility for implementing it.
<b>Important notes</b>	This protocol is generic and is not able to take into the account the different level of Covid-19 cases in different countries, government guidance and the response and actions their citizens should take. Always listen to government advice before taking action.
<b>Disclaimer</b>	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. Copyright ©2020 Cemex Innovation Holding AG.

<b>A. Considerations to take into account before use this protocol.</b>	
I.	<ol style="list-style-type: none"> <li>1. Prior to the following actions should be considered the PANDEMICS Protocols available: <ul style="list-style-type: none"> <li>• Pandemics General Guidelines</li> <li>• Pandemics - Cement Plant protocol</li> <li>• Pandemics -Personal hygiene protocols</li> <li>• Pandemics -Screening at workplace protocol</li> <li>• Pandemics -Social distancing protocol</li> <li>• Pandemics -Travel protocols</li> <li>• Pandemics -Quarantine protocol</li> </ul> </li> <li>2. Apart from to the above, there are some critical departments with Business Continuity protocols that describe different recovery strategies alternatives that should be evaluated also (Refer to PANDEMICS - Business Continuity Protocols for: CCR, Laboratory (Quality Assurance) and Maintenance crew.</li> </ol>

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	<ol style="list-style-type: none"> <li>3. Nevertheless, field remote support could be applicable for any activity of the operation that have been interrupted due the absence of key personnel, especially when the estimated time of unavailability could be for an extended period.</li> <li>4. In all the cases the process owner should verify the local regulations or any restrictions that could be applicable for remote support / assistance.</li> </ol>

<b>B. When this protocol could be applied.</b>	
II.	<p>For this Field Remote Support Protocol the following assumptions should be considered:</p> <ol style="list-style-type: none"> <li>1. There is no person in place with enough information and/or training to develop a field activity (such as: operation of central control room, maintenance, lab analysis, or any specialized process across the Plant).</li> <li>2. Due to the type of function it is possible to receive remote assistance or guidance to complete certain tasks, in order to guarantee the continuity of the process/function.</li> <li>3. This remote assistance must be asked to Subject Matter Experts (SME's) for the specific tasks.</li> <li>4. SME's could be internal personnel who are not physically at the Plant but available (staff available from another shift, retired personnel, or even people in home due to quarantine but capable to work remotely). Other option Is specialized Providers with external experts available.</li> </ol>

<b>C. Specifications and tools.</b>	
III.	<p>Certain conditions should be at place to work through field remote support, considering:</p> <ol style="list-style-type: none"> <li>1. The remote communication must be established in compliance with the internal security information policies.</li> <li>2. In the field it is necessary to have access to a mobile network or Wi-Fi, in which case should be asked to IT to implement the corresponding credentials and configurations.</li> <li>3. Technological capabilities to work in the field are functioning, in order to guarantee to the staff who is receiving the support be able to:             <ol style="list-style-type: none"> <li>a) Establish a permanent communication line (video, voice, and data).</li> <li>b) Allow to the remote assessor see what the field operator is seeing through all the support process.</li> <li>c) Listen clearly all the instructions received from the assessor.</li> <li>d) Work hands free at every moment of the assistance.</li> </ol> </li> <li>4. As a reference, here some examples of devices that could be used by personnel in the field for receiving remote support:</li> </ol>

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- a) A mobile phone fastened using wearable hat clips for hands free video and head phones.
- b) Smart glasses with live streaming (References: Vyocam, Glass Enterprise, Google Glass, etc)
- c) Telepresence technology for remote assistance. (References. Realware Solutions)

Important. According local resources available and corresponding approvals each team should decide the right devices, considering the cost-benefit and technical viability/performance.