International Labour Organization

VISION ZERO FUND

Protocol for occupational safety and health in the coffee value chain

EMPHASIS ON COVID-19 PREVENTION AND MITIGATION

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EMPHASIS ON COVID-19 PREVENTION AND MITIGATION

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Protocol for occupational safety and health in the coffee value chain. Emphasis on COVID-19 prevention and mitigation

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Introduction

This document is a summary of six ILO publications on occupational safety and health (OSH) issued in the framework of the Vision Zero Fund project entitled "Improving occupational safety and health in coffee value chains":

1. *Practical Guide for the Prevention and Mitigation of COVID-19 in the Coffee Value Chain in Honduras: Recommendations for Coffee Farms, Roasteries, Cooperatives, Marketing Companies and Exporters.*

2. *OSH Protocol in the Primary Coffee Production Process: Emphasis on Prevention and Mitigation of COVID-19 in Mexico.*

3. *OSH Protocol in Wet and Dry Processing at Farm and Industrial Levels: Emphasis on Prevention and Mitigation of COVID-19 in Mexico.*

4. *OSH Protocol in the Coffee Marketing Process: Emphasis on Prevention and Mitigation of COVID-19 in Mexico.*

5. *OSH Protocol in the Industrialization Process at Different Scales, from the Whole Bean to the Sale of Coffee Beans: Emphasis on Prevention and Mitigation of COVID-19 in Mexico.*

6. *OSH Protocol for the Tasting Process and Sale in Coffee Shops: Emphasis on Prevention and Mitigation of COVID-19 in Mexico.*

This summary also integrates the more generic measures of the protocols and guides, which target the various links of the coffee value chain in Honduras and Mexico. Therefore, a structure is presented below that helps to classify the OSH measures implemented in both countries, divided into seven main sections: (i) objectives; (ii) scope; (iii) implementation; (iv) prevention and mitigation strategies for COVID-19; (v) OSH recommendations; (vi) identification of risks within each link of the coffee value chain; and (vii) OSH intervention plan.

Objectives

To provide farmers, employers, workers and day labourers in the coffee value chain with information on the prevention and mitigation of COVID-19, in accordance with the guidelines of health authorities (World Health Organization) and labour authorities (ILO).

To provide general OSH measures in the coffee value chain with the aim of preventing work-related accidents and illnesses.

Scope

This protocol targets farmers, employers, workers and labourers in the coffee value chain who work in all the processes required along the coffee value chain.

Implementation

This document includes two technical sections. The first section is related to prevention and mitigation strategies to avoid the spread of COVID-19, under which the employer must assume responsibility for compliance and ensure that measures are adopted to minimize contagion. The second section, which is based on the identification of the main risks to which farmers, workers and day labourers in the coffee value chain are exposed, provides guidelines for developing an intervention plan with general preventive measures in the framework of official international standards. It is important to note that the participation of farmers, employers or contractors and workers is critical for the successful implementation of the plan.

In order to comply with the prevention and mitigation measures of COVID-19, as well as the OSH intervention plan, the following activities are suggested:

- Designate a working group, depending on the size of the farm and the marketing process, which should include the employer or contractor and a representative of the workers.
- Constitute and convene a health and safety commission, according to the size of the facility, where circumstances call for it and based on the specific labour regulations of each country.
- Design a workplan based on the results obtained from a table of actors and activities.
    - To develop the workplan, promote cooperation in the workplace.
    - Consult with workers and consider their proposals, either directly or through the health and safety commission, where circumstances call for it.
    - If necessary, reach consensus on how to implement measures by soliciting opinions, depending on the size of the farm, work facility or marketing process.

Table of actors and actions

Place or site of work	Preventive or mitigation measures to be considered	Who will take the action?	When will it be done?	With whom will it be coordinated?	Priority

Note: The implementation of preventive and mitigation measures is technically based on the identification of occupational positions and the risk factors to which workers are exposed in the different stages of production processes. For the evaluation and prioritization of measures, the methodology for the management of OSH risk map profiles was applied, based on the ILO's SafeWork methodology. With this information, preventive measures were prepared for each stage of the production process, the condition or risk envisaged, the part of the process addressed and the person responsible for its implementation, which must be reconciled with the measures established by the legislation and regulations of each country.

