

The logo for OMX, featuring the letters 'O', 'M', and 'X' in a bold, rounded, blue font with a black outline. The 'O' is a solid blue circle, while the 'M' and 'X' are filled with a blue-to-teal gradient and have a black outline. The background of the entire page is a light gray with a subtle, large-scale geometric pattern of overlapping circles and lines.

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Health

The World Health Organization and the Mexican Government are continuously monitoring and responding to this outbreak. These questions and answers will help you know how to act, how it is transmitted and steps to follow at all times.

For more information, regularly consult the WHO pages on coronavirus.

<https://www.who.int/es/emergencies/diseases/novel-coronavirus-2019>

You can also visit Covid-19 website:

<https://coronavirus.gob.mx>

What is a coronavirus?

Coronaviruses are an extensive family of viruses that can cause disease in both animals and humans. In humans, several coronaviruses are known to cause respiratory infections that can range from the common cold to more serious illnesses such as Middle East respiratory syndrome (MERS) and severe acute respiratory syndrome (SARS). The most recently discovered coronavirus causes coronavirus disease COVID-19.

What is COVID-19?

COVID-19 is the most recently discovered infectious disease caused by coronavirus. Both this new virus and the disease it causes were unknown before the outbreak in Wuhan, China, in December 2019. COVID-19 is currently a pandemic that affects many countries around the world.

What are the symptoms of COVID-19?

The most common symptoms of COVID-19 are fever, dry cough, and tiredness. Other less frequent symptoms that affect some patients are aches and pains, nasal congestion, headache, conjunctivitis, sore throat, diarrhea, loss of taste or smell, and skin rashes or color changes on the fingers or toes. These symptoms are usually mild and begin gradually. Some of the infected people only have very slight symptoms.

Most people (about 80%) recover from the disease without the need for hospital treatment. About 1 in 5 people who get COVID-19 end up with a severe condition and experience breathing difficulties. Older people and those with previous medical conditions such as high blood pressure, heart or lung problems, diabetes, or cancer are more likely to develop severe conditions. However, anyone can get COVID-19 and become seriously ill. People of any age who have a fever or cough and are also breathing hard, feeling chest pain or tightness, or having trouble speaking or moving should seek medical attention immediately. If possible, it is recommended to call the healthcare professional or medical center first so that they can refer the patient to the appropriate healthcare facility.



What should I do if I have symptoms of COVID-19 and when should I seek medical attention?

If you have mild symptoms, such as a mild cough or fever, you generally do not need to seek medical attention. Stay home, isolate yourself, and watch your symptoms. Follow national guidelines on self-isolation. However, if you live in an area with malaria (dengue or malaria), it is important that you do not ignore fever. Seek medical help. When you go to the health center wear a mask if possible, stay at least one meter away from other people and do not touch the surfaces with your hands. In case the sick person is a child, help him to follow this advice. Seek medical attention immediately if you have trouble breathing or feel chest pain or pressure. If possible, call your health care provider in advance so they can direct you to the right health center.

Report to Human Resources immediately; do not attend the Company for any reason, we will be Quarantining and constantly monitoring you.

How is COVID-19 spread?

A person can get COVID-19 from contact with someone who is infected with the virus. The disease is spread mainly from person to person through droplets that fly out of an infected person's nose or mouth by coughing, sneezing, or talking. These droplets are relatively heavy, do not go very far, and fall quickly to the ground. A person can contract COVID-19 by inhaling the droplets from a person infected with the virus. This is why it is important to stay at least one meter away from others. These droplets can fall on objects and surfaces around the person, such as tables, knobs, and railings, so other people can become infected if they touch those objects or surfaces and then touch their eyes, nose, or mouth. Therefore, it is important to wash your hands frequently with soap and water or with an alcohol-based disinfectant.

WHO is studying the ongoing research on the ways of spreading COVID-19 and will continue to report on the conclusions that are being drawn.

Is it possible to get COVID-19 from contact with a person who does not have any symptoms?

The main form of spread of COVID-19 is through the respiratory droplets expelled by someone who coughs or who has other symptoms such as fever or tiredness. Many people with COVID-19 have only mild symptoms. This is particularly true in the early stages of the disease. It is possible to get it from someone who only has a mild cough and does not feel sick.