Steps to follow:

- Complete the table of actors and actions and discuss with the working group or the health and safety commission the recommendations to be given to the employer or person in charge. Experience has shown that this step is essential to promote positive change.
- Obtain sufficient financial resources for the purchase of all the necessary inputs for the implementation of the suggested measures and recommendations.
- Analyse the results of the discussion and plan the implementation of preventive and mitigation measures for OSH with a view to eliminating or controlling the hazards and risks found.
- Document all the data on actions taken in a logbook, especially with respect to the cleaning programmes for toilets, dining rooms and living areas and the purchase of supplies (soap, rubbing alcohol, chlorine, gloves, masks and so on).

Prevention and mitigation strategies for COVID-19

OSH is an essential discipline for bringing back productive decent work activities and combining the objectives to contain the pandemic and recover all economic activities; and of course the agricultural and industrial activities involved in the coffee value chain are no exception.

To propose prevention and mitigation measures for all the processes involved in the coffee value chain, the following elements were considered:

- adoption of organizational measures
- implementation of organizational measures
- regular cleaning and disinfection of work areas
- promotion of personal hygiene measures
- use of personal protective equipment (PPE)
- consideration of the health of vulnerable populations
- ongoing review and updating of prevention, mitigation and control measures

In addition, for coffee tasting and coffee shop sales, measures should address the following key challenges identified:

- Ensure the cleanliness of food and food preparation.
- Design mechanisms to avoid crowding or close contact between kitchen workers.
- Avoid waiting lines and crowds.
- Implement controls to detect infected persons at workplace entrances.
- Clean and disinfect surfaces and objects of common contact (cards, cutlery and kitchen utensils, tables, seats, doors and so on).
- Establish home delivery protocols for the secure transfer of goods and money.
- Ensure safe disposal of non-recyclable inorganic and sanitary waste.
- Operate without buffet service or food bars, which represent areas of contagion.

What are coronaviruses?

Coronaviruses are a family of viruses that circulate among humans and animals (cats, camels and bats, among others), causing respiratory illnesses ranging from the common cold to more serious diseases.

What is COVID-19?

It is a disease caused by the SARS-CoV-2 virus.

How is the novel coronavirus transmitted?

Human coronaviruses are transmitted from an infected person to others through the air by talking, coughing and sneezing, producing droplets that fall into the eyes, nose or mouth of healthy people. They are also transmitted by healthy people touching or shaking hands with an infected person or by touching an object or surface contaminated with the virus and then touching the mouth, nose or eyes before washing the hands.

Who can get sick from the novel coronavirus?

All persons are susceptible to contracting COVID-19 virus disease; however, special attention should be given to persons of any age with mild or severe respiratory illness who, 14 days prior to the onset of symptoms, were in contact with a confirmed or suspected case of COVID-19, traveled or were in a country with local transmission of COVID-19.

What are the symptoms of the novel coronavirus?

Suspected cases of COVID-19 must have at least two of the following symptoms: cough, fever or headache, accompanied by any of the following: sore or burning throat, joint or muscle aches, runny nose, red eyes. Severe cases present shortness of breath or chest pain. Some people may also carry the virus without displaying any symptoms and can potentially transmit it to others.

How is the novel coronavirus treated?

There is no specific treatment for coronaviruses; drugs are indicated only to alleviate symptoms. For the time being, the development of this outbreak cannot be fully predicted, therefore the response requires the implementation of a series of rapid, timely and effective actions in line with standard public health strategies. It will therefore be necessary to keep up with the guidance provided by the responsible authorities.

What preventive measures can I take?

Health promotion

This involves the orientation, training and organization of workers to prevent and control the spread of the COVID-19 coronavirus in their homes, at their workplaces and most importantly at social events and during trips on public or private transportation provided by companies, including the following:

- Share general information about SARS-CoV-2 (COVID-19), the mechanisms of transmission, the symptoms it causes and the best ways to prevent infection and transmission to others.
- It is important not to go to work or social gatherings if you have symptoms consistent with COVID-19 so as not to be a risk of potential contagion to others.
- Wash hands frequently with soap and water or use 70 per cent alcohol gel solutions.
- Practice respiratory etiquette: when coughing or sneezing, cover the nose and mouth with a tissue or the inner corner of the arm.
- Do not spit; if necessary, use a tissue, then put it in a bag, throw it in the trash and wash your hands.
- Do not touch your face with dirty hands, especially the nose, mouth and eyes.
- Clean and disinfect surfaces and objects of common use in workplaces, enclosed spaces, public transportation, meeting centres and so on.
- Maintain a healthy distance (at least 1.5 to 2.0 m) during social contacts and remember the importance of using face masks or other protective apparel in public transportation.
- Form a health and safety commission or an emergency management team.
- Establish a training programme for management personnel on taking actions and measures to prevent and avoid COVID-19 infection chains.
- Work in coordination with the jurisdiction or health agency with which the workplace is associated to provide timely follow-up in the event of a case being detected.

Healthy distance in the workplace

Change habits to maintain a minimum distance of 1.5 to 2.0 m between people; reduce the frequency of contacts, including by adapting workspaces and work areas to reduce human density in intramural and extramural environments during maximum-activity, high-activity and medium-activity working periods, for which the following strategies should be established as a minimum:

- Avoid overcrowded spaces and guarantee the permanent availability of drinking water, soap, toilet paper, alcohol-based gel and disposable towels for drying hands.
- Establish alternating schedules for meals and daily activities to reduce contact between people. In restrooms and locker rooms, regulate capacity to maintain the recommended social distance.
- Increase the number of vehicles used to transport personnel in order to reduce overcrowding and the possibility of contagion, maintaining a healthy distance, the use of masks and the natural ventilation of the transport vehicle.

Entry–return control

A check-in/check-out system for employees, customers and suppliers should be implemented to allow for the following:

- Establish a screening process for the verification of body temperature and the identification of persons with acute respiratory infection.
- For workers who are detected to show signs of respiratory illness and/or a body temperature higher than 37.5 °C, designate an area of rest and isolation, provide them with a mask and refer them to a private home or the medical service; when appropriate, also assist workers in dealing with their incapacity.
- Provide a 70 per cent alcohol-based gel solution for hand hygiene and verify the proper use of masks for all persons entering or leaving the workplace.
- Establish exclusive entrances and exits for personnel; if there is only one access point, it should be divided with physical barriers to assign separate pathways for entry and exit.

Isolation

Separate and restrict for 48 hours the movement of workers with a suspected COVID-19 infection or exposure to an infectious biological agent and sanitize the area which the person has occupied. If infection is confirmed, 14 days off or the time necessary for recovery should be provided to prevent further spread of the disease in the community.

Guarantee the application of the principles of non-discrimination for all persons, regardless of ethnic or national origin, skin colour, culture, sex, gender, age, disabilities, social, economic, health or legal status, religion, physical appearance, genetic characteristics, migratory status, pregnancy, language, opinions, sexual preferences, political identity or affiliation, marital status, family situation, family responsibilities, language or criminal record.

Use of personal protective equipment

Workplaces should provide equipment that minimizes the risk of infection in workers during the performance of their activities in order to avoid the risk of contagion. Employers should distribute the following equipment among the working population:

- Masks, preferably washable, in order to protect the environment (with training on cleaning and replacement).
- In the case of personnel attending to the public, face shields or safety glasses with side, upper and lower eye protections or plastic barriers should also be provided.

Actions to protect the vulnerable population

Vulnerable populations consist of persons who, due to certain health conditions or characteristics, are more likely to develop a complication or die from COVID-19. For example: pregnant or lactating women; obese persons; persons over 60 years of age; persons living with uncontrolled diabetes and hypertension, HIV or cancer; persons with disabilities, a transplanted organ, liver disease or lung disease; and persons with neurological or neurodevelopmental disorders (epilepsy, vascular accidents, muscular dystrophy, spinal cord injury and so on).

It is important to remember that, for workplaces in locations designated as high-risk, it is forbidden for people in vulnerable situations to go to work, while for workplaces in locations designated as low-risk, special attention should be paid to such personnel, regardless of the fact that it will not be necessary to implement special measures.

Measures to prevent contagion in the company

Workplaces must take actions to reduce the risk of contagion – that is, to prevent the virus from entering their facilities. These include actions to support hygiene, cleanliness and maintaining a healthy distance. Procedures for incapacitated workers to follow should be simplified and salary penalties for absence eliminated in order to encourage workers and give them the necessary confidence to stay at home in the presence of symptoms of the disease.