According to some information, people without symptoms can transmit the virus. It is not yet known how often it occurs. WHO is studying the ongoing research on this issue and will continue to report on the conclusions that are drawn.

How can we protect ourselves and others if we don't know who is infected?

Practicing respiratory and hand hygiene is important at ALL times and the best way to protect yourself and others.

Whenever possible, keep at least a meter of distance between you and others. This is especially important if you are next to someone who is coughing or sneezing. Since some infected people may not yet have symptoms or their symptoms may be mild, you should keep a physical distance from everyone if you are in an area where the COVID-19 virus is circulating.



What should I do if I have been in close contact with someone who has COVID-19?

If you have been in close contact with someone with COVID-19, you may be infected.

Close contact means living with someone who has the disease or having been less than a meter away from someone who has the disease. In these cases, it is better to stay home.

However, if you live in an area with malaria or dengue, it is important that you do not ignore fever. Seek medical help. When you go to the health center wear a mask if possible, stay at least one meter away from other people and do not touch the surfaces with your hands. In case the sick person is a child, help him to follow this advice.

-If you become ill, even with very mild symptoms such as fever and minor pain, you should isolate yourself at home.

-Even if you don't think you've been exposed to COVID-19 but develop these symptoms, isolate

yourself and monitor your condition.

-You are more likely to infect others in the early stages of the disease when you have only mild symptoms, so early isolation is very important.

-If you have no symptoms but have been exposed to an infected person, quarantine for 14 days.

If you have undoubtedly had COVID-19 (confirmed by a test), isolate yourself for 14 days even after symptoms have disappeared as a precaution. It is still unknown exactly how long people remain contagious after recovering. Follow the advice of national authorities on isolation.

Report to Human Resources immediately; do not attend the Company for any reason, we will be Quarantining and constantly monitoring you.

What does it mean to isolate yourself?

Isolation is an important measure that people with symptoms of COVID-19 take to avoid infecting others in the community, including their families.

Isolation occurs when a person who has a fever, cough, or other COVID-19 symptoms stays home and does not go to work, school, or public places. You can do it voluntarily or on the recommendation of your health care provider. However, if you live in an area with malaria (dengue or malaria), it is important that you do not ignore fever. Seek

medical help. When you go to the health center wear a mask if possible, stay at least a meter away from other people and do not touch the surfaces with your hands. In case the sick person is a child, help him to follow this advice.

If a person is in isolation, it is because they are ill but not seriously ill (in which case they would require medical attention)

- Take up a spacious and airy single room with a toilet and sink.

- If this is not possible, place the beds at least one meter away.

- Stay at least a meter away from others, including your family members.

- Control your symptoms daily.

- Isolate yourself for 14 days, even if you feel fine.

- If you have difficulty breathing, contact your health care provider immediately. Call first if possible.

- Stay positive and energetic by keeping in touch with loved ones over the phone or internet and exercising at home.

- Not attending the Company, reporting to Human Resources daily through a family member by phone, who informs us of your health status.



What should I do if I have no symptoms but I think I have been exposed to COVID-19? What does it mean to quarantine?

Quarantining means separating yourself from others because you have been exposed to someone with COVID-19 even if you have no symptoms yourself. During quarantine, you should monitor your condition for symptoms. The purpose of quarantine is to prevent transmission. Since people who fall ill with COVID-19 can infect others immediately, quarantine can prevent some infections from occurring.

In this case:

- Take up a spacious and airy single room with a toilet and sink.
- If this is not possible, place the beds at least one meter away.
- Stay at least a meter away from others, including your family members.

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- Control your symptoms daily.
- Stay in quarantine for 14 days, even if you feel fine.
- If you have difficulty breathing, contact your health care provider immediately. Call first if possible.
- Stay positive and energetic by keeping in touch with loved ones over the phone or internet and exercising at home.
- Not attending the Company, reporting to Human Resources daily through a family member by phone, who informs us of your health status.

What is the difference between isolation, quarantine, and estrangement?

Quarantine means restricting activities or separating people who are not sick but who may have been exposed to COVID-19. The goal is to prevent the spread of the disease the moment people start to show symptoms.

Isolation means separating people who are sick with symptoms of COVID-19 and can be contagious to prevent the spread of the disease.

Physical distancing means being physically separate. The WHO recommends keeping a distance of at least one meter from others. It is a general measure that everyone should take even if they are well and have not had a known exposure to COVID-19.