- Prevent the return of sick workers without the relevant medical authorization.
- Provide dispensers with 70 per cent alcohol gel solutions and make them freely available to personnel at different workplace locations.
- Provide sanitary products and PPE to workers, including masks, goggles or face shields.
- Maintain a sufficient stock of disposable and personal-use products and ensure they are always kept clean.
- Ensure that restrooms have hand-washing facilities and adequate conditions for cleaning personnel (water, soap and disposable paper towels).
- Establish a programme for cleaning, disinfection and permanent maintenance of the workplace and workstations, including those used for food services, rest areas and, if necessary, overnight stays, using appropriate cleaning products to prevent the spread of the virus.
- Encourage workers not to share work tools or personal items without first disinfecting them properly.
- If possible, use natural ventilation in common areas or areas where many people congregate or pass through.
- Check the operation of ventilation/extraction systems, if installed, and maintain and change filters to ensure their proper operation.
- Mark common areas (such as restrooms, dressing rooms, lockers, coffee shops, dining rooms and meeting rooms) with markings on floors, walls and/or furniture to denote the minimum distance of 1.50 to 2.0 m between persons.
- Establish a policy to control the access of visitors, suppliers and contractors in order to prevent the risk of contagion from people outside the work centre.
- Implement a safe procedure for using stairs and elevators; maintaining a healthy distance; avoiding contact with surfaces as much as possible; and ensuring continuous cleaning.

Identification of suspected cases

For workers detected to show signs of respiratory illness and/or a body temperature higher than 37.5 °C, designate an area of rest and isolation, provide them with a mask and refer them to a private home or the medical service and, when appropriate, assist workers in dealing with their incapacity.

- Keep records of incapacitated personnel and evaluate possible cases of contagion.
- In case of infection, keep the person in confinement for a minimum period of two weeks.
- Isolate areas frequented by infected persons for 48 hours and clean and disinfect them.
- Identify workers and send them home when they have been in contact with an infected person:
  - for a period of ten minutes or more at a distance of less than 1.5 to 2.0 m and without having used the appropriate PPE (mask, face shield or goggles);
  - with direct exposure to secretions, droplets or aerosols of the infected or suspected worker (such as sneezing or coughing in the face of the contact without covering nose and mouth) or in direct contact with surfaces contaminated by the infected worker; or
  - if the work contact occurred an average of five days prior to the onset of symptoms.
- Establish a mechanism for monitoring workers in isolation and, if necessary, contact the health authority.
- Prevent the return of sick workers without the relevant medical authorization.
- Monitor the provisions established by the competent authorities for the restriction of activities.
- Guarantee the privacy of the data of sick workers, in accordance with the legislation in force in a given country.

Confirmed cases

In case of temperatures above 37°C, the worker must be ordered to shelter at home and immediate notice must be given to the public service available in each country, so that the authority in charge may follow up and order sanitary measures to be taken by the authority responsible for the containment and control of infectious diseases.

Surveillance of suspected and confirmed cases

Establish a mechanism for monitoring workers in isolation and, if necessary, contact the corresponding health authority. The provisions established by the competent authorities must be regularly reviewed to adjust the actions to be taken.

All information regarding the health status or condition of workers should be handled confidentially between the company's health officers and the suspected or confirmed person.

Consideration of psychosocial risk factors

Ensure consistency in the design and adoption of measures throughout the workplace and effectively communicate the measures in place.

Communicate effectively and regularly about the changing nature of work due to COVID-19 and its impact on workers and the workplace.

Make psychological counseling services available to workers when necessary.

Encourage the promotion of health and wellness in the workplace through sufficient rest, a balance of physical and mental activity and an appropriate work–life balance.

Pay special attention to workers in confined spaces or who perform hazardous tasks.

Promote a safe and healthy work environment free of violence and harassment.

OSH recommendations

This section of the protocol presents a summary analysis of each link in the coffee value chain. In each link, the risk factors to which workers are exposed during their activities have been identified. In order to identify and rank the risks, the activities carried out by farmers, employers, workers and day labourers have been analysed with the help of process diagrams. This analysis makes it possible, with the application of the ILO Safework methodology, to weight those factors with an unacceptable or serious degree of risk.

The information set out above was used to prepare recommendations on OSH that employers should comply with to prevent work-related accidents and illnesses, as well as the obligations to be assumed by farmers, workers and day labourers in going about their activities.

Identification of risks in each link of the coffee value chain

Condition or type of risk	Characteristics	Stage of the process involved	Consequences
Physical	Thermo-hygrometric conditions (temperature, humidity, ventilation). Noise. Vibrations. Lighting levels below the criteria for each activity Radiation (electromagnetic). Temperature changes (cold–heat) Water at temperatures up to 70°C for substrate sanitization. Thermal conditions due to permanent exposure to solar radiation.	Seedbed. Nursery. Cultivation. Wet and dry processing at farm level. Industrial wet processing. Harvested cherry coffee. Dry parchment coffee. Dried cherry or capulin coffee. Small- and medium-scale roasters. Industrial roasters. Soluble coffee. Freeze-dried coffee. Decaffeinated coffee. Sales in coffee shops.	Fatigue. Dehydration. Cramps. Exhaustion. Vertigo. Hypotension. Loss of location. Sudden temperature changes, with effects on bones and respiratory system. Burns. Hearing loss due to exposure to levels above 90 dB(A). Sleep disorders. Communication difficulties and warning signs. Possibility of fatal or disabling accidents or damage to products. Absenteeism due to pathological consequences of exposure to noise and vibration. Low productivity levels. Permanent dehydration of workers. Potential for increase in work-related accidents. Musculoskeletal disorders and occasional loss of sensation in upper or lower extremities.

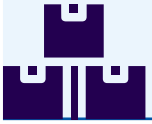
Condition or type of risk	Characteristics	Stage of the process involved	Consequences
Chemicals	Compounds and/or substances or their chemical and biochemical mixtures (fungicides, bactericides, herbicides, pesticides, fertilizers, defoliants). Use of combustion processes. Deficient ventilation levels. Use of fuels (liquid petroleum gas).	Seedbed. Nursery. Cultivation. Wet and dry processing at farm level. Small- and medium-scale roasters. Industrial roasters. Freeze-dried coffee. Decaffeinated coffee. Tasting. Sales in coffee shops.	Acute or chronic poisoning, with possible effects on specific body tissues or organs. Burns.

Condition or type of risk	Characteristics	Stage of the process involved	Consequences
Biological	Living organisms which, due to their characteristics and under certain conditions in the environment, can cause harm to human health.	Seedbed. Nursery. Cultivation. Wet and dry processing at farm level. Industrial wet processing. Harvested cherry coffee. Dry parchment coffee. Dried cherry or capulin coffee. Small- and medium-scale roasters. Industrial toasters. Soluble coffee. Freeze-dried coffee. Decaffeinated coffee. Tasting. Sales in coffee shops.	Death. Mass infections. Specific symptomatology. In other cases, asymptomatic individuals. Deaths from poisonous bites. Digestive, parasitic or animal-transmitted illnesses.

Condition or type of risk	Characteristics	Stage of the process involved	Consequences
Mechanical 	Tools and equipment without protective guards and/or in poor condition for use; without protection at the point of operation or improvised (shovels, wheelbarrows, sieves, “machetes”, “short machetes”, scissors, saws, “axes”, drills, augers, crowbars, brush cutters, elevators, threshing machines). Condition of spraying equipment: pressure sprayers, agricultural sprayers and mechanical sprayers. Mechanical load transportation equipment (forklifts, skids) for the movement of materials. Facilities for the storage of inputs.	Seedbed. Nursery. Cultivation. Wet and dry processing at farm level. Industrial wet processing. Small- and medium- scale roasters Industrial roasters. Soluble coffee. Freeze-dried coffee. Decaffeinated coffee. Tasting. Sales in coffee shops.	Accidents leading to bruises, wounds or amputations. Acute poisoning.

Condition or type of risk	Characteristics	Stage of the process involved	Consequences
Electric 	Use of provisional electrical installations in poor condition. No grounding of equipment, machines, display panels and electrified installations in general.	Wet and dry processing at the farm level. Industrial wet processing. Small- and medium- scale roasters. Industrial roasters. Soluble coffee. Freeze-dried coffee. Decaffeinated coffee. Tasting. Sales in coffee shops.	Death. Electrocution. Electrical burns.