Can children or teens get COVID-19?

Research indicates that children and teens are as likely to be infected as any other age group and can spread the disease.

The evidence to date suggests that children and young adults are less likely to develop a serious illness, but serious cases can still occur in these age groups.

Children and adults should follow the same quarantine and isolation guidelines if there is a risk that they have been exposed or if they have symptoms. It is particularly important that children avoid contact with older people and with others who are at risk for more serious illness.

What can I do to protect myself and prevent the spread of the disease?

Keep up to date with the latest information on the COVID-19 outbreak, which can be accessed on the WHO website and through public health authorities at the national and local levels. Cases have been reported in most countries of the world, and outbreaks have occurred in many of them. Authorities in some countries have managed to slow down the outbreak progress, but the situation is unpredictable and the latest news needs to be checked regularly.

There are several precautions that can be taken to reduce the probability of contracting or spreading COVID-19:

Wash your hands thoroughly and often using an alcohol-based disinfectant or soap and water.

Why? Washing your hands with soap and water or an alcohol-based disinfectant kills viruses that may be on your hands.

Keep a minimum distance of one meter between you and others.

Why? When someone coughs, sneezes or speaks, droplets of liquid that may contain the virus are released from the nose or mouth. If the person coughing, sneezing, or talking has the disease and you are too close to it, you can breathe in the droplets and with them the COVID-19 virus.

Avoid going to crowded places

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Why? When there are crowds, you are more likely to come into close contact with someone who has COVID-19, and it is more difficult to maintain a physical distance of one meter.

Avoid touching your eyes, nose and mouth

Why? Hands touch many surfaces and can pick up viruses. Once contaminated, the hands can transfer the virus to the eyes, nose, or mouth. From there, the virus can enter your body and cause illness.

Both you and those around you should make sure that you maintain good respiratory hygiene. That means covering your mouth and nose with your elbow flexed or with a tissue when you cough or sneeze. Immediately discard the used tissue and wash your hands.

Why? Viruses spread through droplets. Maintaining good respiratory hygiene protects people around you from viruses such as cold, flu, and COVID-19.

Stay home and isolate yourself even if you have mild symptoms like cough, headache, and light fever until you recover. Ask someone to bring you the supplies. If you have to leave home, put on a mask to avoid infecting other people.

Why? Avoiding contact with other people will protect them from possible infections with the COVID-19 virus or others.

If you have a fever, cough, and shortness of breath, seek medical attention, but telephone as far as possible in advance and follow the directions of your local health

authority.

Why? National and local authorities will have the most up-to-date information on the situation in their area. Calling ahead will allow your health care provider to quickly direct you to the right health center. This will also protect you and help prevent the spread of viruses and other infections.

Stay up-to-date on the latest developments from reliable sources, such as WHO or local and national health authorities.

Why? Local and national authorities are the best partners to give advice on what people in your area should do to protect themselves.

System COLIBRI APP



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Funcionalidad

Takes temperature



Register



Aplicación



Application



Employees



Takes Temperature



Visits



The Company Protocol



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Contingency and Business Continuity Plan COVID-19

1. Objective

The objective is to support operations and services through the structuring of procedures and information, which are developed, compiled and maintained in preparation for use during and after an interruption or disaster.

2. Responsibilities

Control actions must be carried out by the corresponding areas.

3. Politics

The key objective of carrying out the business continuity plan is to continue with the scheduled activities without interruption of any kind or, failing that, there is a minimum recovery time so that it does not affect on a large scale, that is to make plans and preparations to face the incident that arises and that threatens the normal activities of the company.

4. Development

1. Alertness level and readiness

This level corresponds to an epidemiological situation in which there is sustained circulation in other geographic areas, with the risk that the disease will enter the country.

The response that corresponds to this level is preparation, development of protocols and procedures, and focuses primarily on the capabilities to detect, investigate and manage potentially suspicious cases of COVID-19. Includes dissemination activities and communication to staff.

1.1 Actions by area

1.1.1 Surveillance

- Permanently update the international situation of the event and the recommendations for prevention, control and management of COVID-19 cases from WHO and other international organizations.
- Prepare and disseminate COVID-19 surveillance protocols and contact management.
- Establish the procedure and disseminate the tool for the notification of suspected cases of COVID-19.
- Systematically review case definitions for surveillance against new evidence or WHO recommendations.
- Intensify routine surveillance for severe acute respiratory infection (SARI) and influenza-like illness (ETI).
- Monitor events and rumors in the press, social networks and with health services.
- Reinforce the importance of communication and immediate notification of suspected cases of COVID-19.
- Promote the detection, notification and management actions of suspected cases of COVID-19 in the health services.

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Contingency and Business Continuity Plan COVID-19

1.1.2 Infection control measures

- Disseminate infection prevention and control procedures in health providers and guide the correct use of personal protective equipment (PPE) to care for suspected or confirmed cases of COVID-19.
- All personnel accessing the facilities must disinfect their hands with antibacterial gel
- Antibacterial gel bottles were placed in each office of the organization
- Everyday prevention measures such as:
 - Constantly wash hands
 - Clean and disinfect common objects
 - When coughing and sneezing, cover yourself with disposable tissues or with the forearm
 - Drink at least 8 glasses of water a day
 - Do not touch dirty face, nose, mouth and eyes
 - Increase the consumption of fruits and vegetables to improve defenses
 - Try not to wave by kiss or hand

2. Level of imminent risk of spread

At this level of response there is an imminent risk of disease spread and corresponds to a situation where there are one or more imported confirmed cases of COVID-19.

In this phase, strategies should be aimed at the timely identification of suspicious cases and outbreak situations and at preventing the virus from being transmitted.

2.1 Actions by area:

2.1.1 Surveillance

- A general review of the organization's employees is contemplated to be able to perceive symptoms of the common cold or any symptom related to COVID-19.
- Personnel who are most vulnerable to COVID-19 should be considered, such as elderly personnel or those with any medical condition.

2.1.2 Infection control measures

- If there is any suspicion of infection from a collaborator, it will be necessary to send the staff to the IMSS for review.
- In the event that the staff does not have a confirmation of COVID-19, but is vulnerable to infection, the staff will be sent home for remote work.

2.1.2.1 Operational staff with the Client

- One person is assigned for fixed attention in the morning and one fixed person in the afternoon for the execution of the activities on site.

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Contingency and Business Continuity Plan COVID-19

3. National multi-sectoral coordinated response level

This level corresponds to a situation in which there is confirmation of local community or sustained transmission of SARS-CoV-2 in the national territory that may eventually trigger the overcoming of the response capacity. The emphasis at this stage is to ensure adequate and timely assistance of COVID 19 cases at all levels of assistance.

3.1 Actions by area

3.1.1 Surveillance

- Keep staff updated on the national and organizational situation.

3.1.2 Infection control measures

- In case of entering this phase, it is contemplated to execute the administrative activities remotely to avoid the transfer of the personnel in public transport such as bus and metro.
- For the previous point, it is contemplated to place a system that allows monitoring remote work without losing the fluidity of the information and contact for the solution of incidents presented.
- As for the operating personnel, it will be necessary to appoint guards to avoid having multiple collaborators in the same room, but without losing attention to our clients.

3.1.2.1 Operational staff with the Client

- The operating personnel will work remotely and the incidents that arise will be covered by the personnel in charge of the shift in which the situation arises.
- In the event that the person assigned to the shift shows any symptoms of COVID-19, they will be replaced by other trained personnel to carry out the activities.

For Grupo OMX, the most important thing is to meet customer needs and achieve satisfaction through our services; therefore, we try to detect and support with proposals for improvements and control so as not to stop our service due to COVID-19, fulfill the objective set out in the contract, train personnel so that they are always updated, take into account their suggestions for improvement our processes, meet all your requirements established for audits and never stop providing the best service.

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Contingency Plan to avoid infections



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Recommendations to avoid getting sick this season



Wash your hands constantly and use antibacterial products alcohol-based



Cleans and disinfects objects in common



When coughing and sneezing cover yourself with disposable tissues or with your forearm your nose and mouth