Condition or type of risk	Characteristics	Stage of the process involved	Consequences
Ergonomic	Lack of adaptation of the job or work environment to the physical and psychological characteristics of the individual. Lifting loads above established limits. Movement of loads. Work in different planes and at different heights. Constant repetitive movements. Work at height (limited use of harnesses or other safety measures for work at height).	Seedbed. Nursery. Cultivation. Wet and dry processing at the farm level. Industrial wet processing. Harvested cherry coffee. Dry parchment coffee. Dried capulin or cherry coffee. Small- and medium- scale roasters. Industrial roasters. Soluble coffee. Freeze-dried coffee. Decaffeinated coffee. Tasting. Sales in coffee shops.	Lower back pain. Numbness of legs and arms. Absenteeism due to lumbar injuries.



Condition or type of risk	Characteristics	Stage of the process involved	Consequences
Workplace safety	Conditions of facilities, infrastructure, machinery and tools in potentially at-risk conditions and locations. Due to the characteristics of the fuels used, fires may occur.	Seedbed. Nursery. Wet and dry processing at farm level. Industrial wet processing. Harvested cherry coffee. Dry parchment coffee. Dried capulin or cherry coffee. Small- and medium-scale roasters. Industrial roasters. Soluble coffee. Freeze-dried coffee. Decaffeinated coffee. Sales in coffee shops.	Falling objects. Entrapments. Accidents in general. Fires.

Condition or type of risk	Characteristics	Stage of the process involved	Consequences
Transportation	Vehicle in poor condition and without preventive maintenance.	Harvested cherry coffee. Dry parchment coffee. Dried capulin or cherry coffee.	Death. Disabling accidents. Amputations.

Condition or type of risk	Characteristics	Stage of the process involved	Consequences
Quality control laboratories	Operation of precision equipment and instruments under special conditions.	Small- and medium- scale roasters. Industrial roasters. Soluble coffee. Freeze-dried coffee. Decaffeinated coffee. Tasting.	Falling objects. Burns. Accidents in general.

Condition or type of risk	Characteristics	Stage of the process involved	Consequences
Psychosocial	Stress. Fatigue. Violence in the workplace.	Sales in coffee shops (preparation and sales to the final consumer).	Sleep disorders. Alcoholism and drug addiction. Poor productivity. Dysfunctional interpersonal relationships. Cardiovascular and gastrointestinal diseases. Absenteeism.

Condition or type of risk	Characteristics	Stage of the process involved	Consequences
Other	Lack of PPE for handling chemical substances. Hot coffee concentrates. Administrative activities.	Seedbed. Nursery.	Acute and chronic poisoning. Burns. Fatigue.

OSH intervention plan

The purpose of creating an intervention plan is to provide a management tool to implement practical actions to prevent the different conditions and types of risk and to mitigate against COVID-19, in each of the processes across every link of the coffee value chain, including:

- primary production
- wet and dry processing at farm and industrial levels
- coffee marketing
- industrialization at different scales, from the whole bean to the sale of coffee beans
- tasting and sale in coffee shops

Preventive proposal	Condition or risk involved	Responsible persons
	Biological (COVID-19)	Employer, contractor Workers and day labourers
	Process to which it applies	
	All productive stages	

Make preventive proposals that are adapted to the local conditions, norms and laws in the country in which they are to be implemented, indicating the type of condition or risk involved:

- physical
- chemical
- biological
- mechanical
- electrical
- ergonomic
- workplace safety
- transportation
- quality control laboratories
- psychosocial
- other

Indicate the persons responsible for implementing the preventive proposals and the processing stage to which they apply.

Bibliography

The six studies on which the above summary is based are available as follows:

Guía práctica de prevención y mitigación de la COVID-19 en la cadena de valor del café en Honduras: Recomendaciones para fincas de café, torrefactoras, cooperativas, empresas de comercialización y exportadoras.

Protocolo de seguridad y salud en el trabajo en el proceso de producción primaria del café: Énfasis en la prevención y mitigación frente a la COVID-19 en México.

Protocolo de seguridad y salud en los procesos de beneficio húmedo y seco a nivel de predio e industrial: Énfasis en la prevención y mitigación frente a la COVID-19 en México.

Protocolo de seguridad y salud en el trabajo del proceso de comercialización del café: Énfasis en la prevención y mitigación frente a la COVID-19 en México.

Protocolo de seguridad y salud en el trabajo del proceso de industrialización en diferentes escalas, desde el grano entero hasta la venta del café en grano. Énfasis en la prevención y mitigación frente a la COVID-19 en México.

Protocolo de seguridad y salud del proceso de catación y venta en cafeterías. Énfasis en la prevención y mitigación frente a la COVID-19 en México.

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