Drink at least 8 glasses of water a day



Don't touch your face, nose, mouth and eyes with dirty hands

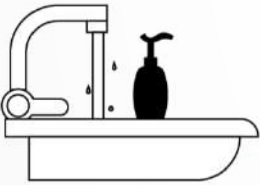


Increase fruit consumption and vegetables to improve your defenses



Try not to kiss or greet hand to your colleagues

Correct hand washing



Get your hands wet and deposits liquid soap



Rub your palms together and intertwining fingers



Rub each palm against the back of the other hand intertwining fingers



Rub the tips of the fingers



Around the thumbs



and arm wrists



Rinse your hands with water and dry them

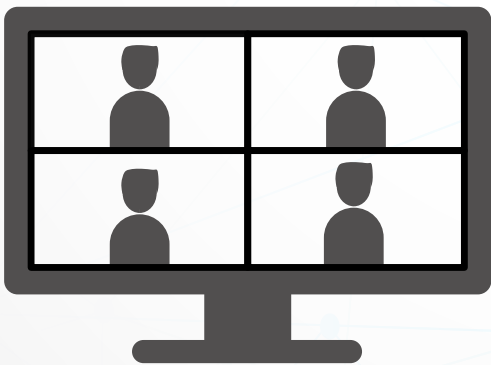
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Promote good practices for coughing and sneezing and hand washing. Make disposable tissues, non-contact trash cans, water, soap and hand sanitizer with at least 60% alcohol available to you.



Plan to implement practices to minimize face-to-face contact between employees if your state or local health department recommends social distancing strategies. Actively promote flexible job arrangements such as telework options or staggered shifts.



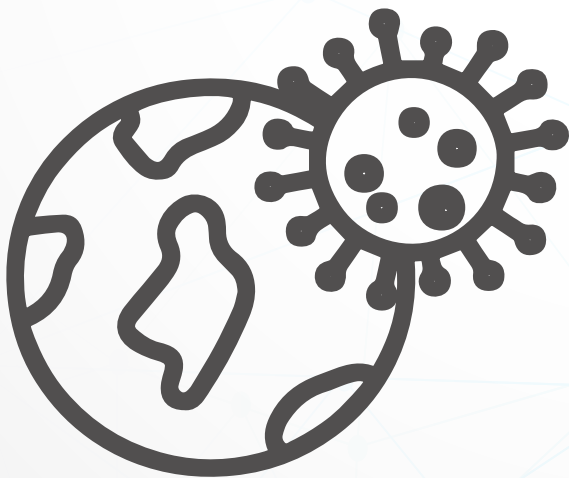
Perform environmental cleaning tasks routinely.

Routinely clean and disinfect all frequently touched surfaces, such as workstations, counters, railings, and door handles. If possible, discourage sharing of tools and equipment.



Assess whether travel is necessary and discuss alternatives.

Consult the CDC Traveler's Health document for the most up-to-date guidelines and recommendations. Consider holding meetings by teleconference or videoconference whenever possible.



If an employee becomes ill on the job, they should be kept away from other employees, customers, and visitors and sent home immediately. Follow CDC's guide to **cleaning and disinfecting** the areas the sick employee visited.



Visitor registration or staff entry.

Take the temperature to all the staff at the entrance.

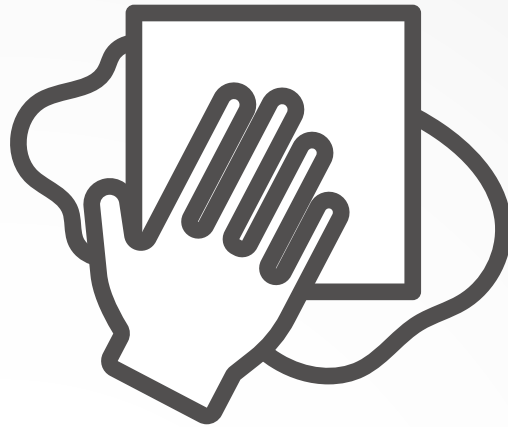
Take temperature and record the entire visit of the company.

Use the “Colibrí” register.

If a person does not register, they cannot enter.



Clean and disinfect after people with suspected / confirmed **COVID-19** have been in the facility.



Close off areas visited by sick people. Open exterior doors and windows and use fans to increase air circulation in the area. Wait 24 hours or whatever is practical before starting cleaning and disinfection tasks.



Cleaning staff must **clean and disinfect** all areas, such as offices, restrooms, and common areas, and all shared electronic equipment, such as tablets, touchscreens, keyboards, remote controls, and ATMs, that have been used by sick people, and focus especially on frequently touched surfaces



But if you have respiratory symptoms
and you have traveled to a risk zone
stay home and please get in
contact with R.H.

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